

Skills Train to Success

The Chartered Institute (CII) has raised concerns around the link between skills and the behaviour of staff in firms. There appears to be a large gap between the client's perception of what training is being provided and the level of training that is actually provided to employees.

Sian Fisher, Chief Executive Officer (CEO) of the CII, noted that staff do not receive a lot of training targeted at being customer-facing and added that the CII is taking steps to improve communication in the industry. She stated, "One of the great things we have is convening power. There are quite a lot of skills



and behaviour pieces that we, as an institute, can work on. It's no good having good intentions if your internal systems are not organised, so that means familiarising people with what AI is and what it could do for good and harm. These are things that our insurance institute can talk about and provide skills in those things."

If you want to grow your business, attract talent, and retain an agile workforce, then training should be a priority. Engaging with the right partners is also critical. They can tailor training to your organisation, making the learning more meaningful and relevant. At IHRHS, we know first-hand the value of getting the right partner and the benefits enjoyed by a company when they invest in their team's careers. This is one reason why we are partnered with Searchlight Solutions – to help our clients to become bigger and better. Searchlight was the first organisation to receive a certificate of training excellence from the Financial Services Skills Council and is a member of the Association of Professional Compliance Consultants (APCC). Today, our partners at SSL are widely recognised as one of the UK's leading providers of both insurance technical and insurance management training. Additionally, with a growing bank of HR training courses, you can get all the support you need under one roof.

If you have any enquiries about implementing a training plan for your firm, please do not hesitate to get in touch.

Contact us at hrhelp@ihrsolutions.co.uk or call our helpline on [01604 709509](tel:01604709509).

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About the Author

KATHERINE WATKINS

Katherine has over 20 years' international experience working in HR, across various sectors, including financial services, insurance, and regulated environments. Over the years, she has collaborated with some exceptionally talented HR professionals, with whom she has joined forces on special projects. Her network of HR professionals provides advice and training to companies and other HR teams.

In her role with UKGI Group, Katherine heads up the Human Resources Consultancy and provides objective support to firms on employment law and HR issues. She uses her extensive skills and knowledge to work with firms to help them develop strong and resilient HR strategies and establish healthy organisational cultures.



Katherine holds a degree in Business Administration and Management from the University of Northampton and a Postgraduate Diploma in Human Resource Strategies from London Metropolitan University. She is a Fellow of the Chartered Institute of Personnel and Development (FCIPD).