

# IRLA Academy Workshop

## Professional Writing Skills

24 March 2020/LONDON

### Your Trainers

#### **Nick Waters**

Nick Waters is an experienced and knowledgeable trainer with a demonstrated history of working in professional training, skilled in both business/professional writing and developing/delivering training courses. Motivated and passionate about providing a high-quality service. Nick is a conscientious team player and excellent communicator.

Nick retired from being an audit manager at Natwest to focus on designing and delivering training courses to help people in their business and personal lives. He continues to run job skills workshops on a voluntary basis for certain charities.

#### **Leslie-Ann Giovnilli – IRLA Head of Academy**

Leslie-Ann is IRLA's Head of Academy as well MD of AMS (Outsourcing) Services, both positions have a strong focus on training and communication.

In her 42-year career she has worked in various London Market claims departments, at the three major London brokers (all prior to their current mergers) and headed up the claims team at a German insurer before working in the USA for 2 years. Returning in 1992 Leslie-Ann joined a Lloyd's syndicate - before this became Equitas - as one of the first females to work on a claims box in Lloyd's. Her work from then on has centred on legacy business and after leaving WFUM as Head of Claims/Director in 1999 following the successful outsourcing of the legacy books, she has acted in a consultancy capacity for several London Market entities, in the UK and Europe, working on recoveries, peer reviews, commutations as well as claims practices and processes.

Leslie-Ann is a member of the Chartered Insurance Institute and her current role at IRLA is in developing professional learning and development options for members, with a personal interest in the psychology of group thinking and motives.