



**INSURANCE  
LEADERSHIP  
ACADEMY**

Join with an open mind  
*and*  
Emerge transformed





# Why this programme?

The insurance sector has long grappled with skills shortage. But too often, the conversation revolves around technical expertise, overlooking an equally pressing issue: shortage of skilled leaders.

By 2026, the sector faces a turning point. Senior leaders exiting after mergers and acquisitions, combined with a workforce where many professionals are nearing retirement, will create a significant leadership vacuum.

Furthermore, disruptive thinking is reshaping outdated workplace practices, demanding leaders who can adapt to complexity and drive performance with agility.

Regulators are also increasing accountability, requiring leaders to champion ethical practices and sustainable business models. Modern leadership in insurance is no longer just about running a company—it's about shaping the industry's future.

The **Insurance Leadership Academy** is here to bridge the gap, equipping leaders with the skills, insights, and mindset needed to rise to these challenges and lead their individual businesses and the insurance sector into the future.



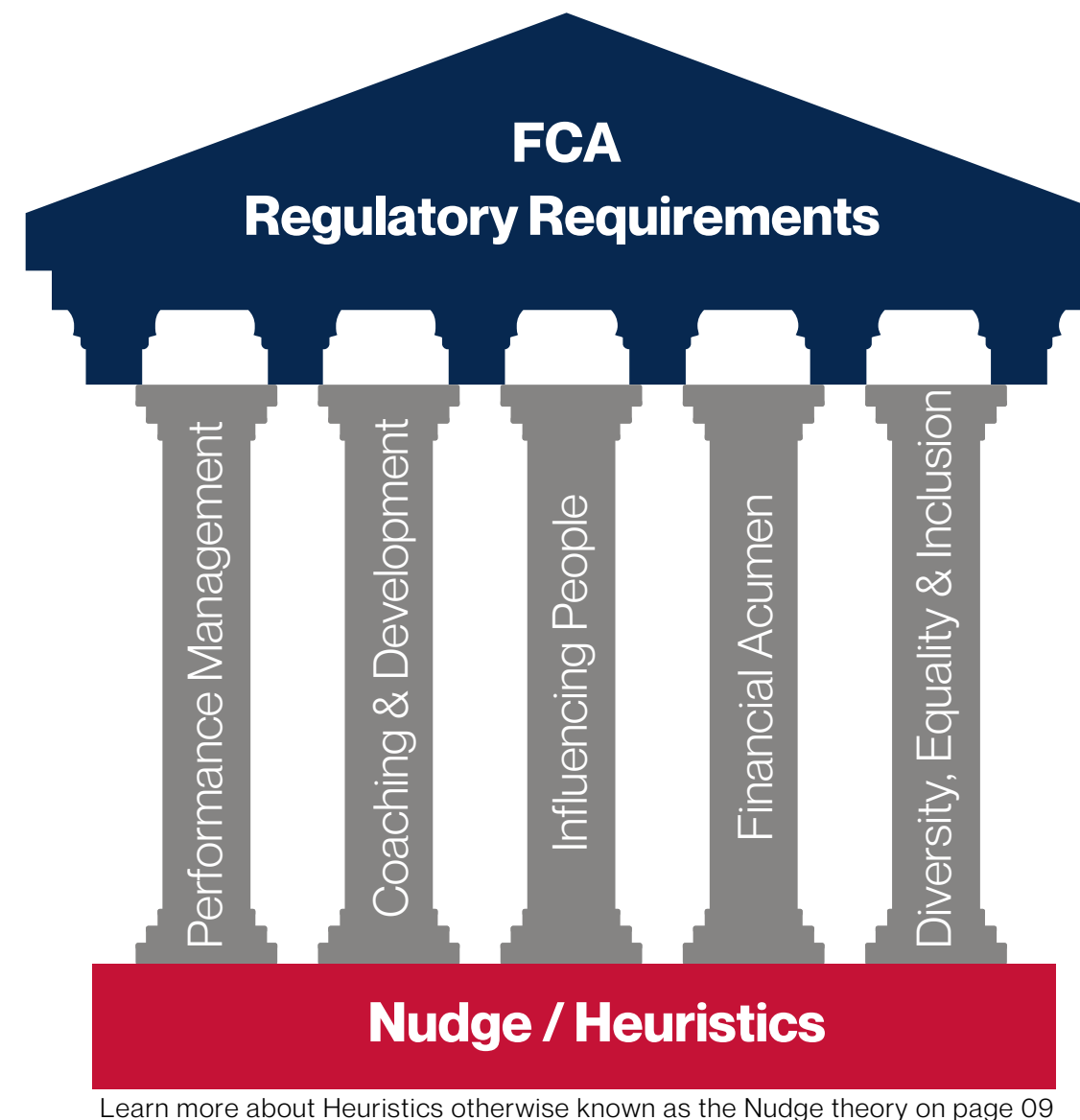


# Not just any management course

## How this programme is structured

Imagine the challenges faced by leaders in today's world. They're not just expected to manage teams effectively but also to inspire, be agile, and deliver results in a fast-paced, highly regulated environment.

To meet these demands, we've designed this course around a **three-tiered** framework, each layer reflecting a crucial part of our ethos.



*This approach ensures our learners are not just equipped to lead but are also prepared to uphold the highest standards of ethical and sustainable business practices.*



Finally, our top tier. Here, we bring everything together, aligning these practices with the expectations set by regulators linking it to topics like SMCR and Consumer Duty.



At the heart of the journey lies the middle tier: essential management practices.

These are the timeless skills every leader needs—performance management, coaching, facilitating team meetings etc...



*But we knew that simply teaching these in their traditional form wouldn't be enough. So, we went deeper.*

*We asked ourselves: how can we make these practices more impactful, more efficient?*

*That's where the foundation tier of our framework comes in:*



Our first tier, grounded in Heuristics, commonly known as Nudge theory.

By weaving nudge principles into everyday management, we give leaders the tools to amplify their effectiveness and create real, lasting change within their businesses.

# Super Charge

Your Leadership

## LEARN

Be inspired by  
engaging  
workshops

## PRACTICE

Broaden your  
thinking by  
simulating  
exercises

## GROW

Grow faster by  
taking one  
valuable action  
a month





# Curriculum framework & objectives

At the core of this programme lies the goal of creating high-performance teams. We believe that every leader's primary objective should be driving business outcomes, and this framework is designed to empower leaders to achieve that by focusing on four interconnected pillars:

## People Factor

People are the cornerstone of any business's success. This pillar enables leaders to unlock the full potential of their teams by understanding the psychology of human behaviour.

From motivating individuals to stretch and excel to fostering diversity, equity, and inclusion, this section builds the skills leaders need to inspire and elevate their people to new heights.

## Performance Management

High performance doesn't happen by chance—it's cultivated through strategic action.

This part of the course equips leaders with cutting-edge tools and techniques to coach effectively, manage performance, and navigate the complexities of today's hybrid and remote work environments.

## Organisational Culture

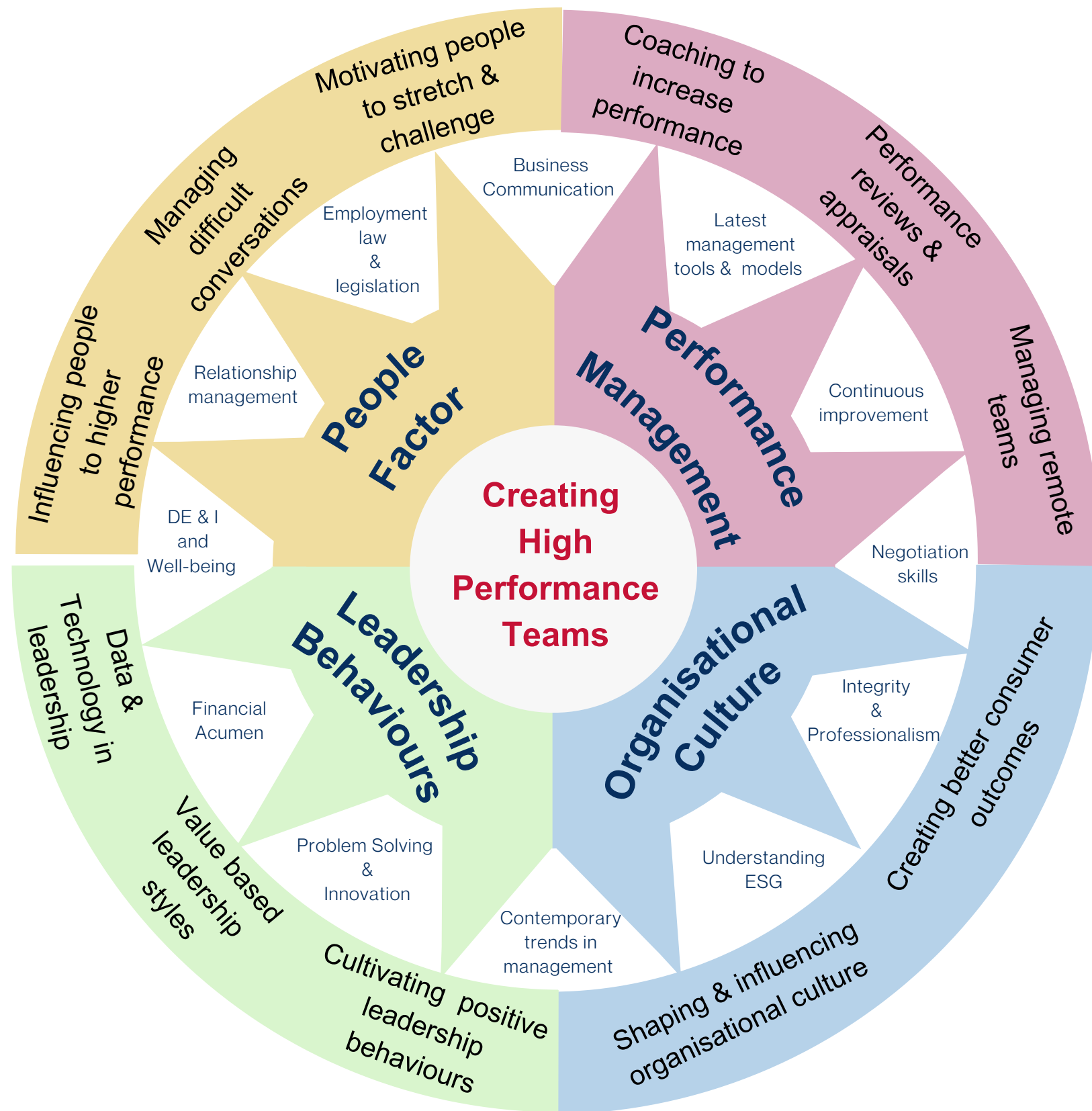
A thriving organisation is built on a resilient, values-driven culture. This section focuses on guiding leaders to shape and sustain cultures of integrity, professionalism, and innovation.

Leaders will learn to align their teams with regulatory expectations, such as SMCR and Consumer Duty, ensuring ethical and sustainable practices become a natural part of how their businesses operate.

## Leadership Behaviours

Leadership styles define the values of an organisation.

This pillar focuses on cultivating positive, value-based leadership behaviours, fostering innovation, problem-solving, and leveraging financial and technological insights to lead with vision and impact.





# How training is delivered

We understand that time is the most precious resource in today's fast-paced world. That's why this course has been thoughtfully designed with flexibility and practicality in mind, based on valuable feedback from the consultation phase.

The programme is delivered in a blended format, combining the best of virtual and in-person learning:

## Weekly virtual live sessions



These sessions provide regular touchpoints to build knowledge and foster discussion in a convenient, time-efficient manner.



## Face-to-face training every 08 weeks

Held at a central location, these immersive in-person sessions provide opportunities for deeper engagement, networking, and hands-on learning.

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Between the virtual sessions and in-person events, learners will actively consolidate their learning through:



Developing a **work-based portfolio** to document and reflect on the learning journey.



Exploring curated **additional content**—from articles to podcasts and videos.



Participating in **progress reviews every 10 weeks** with their line manager and our trainers, ensuring growth and alignment with workplace goals.





# What sets this course apart



01

## No Cringe Role-Plays

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Forget awkward role-plays! Our expert trainers reenact real-world business scenarios, making concepts practical, relatable, and easy to apply.

02

## No Exams, No Stress

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We believe competencies can be demonstrated without traditional exams. Instead, learners build a portfolio by showcasing examples from their everyday work.

03

## A Bonus for Employers

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The employer benefits too! As part of the course, learners will implement a project designed to deliver real business impact, reinforcing their value to the organisation.

04

## Learning Through simulation

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Our sessions go beyond lectures, immersing learners in hands-on simulations. This dynamic approach ensures they are not just learning—they're doing it too.

05

## Leadership Hackathons

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Organise time-bound challenges where participants collaborate on innovative solutions to a pressing business issue, presenting their ideas to senior leaders for feedback.



# Programme details

## Choose your course





# Understanding Heuristics

## *Nudge Theory* **In Leadership**

At the heart of this course lies the principle of heuristics—a concept rooted in behavioural science. Simply put, **Heuristics are mental shortcuts or rules of thumb that help people make decisions quickly and efficiently.**

Here we teach our learners how to leverage this to influence behaviours in positive and productive ways.

It involves creating small, intentional adjustments to the environment or processes that encourage desired behaviours without relying on direct instructions or enforcement.

These “Nudges” are subtle yet powerful tools for shaping outcomes and enhancing team performance.

### Examples

- 1** Use subtle reminders, like calendar prompts or team newsletters, to encourage employees to book upskilling sessions, e.g., “Why not schedule your next development session today?”
- 2** Set default meeting durations to 15 or 25 minutes (instead of 30 or 60) to encourage focused discussions.
- 3** Place recycling bins closer to workstations than general waste bins to nudge eco-friendly behaviour.
- 4** Display testimonials or success stories from top performers to inspire others: “Here’s how [Name] landed a major deal—what could you try?”
- 5** Use countdown timers in emails or digital proposals to create urgency around deadlines.



Small  
Nudges,  
Big  
Wins

Transform  
Your  
Management  
Style Today



# Consultation Whispers!

There are some essential topics discussed, and insights gathered, from these highly valuable consultation sessions

“How to Conduct an Effective Appraisal”

**“Financial Acumen”**

“Helping understand the broader impact of individual actions.”

“Younger leaders will focus on Environmental, Social, and Governance (ESG) factors.”

**“Negotiation Skill”**

“Training on FCA and Business Culture, Values, and Organisational Culture”

“Empowering managers to develop the confidence and skills necessary to engage in challenging conversations.”

“Please focus on emphasising behavioural aspects.”

**“Holding effective meetings”**

“Leaders are too nervous or don’t have the skills to deliver feedback effectively”

“Managing Diverse Generations within Teams and Mixed Groups”

“Create a culture where people are encouraged to step outside of their comfort zones”

**“Leading Virtual Teams”**





# Reshaping Leadership



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