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Local Institute Case Study

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What drove you to join your Local Institute?

I first heard about the Bolton Institute from my line manager, who was already on the council at the time. He's always been a huge advocate for the CII and really encouraged us within the team to get involved.

How does being a member help you with your professional development?

The type of development I've been able to access through the institute has largely been locally through our regular learning and development sessions. I also attend the Northwest Conference that the Bolton Council helps to organise each year.

These have both opened up a huge, expanse of knowledge from different areas of the business; areas that I would not normally get directly involved in through my day-to-day work.

The sessions that have always helped me most, though, are those around public speaking and confidence building. As an introvert, that's always been something that I've shied away from historically.

How does your Local Institute inspire you?

Being a member of the local industry makes me proud, of not just what we do at the local institute, but what we do as an industry. It has not only opened my eyes to the size and complexity of the industry that we work in, but also ultimately reinforced what we are here for; and that is to support people out there – our customers

How would you like to shape the future of insurance?

I'm a big advocate for technology and finding advancements in automation. But at the same time, I still believe we really need to hold that human touch with our customers and with ourselves internally so we don't draw ourselves too much away from that valuable insight you get from working together.

Being a member of the Bolton Institute will help to drive that forward, by expanding networks and having greater exposure to different people within different parts of the industry that can help to see things differently.

Find out what your Local Institute could do for you

www.cii.co.uk/shape