










# HELIX UK Limited

Training & Development

## January to June 2010 Course Calendar

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Visit our web site to book on-line

Client focused.....Results driven

# What's New?

Welcome to our January to June 2010 open course calendar. Our calendar includes our usual suite of popular courses but in our efforts to keep our schedules topical and up-to-date we have introduced a number of new courses, as follows:

## **Communication and Planning using Emotional Intelligence (30 March 2010)**

This workshop is suitable for all those looking to improve their communication skills and the ability to influence others.

It uses the principles of Emotional Intelligence (Emotional Quotient or 'EQ') to help delegates to better understand other people and to appreciate their outlook and values.

The objective of the course is to help delegates understand themselves and others better, to learn about the process of communication, how to influence others in a positive way, gain greater awareness of how to interpret messages from others and to become even more confident as a communicator.

## **Consultative Sales for the Insurance Industry (26 May 2010)**

Consultative selling is a sales technique that relies on open communication between the sales person and the customer that ensures the sales person can select the product that best suits the customer and the language best suited for the sales approach.

There are three primary differentiators that mark a Consultative Salesperson:

- They ask more questions.
- They provide customised (as opposed to generic) solutions.
- Their calls are more interactive.

The customer's needs are identified by the consultative salesperson through a combination of preparation and interactive probing.

This workshop introduces people embarking on business development and production to the core principles of consultative selling techniques. It can also be a timely reminder for more experienced producers.

## **Workload Management Using Project Management Principles (8 June 2010)**

This course teaches delegates how to use project management techniques to manage their workload. Pretty much everything anyone does could be viewed as a project. Most of us plan our projects and in doing so consider communication, resources, business outcomes, targets, risk assessment and stakeholders, amongst other things. This course introduces delegates to the principles of project management and helps delegates apply the concept of project management to their day-to-day tasks, thereby putting them in control and better placed to manage their time.

This is a fast-paced workshop that takes a focussed and practical approach.

# Company Profile

Helix UK Limited is renowned for excellence in designing and providing training solutions for the insurance industry.

## **Our Objective**

Our objective is to help staff at all levels to work effectively and inspire them to want to continue to develop. We are passionate about personal development and its ability to improve business performance.

## **Our Services**

We provide an innovative and flexible range of courses and training services designed exclusively for the insurance market, conducted by trainers who understand the insurance industry.

## **Open training workshops**

We deliver a comprehensive range of open courses throughout the calendar year. The courses are up-to-date, sometimes very different and in many cases unique to the insurance industry. With a broad range of organisations attending our open courses there are always excellent opportunities for delegates to network with their peers.

## **Closed Training Workshops**

All of our courses can be tailored just for you. With a closed course you get the flexibility of being able to develop a course specific to your organisational needs. We can also incorporate procedures and examples from your organisation.

## **Insurance Sales Courses**

Helix offer a series of open and closed sales courses designed to help sales related insurance staff and client account managers maximise their potential and make quantum leaps in their sales performance. Please see the Insurance Sales Courses page of our website for further details.

## **Open Accredited Leadership and Management Programme for Insurance Professionals**

Helix run a unique nationally accredited Leadership and Management Programme for the UK general insurance industry. Please see the Accredited Leadership and Management page of our website or contact us for further details.

## **Training and Competence Solutions**

We have many years experience administering in-house and third party training programmes and events. We help our clients review their training needs, schedule their training programmes, source trainers and facilities, publish schedules, liaise with their delegates and provide general administrative support. We also provide compliance related training and IIP consultancy and advice.

## **Understanding Your Business**

Helix UK Limited is unique; we provide insurance related training solutions whilst also operating within the industry as a claims administration company. This gives us insight, knowledge and experience, that we directly apply to our courses and consultancy, ensuring our services are topical, up-to-date and of relevance to the insurance industry.

## **Our Commitment**

Our commitment is to give our customers the very best to meet their needs at a competitive price.

# Additional Information

## Who do we work for?

We work for a variety of businesses including but not limited to, insurance brokers, insurance companies, Lloyd's syndicates, managing agents, recruitment agencies and insurance related software houses.

## When?

We run two "open" training schedules a year, January to June and September to December. We also hold closed courses and consultancy at our client's convenience.

## Where?

Our "open" courses are held at professionally equipped offices in the City of London or in our own offices at 140 Fenchurch Street, London EC3M 6BL. Closed courses and consultancy are held either at our clients' or other suitable premises.

## Why?

Our clients train their staff because they wish to make a positive impact on their people and their business. They also want to ensure they comply with regulation and market procedure. They use Helix UK Limited because all of our courses are unique either due to our approach, the number of delegates or the course content itself. We also understand the insurance industry and we speak the same language.

## How much?

*All of our courses are competitively priced:*

"Open" course delegate prices: business skills £295 plus VAT, insurance sales courses £495 plus VAT, technical insurance (including FSA/Compliance) £250 plus VAT and business systems £195 plus VAT. Price includes course information pack for each delegate, lunch and refreshments, handout material, e-certificate, and follow up evaluation.

"Closed" course prices: business skills £1,000 to £1,500 plus VAT, technical insurance £1,000 to £1,600 plus VAT, FSA/Compliance £1,000 to £1,600 plus VAT and business systems £800 to £1,000 plus VAT, per course. Price for Insurance Sales courses provided on request. Price includes joining pack for each delegate, handout material, e-certificate and follow up evaluation. Costs for venue, food, refreshments, trainers travelling, accommodation and subsistence as agreed. Specific price(s) provided on request.

Our open Nationally Accredited Leadership and Management Programme for Insurance Professionals costs £1,700, plus VAT per delegate.

## Would you like to book?

You can book a place on our "open" courses by visiting the nomination page of our web site [www.learnit-helix.com](http://www.learnit-helix.com). Alternatively telephone Paul Crayk or Vicky Cooper on 0207 702 6888 or send an email to [training@helixuk.com](mailto:training@helixuk.com). Payment is not required until the place has been confirmed. If you are interested in a "closed" course please contact us for price and availability.

## Would you like more information?

Please contact us or visit our website [www.learnit-helix.com](http://www.learnit-helix.com) more information about Helix UK Limited and the training solutions we offer.

JANUARY TO JUNE 2010 CALENDAR  
TECHNICAL INSURANCE AND COMPLIANCE SKILLS

MONTH	DATE	COURSE
FEB	10	 Introduction to Proportional Treaty Reinsurance
	16	 Intermediate Business Interruption Insurance
	25	 Introduction to Insurance
MAR	12	 Introduction to Claims Handling
	16	 Introduction to Personal Accident & Travel Insurance
APR	13	 Introduction to Lloyd's & the London Market
	21	 Intermediate Proportional Treaty Reinsurance
MAY	12	 Credit Control for the Insurance Industry
	20	 Understanding Captives
	24	 Introduction to Employers Liability Insurance
	27	 Marine Insurance in a Nutshell
JUN	08	 Intermediate Risk Management

JANUARY TO JUNE 2010 CALENDAR  
MANAGEMENT AND BUSINESS SKILLS

MONTH	DATE	COURSE
FEB	26	 Assertiveness & Influencing Skills
MAR	09	 Employment Law for Managers
	15	 Business Writing Skills
	24	 Appraisal Skills
	30	 Communication & Planning Using Emotional Intelligence <b>(NEW)</b>
APR	07	 Negotiation Foundations
	15	 Speed Reading
	29	 Interviewing & Recruiting in a Regulated Environment
MAY	07	 Presentation Skills
	21	 Report Writing & Presentation Skills
	26	 Consultative Sales for the Insurance Industry <b>(NEW)</b>
JUN	02	 Managing Change
	08	 Workload Management Using Management Project Principles <b>(NEW)</b>
	09	 Introduction to Management/Supervision
	17	 Time Management & Delegation Skills

JANUARY TO JUNE 2010 CALENDAR  
BUSINESS SYSTEMS

MONTH	DATE	COURSE
JAN	28	 Excel Basic (2003)
	29	 Excel Basic (2007)
FEB	09	 Excel Intermediate (2007)
	10	 Excel Intermediate (2003)
	11	 Word Basic (2003)
	12	 Word Basic (2007)
MAR	05	 Word Intermediate (2003)
	12	 Word Intermediate (2007)
	19	 PowerPoint Basic (2003)
	22	 PowerPoint Basic (2007)
APR	09	 PowerPoint Intermediate/Advanced (2003)
	12	 Excel Advanced (2003)
	19	 Excel Advanced (2007)
MAY	07	 Word Advanced (2003)
	12	 Introduction to Macros & VBA
	27	 PowerPoint Intermediate/Advanced (2007)
	28	 Word Advanced (2007)

## Delegate Comments from our September to December 2009 Courses

"Very competent, knowledgeable and concise."  
Compliance & FSA Regulation for Divisional Compliance Officers (23 September 2009)  
(Closed Course)

"The trainer ensured candidates knew the basics which is very helpful and meant I was introduced to functions I did not know or had not come across."  
Excel Intermediate (7 October 2009)

"The course went at the right pace and covered a lot of aspects, some which I already had knowledge of and some that I didn't. The trainer was helpful and patient and ensured that I understood before moving on."  
Word Intermediate (15 October 2009)

"Good – particularly knowledge of our own wording - tailored."  
Intermediate Commercial Property Insurance (11 November 2009) (Closed Course)

"Good delivery, obviously knew subject material."  
Communication and Planning using Emotional Intelligence (13 November 2009)

"Wonderful course."  
Excel Basic/Intermediate (20 November 2009) (Closed Course)

"Very good, positive, friendly and helpful."  
Report Writing and Presentation Skills (4 December 2009)

"Very interesting and thought provoking."  
Effective Time Management for Staff (8 December 2009)

"Very informative and easy to follow."  
Emotional Intelligence (14 December 2009)

# Contact Us

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## Contact Paul Crayk or Vicky Cooper

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