



EMPOWER  
DEVELOPMENT

---

# Course Catalogue

---

2025

# Introduction

## About Empower Development

Empower Development is an award-winning training consultancy specialising in helping insurance professionals achieve their potential.

We pride ourselves on knowing what it takes to succeed in our industry. We use this knowledge to develop training and resources that provide individuals and organisations with the skills needed to thrive today and in the future.

Between them, our trainers hold decades of experience in the industry as well as recognised qualifications. They use their specialist technical and behavioural expertise to ensure that learnings from the classroom are immediately transferable to the day-to-day roles of insurance professionals.

We **only** work with insurance professionals. This narrow focus means we can invest time and effort to truly understand our industry as well as the people in it.

## What we offer

We provide a wide range of training and development products and services for organisations and individuals in the insurance industry. Our range of in-person and virtual offerings includes [early careers](#), [management and leadership](#), [CII study support](#), [soft skills courses](#), [technical training](#), team building events, coaching and [DEI](#), including our award winning 'Women with Presence' course supporting women in insurance with career development. All of our courses are available off-the-shelf or can be tailored to meet specific organisational objectives. On top of this, our game-changing online [CII revision platform](#) has made getting CII qualified simpler and more accessible than ever before.

## Supporting the industry

We care deeply about the industry. As part of our mission to help insurance professionals achieve their potential, we offer free support to improve entry-level access to the industry and encourage networking and career development. This includes regular free industry events, free revision webinars, a YouTube channel, free CII exam aids, a regular insurance talent and learning roundtable and a podcast focused on lifting the lid on insurance careers.

We are extremely proud to receive recognition for the work we do. Our awards show that we are a trusted training and development partner to the insurance industry.

## Testimonials

We are proud of the feedback we receive, below are a few recent examples of feedback from our clients and participants:

- *Empower Development take the time to understand your needs and work collaboratively with you in finding the right solution*
- *Empower Development really put learners' needs front and centre*
- *Empower Development are not only knowledgeable in the professional development field but their knowledge of the insurance market is really what makes them stand out from other training providers*
- *This was the best technical training course I have ever attended. Due to the number of breaks, interactive group work and opportunity to ask ALL types of questions (and not feel that they are stupid)*
- *A great couple of days! Brilliant delivery of the session and useful activities too! Empower development is such an inspiring company and so grateful for all the resources you provide, thank you*
- *Had I not attended [Women with Presence] I don't think I would be where I am today, so I definitely recommend this to any women out there.*
- *If anyone is studying toward the cert CII then I'd 100% recommend the Empower Development revision aids course! Explains things in a different way to the textbooks to help you understand!*

If you want to find out more about how we can help you or would like to speak to one of our learning experts, [get in touch](#) with us today.



AWARDS



# Early Careers and Interns

A selection of our most popular in-house early career and internship development sessions.

[Get in touch](#) for more detailed course outlines. To learn more about Empower Development and what we do, [check out our website](#).



## Introduction to Insurance\*

Lloyd's and London market  
Roles in insurance  
Reinsurance  
Insurance cycle



## On the Right Foot\*

Managing first impressions  
Factors for success in your first few months  
Working in a multigenerational team



## Effective Communication\*

Communication in the workplace  
Choosing the right mode and audience  
Practical advice for in person, phones and email



## Building Business Relationships

Relationship assessment  
Building relationships at pace  
Creating and maintaining trust  
Adapting your approach



## Quality Decision Making

How we think  
Eliminating bias in decisions  
A failsafe decision-making process



## Creativity and Problem Solving

Why creativity can be difficult  
Accessing useful, creative thinking  
Applying design thinking principles  
Unlocking multiple perspectives



## Navigating Conflict

The importance of healthy conflict  
Understanding your conflict style  
Balancing assertiveness  
Practical examples



## Time Smart

Working smarter, not harder  
Planning and Prioritisation  
Tackling time bandits  
Overcoming procrastination



## Personal Branding

Understanding personal branding  
Crafting your professional brand  
Communicating your brand effectively  
Brand and authenticity



## Negotiation and Influence

Principled negotiation  
Achieving Win/Win outcomes  
Influence techniques  
Market considerations



## Managing your Insurance Career

The development cycle  
Personal SWOT  
Writing a development plan



## Presenting with Impact

Presentation design process  
Delivering for high impact  
Managing nerves  
Practice and feedback



## Building Resilience

Pressure: eustress and distress  
The impact of energisers and stressors  
Mind traps and how to avoid them  
Regaining your balance



## Impactful Business Writing

Planning a piece of writing  
Structuring for maximum impact  
Making your emails more readable  
Writing to persuade



## Networking

Strategic networking  
Using LinkedIn  
Making the most of networking events  
Working the room



## Understanding Yourself and Others

Understanding yourself  
Appreciating differences  
Making small adjustments to achieve better outcomes



## Essential Project Management

Understanding project definitions  
Where and how to start  
Common pitfalls to avoid  
Stakeholder management



## Insurance Simulations

Realistic tech-enabled insurance business simulations  
Operate a fictional insurance company  
Understand and make commercial decisions

\* Sessions we find work best in the first few months of a programme.

All sessions can be delivered in-person or online. You might also be interested in our technical training programme designed for early careers [Fast Start](#).

# Early Careers

A selection of our most popular in-house early career development sessions.  
[Get in touch](#) for more detailed course outlines. To learn more about Empower Development and what we do, [check out our website](#).



## Introduction to Insurance\*

Lloyd's and London market  
Roles in insurance  
Reinsurance  
Insurance cycle



## On the Right Foot\*

Managing first impressions  
Factors for success in your first few months  
Working in a multigenerational team



## Effective Communication\*

Communication in the workplace  
Choosing the right mode and audience  
Practical advice for in person, phones and email



## Time Smart

Working smarter, not harder  
Planning and Prioritisation  
Tackling time bandits  
Overcoming procrastination



## Networking

Strategic networking  
Using LinkedIn  
Making the most of networking events  
Working the room



## Understanding Yourself and Others

Understanding yourself  
Appreciating differences  
Making small adjustments to achieve better outcomes



## Personal Branding

Understanding personal branding  
Crafting your professional brand  
Communicating your brand effectively  
Brand and authenticity



## Building Business Relationships

Relationship assessment  
Building relationships at pace  
Creating and maintaining trust  
Adapting your approach



## Navigating Conflict

The importance of healthy conflict  
Understanding your conflict style  
Balancing assertiveness  
Practical examples



## Negotiation and Influence

Principled negotiation  
Achieving Win/Win outcomes  
Influence techniques  
Market considerations



## Managing your Insurance Career

The development cycle  
Personal SWOT  
Writing a development plan



## Presenting with Impact

Presentation design process  
Delivering for high impact  
Managing nerves  
Practice and feedback



## Building Resilience

Pressure: eustress and distress  
The impact of energisers and stressors  
Mind traps and how to avoid them  
Regaining your balance



## Impactful Business Writing

Planning a piece of writing  
Structuring for maximum impact  
Making your emails more readable  
Writing to persuade



## Quality Decision Making

How we think  
Eliminating bias in decisions  
A failsafe decision-making process



## Creativity and Problem Solving

Why creativity can be difficult  
Accessing useful, creative thinking  
Applying design thinking principles  
Unlocking multiple perspectives



## Essential Project Management

Understanding project definitions  
Where and how to start  
Common pitfalls to avoid  
Stakeholder management



## Insurance Simulations

Realistic tech-enabled insurance business simulations  
Operate a fictional insurance company  
Understand and make commercial decisions

\* Sessions we find work best in the first few months of a programme.

All sessions can be delivered in-person or online.

# Business 'Soft' Skills

A selection of our most popular in-house business skills sessions. All courses are available in-person or online and can be tailored to different seniority levels and business functions. [Get in touch](#) for more detailed course outlines. To learn more about Empower Development and what we do, [check out our website](#).



## Building Business Relationships

Relationship assessment  
Building relationships at pace  
Creating and maintaining trust  
Adapting your approach



## Stakeholder Management

Stakeholder mapping  
Stakeholder prioritisation  
Responding to stakeholder needs  
Action planning



## Effective Communication

How and why messages get distorted  
Considering your audience  
Practical advice for in person, phones  
and email



## Presentation Skills

Presentation design process  
Delivering for high impact  
Managing nerves  
Practice and feedback



## Navigating Conflict

The importance of healthy conflict  
Understanding your conflict style  
Balancing assertiveness  
Practical examples



## Time Smart

Working smarter, not harder  
Planning  
Prioritisation  
Overcoming procrastination



## Essential Project Management

Where and how to start  
Project planning  
Common pitfalls to avoid  
Stakeholder mapping



## Managing your Insurance Career

The development cycle  
Personal SWOT  
Writing a development plan



## Creativity and Problem Solving

Why creativity can be difficult  
Accessing useful, creative thinking  
Applying design thinking principles  
Unlocking multiple perspectives



## Impactful Business Writing

Planning a piece of writing  
Structuring for maximum impact  
Making your emails more readable  
Writing to persuade



## Quality Decision Making

How we think  
Eliminating bias in decisions  
A failsafe decision-making process



## Understanding Yourself and Others

Understanding yourself  
Appreciating differences  
Making small adjustments to achieve  
better outcomes



## Personal Branding

Understanding personal branding  
Crafting your professional brand  
Communicating your brand effectively  
Brand and authenticity



## Making the Most of Your Appraisal

Career development cycle  
Appraisal preparation  
Getting quality feedback



## Networking

Strategic networking  
Using LinkedIn  
Making the most of networking events  
Working the room



## Building Resilience

Pressure: eustress and distress  
The impact of energisers and stressors  
Mind traps and how to avoid them  
Regaining your balance



## Positive Politics

Understanding workplace dynamics  
Building your political capital  
Using the 4 aspects of political skill



## Increasing Your Influence

Where our influence comes from  
Push vs pull influence  
Influencing others  
Action planning



## Negotiation and Influence

Principled negotiation  
Achieving Win/Win outcomes  
Influence techniques  
Market considerations



## Team Building

Interactive team building activities,  
Psychometrics  
High-performing team behaviours  
Bespoke facilitated team events

# Leadership and Management

A selection of our most popular in-house leadership and management sessions. All courses are available in-person or online and can be tailored to different seniority levels and business functions.

[Get in touch](#) for more detailed course outlines. To learn more about Empower Development and what we do, [check out our website](#).



## L1 Management Fundamentals

- My role as a manager
- Management essentials
- High performing teams
- Developing my team



## L2 Management Development

- Maintaining a high-performing team
- Developing your management style
- Handling tricky situations and conversations
- Setting yourself and your team up for success



## L3 Leadership Development

- What makes a leader?
- Setting and communicating your vision
- Executive presence and building trust
- Succession planning



## Delegation for Success

- Overcoming barriers to delegation
- Delegation and time management
- Task vs individual delegation models
- A failsafe delegation approach



## Effective Feedback Conversations

- Using feedback to motivate
- Delivering effective feedback
- Adapting your feedback approach
- Managing responses to feedback



## Coaching Skills for Managers

- Training vs Mentoring vs Coaching
- When to coach (and when NOT to)
- Empowering coaching questions
- Using the GROW model



## Empowering Management Conversations

- Making time for quality conversations
- Balancing support and challenge
- Conversation archetypes and how to use them
- Practice and feedback



## Inclusive Leadership

- The business case for inclusion
- 6 behaviours of inclusive managers
- Inclusion by design
- Understanding and combating bias
- Action planning



## Leading Multigenerational Teams

- What shapes a generation?
- Understanding generations and their needs
- Perceptions, expectations and stereotypes
- Managing multiple generations in one team
- Fostering an inclusive team environment



## Strategic Foresight

- What is strategic foresight?
- Analysing your industry and market
- Assessing the impact of disruptors
- Using SWOT to create an action plan

## Set your managers and leaders up for success

Designing a leadership programme?  
Speak to one of our experts to get advice on selecting and combining multiple modules into a programme that gives your managers and leaders the skills they need to succeed!

# Diversity, Equity, and Inclusion

A selection of our most popular DEI sessions. All courses are available in-person or online and can be tailored to different seniority levels and business functions. [Get in touch](#) for more detailed course outlines. To learn more about Empower Development and what we do, [check out our website](#).



## Women with Presence\*

- Building influence
- Active career management
- Meaningful career conversations
- Overcoming common career barriers
- Obtaining meaningful work



## Working in a Multigenerational Team

- What shapes a generation
- Generational needs at work
- Perceptions, expectations and stereotypes
- Tips for cross-generational collaboration



## Belonging in Insurance

- The business impact of belonging
- Understanding and challenging our biases
- Creating inclusive environments



## Working Effectively Across Cultures

- Individual differences vs cultural trends
- What to expect when working across cultures
- Action planning



## Inclusive Meeting Management

- The business case for inclusion
- Psychological safety
- Setting effective ground rules
- Managing meeting personalities
- Giving everyone a voice



## Inclusive Leadership

- The business case for inclusion
- 6 behaviours of inclusive managers
- Inclusion by design
- Understanding and combating bias
- Action planning

## Spotlight on: Women with Presence

*Build confidence, create new opportunities, and take control of your future with support from award-winning experts in career coaching for insurance professionals.*

*Created by women in insurance, for women in insurance – we understand the unique challenges women face throughout their careers, and how women can push through them to create exciting opportunities.*

One of our most popular courses, the flagship version of this course is a two-day immersive event. We run three open cohorts a year in London. Participants can see upcoming dates and register for a place directly [through our website](#).

We regularly deliver this in-house for organisations and have multiple versions available 'off-the shelf' including an accelerated 1-day programme, a half-day taster session and hybrid online modular version combining self-study and collaborative classroom session.

There are multiple benefits to in-house delivery including content tailored to internal systems and processes, signposting to internal support, internal networking and cost efficiency.

To discuss options for your organisation, [contact us today](#)

\*Winner of the 2021 Women in Insurance Contribution to Gender inclusion award



# Insurance Technical

A selection of our most popular technical insurance in-house sessions. All courses are available in-person or online and can be tailored to your needs.

We pride ourselves on our ability to bring insurance concepts to life through engaging activities, realistic simulations and group discussion. Participants leave our sessions energised and confident in their ability to apply learnings outside the classroom. Content can be tailored to your needs and sessions can be combined into technical programmes. [Get in touch](#) to discuss options.

Use the links below to access more detailed course outlines.



[Introduction to Insurance](#)



[Introduction to Reinsurance](#)



[Introduction to Broking](#)



[Introduction to Delegated Authority](#)



[Introduction to Commercial Lines](#)



[Introduction to the London Market](#)



[Introduction to Personal Lines](#)



[Introduction to Claims Handling](#)



[Introduction to Underwriting](#)



[History of Lloyd's](#)



[Roles in Insurance](#)



[General Insurance Products](#)



[Practical Risk Pricing](#)



[Practical Claims Handling](#)

## Insurance Simulations

Our fully digital, tech-enabled insurance simulations are a fun, collaborative way to build technical skills and business judgment using real industry data. Participants work in teams to make decisions and see the impact in real time.

We offer three tailored simulation options, designed specifically for the insurance sector. These are ideal for learning through practical, real-life scenarios while strengthening teamwork.

[Click here to find out more.](#)

| Facilitator                    | Delivery method | 60 or 90 minutes | Half day | Full day | Coaching (per hour) |
|--------------------------------|-----------------|------------------|----------|----------|---------------------|
| Samantha Lydon                 | In-person       | £1,850           | £2,500   | £4,500   | £750                |
| Head Trainer                   | In-person       | £1,150           | £1,925   | £2,650   | £600                |
| Trainer                        | In-person       | £875             | £1,550   | £1,950   | £500                |
| Delivery Support (non-trainer) | In-person       | NA               | £300     | £500     | n/a                 |

## Pricing details

- Pricing excludes VAT
- A 20% discount applies for sessions delivered online via Teams/Zoom
- A 20% surcharge applies for participant groups of over 20 without a second facilitator
- A 20% surcharge may be applicable for training delivery outside core business hours
- If it is agreed that design time will be required, then this will be charged at the above trainer rate minus 20%
- Pricing is subject to change from time-to-time.
- In-person pricing assumes delivery in London. For delivery outside London, reasonable expenses will be charged in addition.
- Unless a Master Services Agreement exists, all services offered come under Empower Development’s standard [Terms and Conditions](#).

## Our trainers



**Samantha Lydon**  
(Managing Director)

Sam launched Empower Development in 2018 following a successful career in Insurance HR and L&D. Sam recognised a need in the market for a training consultancy that truly understands the industry and the needs of insurance professionals. Recognised as a ‘trailblazer’ on the front cover of the CII Journal, Sam is known not only for her high-quality training and coaching, but for her significant voluntary work raising awareness of insurance careers on TikTok and promoting diversity in the industry.



**Antonia Roberts**  
(Head of T&D)

Antonia has specialised in professional development for over 12 years including L&D leadership positions in insurance and legal sectors as well as time spent in strategic HR consulting. Antonia combines a consulting approach with experience of on-the-ground L&D to design and deliver practical learning solutions that lead to real performance improvement. Antonia specialises in supporting clients with leadership and management and soft skills topics. She is also a qualified coach.



**Claire Shepherd**  
(Client Solutions Manager)

Claire has over 20 years of commercial business experience, including five years specialising in insurance. She combines a pragmatic approach with the latest thinking in business performance to design and deliver engaging, high-impact training programmes. Claire is an expert communicator and facilitator, with a particular focus on business skills, early careers development, and technical insurance topics. She holds the Award in London Market Insurance from the CII



**Louise Pergande**  
(Learning and Early Careers Consultant)

Louise has over a decade of experience in early careers recruitment and development primarily in insurance. Her experience includes recruitment, as well as designing impactful graduate, intern, placement, and apprenticeship programmes. Passionate about supporting early career talent in insurance, Louise is dedicated to helping the next generation of insurance professionals find their feet and build meaningful, rewarding careers.



**Melissa Lucy**  
(Senior Learning Consultant)

Mel has spent most of her career working in insurance, specialising in learning and talent for the past 12 years including time spent in senior learning roles. Mel balances an approachable style with a business-focussed, strategic approach to designing and delivering L&D that makes an impact. She has experience training at all levels from early careers to exec. Mel has a dual focus, specialising in soft-skills topics including leadership and management as well as introductory insurance topics.

| Facilitator                    | Delivery method | 60 or 90 minutes | Half day | Full day | Coaching (per hour) |
|--------------------------------|-----------------|------------------|----------|----------|---------------------|
| Samantha Lydon                 | In-person       | £1,950           | £2,650   | £4,750   | £775                |
| Head Trainer                   | In-person       | £1,200           | £2,050   | £2,950   | £625                |
| Trainer                        | In-person       | £875             | £1,550   | £1,950   | £525                |
| Delivery Support (non-trainer) | In-person       | NA               | £300     | £500     | n/a                 |

### Pricing details

- Pricing excludes VAT
- A 20% discount applies for sessions delivered online via Teams/Zoom
- A 20% surcharge applies for participant groups of over 20 without a second facilitator
- A 20% surcharge may be applicable for training delivery outside core business hours
- If it is agreed that design time will be required, then this will be charged at the above trainer rate minus 20%
- Pricing is subject to change from time-to-time.
- In-person pricing assumes delivery in London. For delivery outside London, reasonable expenses will be charged in addition.
- Unless a Master Services Agreement exists, all services offered come under Empower Development’s standard [Terms and Conditions](#).

### Our trainers



**Samantha Lydon**  
(Managing Director)

Sam launched Empower Development in 2018 following a successful career in Insurance HR and L&D. Sam recognised a need in the market for a training consultancy that truly understands the industry and the needs of insurance professionals. Recognised as a ‘trailblazer’ on the front cover of the CII Journal, Sam is known not only for her high-quality training and coaching, but for her significant voluntary work raising awareness of insurance careers on TikTok and promoting diversity in the industry.



**Antonia Roberts**  
(Head of T&D)

Antonia has specialised in professional development for over 12 years including L&D leadership positions in insurance and legal sectors as well as time spent in strategic HR consulting. Antonia combines a consulting approach with experience of on-the-ground L&D to design and deliver practical learning solutions that lead to real performance improvement. Antonia specialises in supporting clients with leadership and management and soft skills topics. She is also a qualified coach.



**Claire Shepherd**  
(Client Solutions Manager)

Claire has over 20 years of commercial business experience, including five years specialising in insurance. She combines a pragmatic approach with the latest thinking in business performance to design and deliver engaging, high-impact training programmes. Claire is an expert communicator and facilitator, with a particular focus on business skills, early careers development, and technical insurance topics. She holds the Award in London Market Insurance from the CII



**Louise Pergande**  
(Learning and Early Careers Consultant)

Louise has over a decade of experience in early careers recruitment and development primarily in insurance. Her experience includes recruitment, as well as designing impactful graduate, intern, placement, and apprenticeship programmes. Passionate about supporting early career talent in insurance, Louise is dedicated to helping the next generation of insurance professionals find their feet and build meaningful, rewarding careers.



**Melissa Lucy**  
(Senior Learning Consultant)

Mel has spent most of her career working in insurance, specialising in learning and talent for the past 12 years including time spent in senior learning roles. Mel balances an approachable style with a business-focussed, strategic approach to designing and delivering L&D that makes an impact. She has experience training at all levels from early careers to exec. Mel has a dual focus, specialising in soft-skills topics including leadership and management as well as introductory insurance topics.