

6. Measurable impact

Return on investment

This table breaks down the number of hours spent in each part of the design process to a total of 812.75 hrs. Cost

Row Labels	Sum of TotalHours
ID – Project management	65.09
ID - QA	34.5
ID - Scoping	51.5
ID – SME	1
LD - General	37.25
LD - Interactive Simulation	32.5
LD - Learning Pathway	357.41
Meetings	32.25
Presentations	27.25
Process Improvement	4
Project Preparation	124.5
Reporting	3.75
Stakeholder management	8.25
Travel	33.5
Grand Total	812.75

Feedback survey results

A brief feedback survey is conducted in-the-moment during the gallery walk activity on the final afternoon. The results are intended to capture first impressions and perceptions of the training.

These results were valuable to us, especially when considering the cultural and language differences in Vietnam who traditionally use a very directive approach in training, not facilitation or group work.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am likely to recommend this course to others.	56%	31%	14%	0%	0%
This course has prepared me to apply the knowledge and skills in real-world situations.	50%	36%	11%	0%	0%
The readings, videos, and supplementary materials were helpful in enhancing my understanding.	47%	46%	29%	0%	0%
The facilitator created a supportive and inclusive learning environment.	70%	21%	9%	0%	0%
Discussions and group activities enhanced my learning experience.	62%	31%	7%	0%	0%
I felt comfortable asking questions and sharing my thoughts during the course.	60%	40%	0%	0%	0%
Discussions and group activities enhanced my learning experience.	55%	31%	14%	0%	0%

Participant testimonial extracts

Harnessed via email post attendance the below identifies free text commentary about the impact of the course.

Insurance Broker

Since returning from the course, I have **started to implement some of the strategies** I learnt and incorporate these into my renewal and new business planning sessions.

Manager – Property & Engineering Line

I wanted to take a moment to express my sincere gratitude for the outstanding course you provided, I have gained **valuable insights that I am already applying**, and I feel more confident in my abilities thanks to this experience. Your dedication to teaching and your ability to connect us made this course incredibly enriching.

Business Development Manager

The Risk Management Programme exceeded my expectations by providing a comprehensive understanding of risk management beyond insurance. It broadened my perspective and **equipped me with valuable knowledge to navigate future conversations** around risk. Highly recommended for anyone seeking a holistic approach to risk management.

Commercial Broker

What stood out to me the most was the interactive nature of the workshop. I had the opportunity to participate in the group discussions and presentation. This hands-on approach allowed me to **apply what I learned immediately**, reinforcing my understanding.

Risk Engineer

This is the first time I had a chance to join an ANZIIF training course, Through the IRMP and Lisa coach, I approached the Risk Management tools and **used them for my tasks and daily decisions**.

Commercial Broker

Throughout the two days I was impressed by the comprehensive content and engaging way it was What stood out to me the most was the interactive nature of the workshop. I had the opportunity to participate in the group discussions and presentation. This hands-on approach **allowed me to apply what I learned immediately, reinforcing my understanding**.

Insurance Officer

The learning experience with this program was exceptional, standing out from most training programs where participants often engage passively. Tutors Lisa and Mark truly devoted themselves to creating an engaging and dynamic environment over the two-day course. Their expertise and dedication not only ensured that we absorbed valuable knowledge related to risk management in an active way but also made the experience enjoyable and memorable. **I left the program with practical insights** and cherished memories.

Organisational impact

One of the organisations who has purchased three instances of the program had the following to say. See below email and link to an interview.

From: Helena Mulryan-Marra <Helena.MulryanMarra@ajg.co.nz>

Sent: Tuesday, January 21, 2025 12:00:50 PM

To: Mark Silveira (马克 西尔维拉) <MSilveira@anziif.com>; Lisa Caton <lcaton@ANZIIF.COM>

Subject: support for programme submission

Hi Mark, Lisa

Apologies for the delay in getting this to you!

Unfortunately we do not have specific metrics to demonstrate uplift/improvement or data on renewals as requested for your submission.

The ANZIIF Insurance Risk Management Programme is a well designed programme to support the development of a risk mindset among brokers, especially those who are in their first few years of a career in broking. Participants from the programme have reported an increased confidence when conducting insurance review meetings by stepping into conversations about risk and presenting their proposals to clients. We've had a number of participants who advised that they were able to save client accounts which were under attack from competing brokers or win new client accounts by utilising what they learned in the programme to support a full insurance review and conversation about the clients business and biggest risks. Other participants have reported that being able to discuss business risks and the client's risk profile in more relatable terms with their clients has resulted in a stronger relationship with their clients.

I hope this helps!

Many thanks
Helena

Helena Mulryan-Marra
People & Culture Learning Partner



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Post implementation reviews

Multiple post implementation reviews conducted with any ideas for improvement evaluated and implemented where appropriate.

Note these are direct screenshots from the PIR capture mechanism, excuse typos and lack of consistent formatting.

What worked well

EXTERNAL FEEDBACK – In-room experts and customer stakeholders

Simon	<ul style="list-style-type: none">• The course has gone from Pilot to a <u>well run</u> course which added value to attendees from a variety of backgrounds and experiences• Good balance between the risk material and practical application• The case study is an ideal vehicle to bring everything together• The clarity on the video was excellent• The relationship between the SME and facilitator I think makes people feel at ease and creates a collegial atmosphere which is supportive and <u>non threatening</u> (and fun!!!)
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Simon	<ul style="list-style-type: none">• Positioning of the course – about the participants• Combination of facilitator and practitioner• Having 20 or less participants - contributions• YouTube presentations with Dr David Hillson is a must have.• Case study offered a high value learning tool
Deniz	<ul style="list-style-type: none">• Enjoyed every minute of it!• Established the case study in accordance <u>to</u> AU SME expertise. Great working together and putting the narrative together.
Helena	<ul style="list-style-type: none">• Organisation of the day• Collaborating on requirements and set-up

INTERNAL FEEDBACK – ANZIIF employees

Loren	<ul style="list-style-type: none">• Lisa framing and setting up the activity and Simon looping in with his examples during the debrief - Real world examples provided by Simon.• Simon and Lisa walking around the room answering participant questions while they were working on their presentations.• The presentation check list given to participants on Day 2• Presentations• Being able to make minor adjustments on the day but piloting the program as intended to get a genuine feel for what had been designed.• Parking bay – the way Simon followed-it up and <u>opened up</u> to a general Q&A
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Lisa	<ul style="list-style-type: none"> • SME/Learning Specialist rapport and ways of working • SME/ Learning Specialist regular <u>catch-ups</u> and review of content • AU SME (Deniz) rapport – adapted ways of working to get the most out of our <u>catch-ups</u> and establish content, including the case study. • AU SME (Deniz) knowledge and experience was perfect for this project and created a strong case study. • Events and Marketing involvement during preparation • Venue and room set-up • Loren there to write flip chart headings, observe facilitation and debrief at the end of each day. • Number of participants (20) • Right people in the room observing – ANZIIF and Gallagher presence. • CEO welcome • Room SME – Simon Lockwood to provide examples and insights. • AV rep checked all was working prior to start of study course - Technology worked. • Flexibility with start and finish times to account for travel on day two (no impact to agenda) • Risk mindset topic
	<ul style="list-style-type: none"> • Dr David Hillson's presentations • Case study working groups and presentations. • Simon elaborating and providing examples relevant to the participants roles. • Impromptu 'Corner Dairy' activity after day one lunch • Groups took charge of dividing case study work and presentation roles • Modifying day one by moving 3 David Hillson videos to the next day, based on participant fatigue

What would I do differently?

EXTERNAL FEEDBACK – In-room experts and customer stakeholders

Huy	<ul style="list-style-type: none"> • Since participant would like to have more discussion on the Circular 70/2022/TT-BTC so I wish I could share more about it. But in the other hand, I don't want to be deviated too far from the main content, case study
Helena	<ul style="list-style-type: none"> • Bigger space to remove requirement to re-set the room. • Extension <u>chords</u> – caused a bit of a hazard – we will work on improving the room set-up for future events now that we have a better idea of running's of the day. • Name cards/place cards. • Given that most people printed their workbooks, we might make a call to print and bind workbooks for future sessions, so people have something tangible to <u>refer back</u> to and build on.

INTERNAL FEEDBACK – ANZIIF employees

Thao	<ul style="list-style-type: none">• More engagement activities from the beginning of the course for people to socialise with each other• Some logistics preparation to note: no portable microphone at VINARE, <u>luckily</u> we managed to source it from the facility provider of the translating service
Mark	<ul style="list-style-type: none">• Possibly understanding more about the work already conducted on risk for that Country would have helped to focus the content more. (e.g. Circular 70)
	<ul style="list-style-type: none">• Board room style made it difficult to get group engagement• Case study – local jurisdiction contextualisation may have worked better – it was ok as it was but just in terms of <u>engagement</u>, local example could have been more useful.
Loren	<ul style="list-style-type: none">• Some video timings can be adjusted, 45 minutes in some cases could adjust to 20 minutes to provide additional presentation work time.• Reminder of daily schedule at the beginning of each day• Around the room self-introduction• Download YouTube videos for next time.• Name tags for everyone including facilitators