



Chartered
Insurance
Institute
Standards. Professionalism. Trust.

Face-to-Face Workshop

ACE Generational Feedback



Course overview

Across the UK general insurance industry today, a perceived and misunderstood generational gap is shaping how teams work together.

Leaders are softening or withdrawing from feedback. Early-career professionals are misreading it. The result? Feedback conversations become delayed, diluted, or avoided altogether.

"The challenge is rarely the generation itself. More often it is how we interpret each other."

This workshop helps leaders, managers and younger professionals build generational intelligence and strengthen feedback and communication between generations in the workplace.

Face-to-Face Training Workshop
Chartered Insurance Institute
1st Floor, 30 Old Broad Street
London EC2N 1HT

28 October 2026, 09:30 - 16:30 (UK time)

Who should attend

This workshop is suited to Leaders, Managers and Early Career Professionals (mixed Cohort).

What will I achieve by attending the workshop?

The ACE (Aware - Connect - Embed) framework will help close the gap by building self awareness, connecting cross-generational understanding and equipping managers and early career professionals with practical skills to give and receive constructive feedback with confidence.

- Recognise your own assumptions.
- Separate intent from impact.
- Understand the generational context.
- Apply the Clarity and Care framework.
- Receive feedback without defensiveness.
- Flex your communication style.
- Ask better questions.
- Build shared expectations.
- Turn insight into habit.
- Contribute to a feedback culture.

Workshop overview

The Workshop will look at perceptions, experiences, offering interactive collaboration and group discussions to help build self-awareness, understanding and cross-generational communication.

Face to Face Workshop Agenda

Opening Session:

- Introduction of Generational Intelligence
- Explore why feedback conversations break down
- Understand the Behaviour vs Intention gap
- Introduce the ACE Framework
- Establish workshop expectations

Cohort Break-out Sessions: The workshop will split into Cohort Break-out Sessions for the remainder of the morning for activities, mapping, case discussions and feedback Role Plays:

- **Leaders and Managers Group**
 - Leadership assumptions and bias
 - Emotional triggers when giving feedback
 - Feedback avoidance and its consequences
 - Communication flexibility
 - Leading across generations
- **Young Professionals Group**
 - Understanding reactions to feedback
 - Identity and workplace expectations
 - Feedback interpretation
 - Taking ownership of development
 - Understanding commercial realities

Joint insight session: The groups will then rejoin for a Joint Insight Session, where the Facilitators will share anonymised themes gathered during the morning sessions.

Cross generational dialogue session: Mixed groups work together on practical scenarios. Participants explore: "what I meant" verses "what I heard".

Clarity and care session: Participants learn and practice a structured approach to giving and receiving feedback.

Feedback Charter session and Commitment: Mixed groups create a shared agreement.

Course details

Date



28 October 2026, 09:30-16:30 (UK)

Timings



09:30 - 16:30 (UK time)

Duration



One full day

Number of attendees



Up to 15

Format



Face-to-Face
CII Offices, London

CPD



Recognised

Trainer



Barbara Darlington and Paul Snell.

Price



£219 members / £279 non-members

How to register

To register, complete the registration form here:

[BOOKING FORM](#)

Contact Customer Service

- **Call** +44 (0)20 8989 8464
- **Email** customer.serv@cii.co.uk

For business enquiries or to book in-house training

- **Email** business.enquiries@cii.co.uk

For further information on any of our workshops, visit our webpages:

www.cii.co.uk/learning/training