

# Our work with... financial services

Nearly 25% of our work is with financial services organisations – both retail and investment banking, insurance and reinsurance, private equity, asset management, building societies, fintech.

Most of the work is bespoke, designed here in the UK but delivered both locally and globally, whether virtual or face-to-face, in English or in local languages.

## 1 Insurance and reinsurance

The biggest category for us, including clients such as:

Lancashire • Cathedral • Pacific Life Reinsurance • Shipowners Club • Circle Insurance • Tindall Riley • Fidelis • Sompo • Axis Capital • Darag • Euler Hermes / Allianz Trade • Hannover Re • Mapfre Assistance • MD Insurance • Castlemead Insurance Brokers • Pinnacle Pet Group • Agria Pet Insurance • Cardiff Pinnacle • Ageas Insurance Ltd

**We work at all levels for these clients, enlisting support from our sister brands to run director development workshops at one end of the spectrum to receptionist skills training at the other.**

Much of our work has revolved around:

**Bespoke leadership and management development programmes** – delivered virtually and face-to-face in UK, Europe, Bermuda, Singapore, Sydney, and Toronto

**Coaching** – delivery of executive coaching on a global basis, and professional coach mentoring and supervision, alongside workshops on coaching skills for line managers

**Skills workshops** – a wide range of sessions, the most popular being around performance conversations, presentation skills, stress and resilience

## 2 Banking

There's an international flavour to much of our work here too, recent clients including such organisations as Deutsche Bank, Société Générale, Bank of Qatar, BNP Paribas, Triodos, the Central Bank of Ireland, Sumitomo Mitsui Banking, and The Chartered Banker Institute.

As with the insurance and reinsurance sector, there's a strong emphasis on coaching – including, for example, running a series of group coaching sessions to support several groups of high-performing female executives into VP roles.

Other assignments have included running regular workshops on perennial topics such as communication and presentation skills, time and priority management, performance conversations, and stress, resilience and mental toughness as well as more niche subjects such as specification writing, data protection for HR, and design thinking.

## 3 Other financial services clients

We've also worked recently with private equity and investment management firms, equipment leading specialists, some fintech clients, and a variety of organisations in the personal finance world, such as Monmouthshire Building Society, National Savings & Investment, Saffron Building Society and The Pension Superfund.

There's been a real mix of requirements here, from our **Inspiring Leader Programme** to ad hoc sessions on topics such as:

Body language	Imposter Syndrome
Credit Control & Debt Recovery	Influencing & Persuading
Critical thinking	Managing across the generations
Customer service	Managing conflict
Data brilliance	Personal Impact
Discipline & Grievance	Presentation skills, TED-style
Effective business writing for those with English as a second language	Workplace investigations
	Work smarter!

**Our sessions get great feedback – one of our clients even mentioned our work with them in their annual report – partly because so many of our coaches and facilitators were recruited specifically for their experience in financial services.**

Give us a call now on **01582 463460** to discuss how they might help your organisation too.