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Adrian Spencer - Coaching in the Insurance Sector



Adrian Spencer
BA ACII ILM 7

Programme Format

- Chemistry meeting to agree on TOR.
- 4 to 8 sessions spread over 2 to 6 months.
- F2F or Zoom – flexible.
- Phone/email support between sessions.

Expertise & Qualifications

- ILM Level 7 Executive Coaching & Mentoring qualified
- Associate of the European Mentoring & Coaching Council (EMCC)
- Two decades of Director level change and leadership experience
- Associate of the Chartered Insurance Institute (ACII)
- BA (Hons) Lancaster Universities Organisational Behaviour function
- Prince 2 Project Management qualified (attained at Ernst & Young)

Coaching Approach

Adrian works with people to overcome their personal weaknesses in a supportive and trusting environment. He will develop their understanding and awareness of what drives high performance and will challenge them to realise their full potential, engaging them with their strengths and agreeing tangible action plans.

Insurance Sector Proposition

- Adrian combines decades of board-level, senior leadership and change experience with a deep insight into the challenges faced by operational and technical leaders in the insurance industry.
- Significant coaching and mentoring experience with insurers, allowing a clear understanding of the many competing issues and priorities that come with working in this sector.
- Extensive career experience in strategically and operationally leading Claims and Operations business units in Insurers.
- Specific coaching and mentoring focus on:
 - Top talent – coaching emerging leaders and managers.
 - Director career path – coaching future Directors.
 - Claims leaders mentoring – his experience is a clear USP.
- In his experience common coaching themes in the insurance sector have emerged:
 - Strategic thinking/visioning as opposed to operational focus
 - Leading as opposed to managing as your career develops
 - Influencing, forming and driving change agendas
 - Change delivery and taking people and teams with you
 - Personal Impact and gravitas enhancement
 - Stakeholder and network management
 - Business KPI appreciation (from a Board perspective)
- Adrian will work in whichever functional area requires his skills, as he has deep insight into how Actuarial, Underwriting and Broker/Direct Sales functions operate.