



**ZING365**  
INSURANCE CPD

# eLearning Services and Course Catalogue

[zing365.co.uk](http://zing365.co.uk)



In an industry shaped by evolving regulations, rising customer expectations, and shifting market dynamics, Zing365 delivers training solutions built for what's next.

Whether you're an individual seeking career growth or an organisation looking to simplify CPD and compliance, Zing365 offers a single, trusted platform to support continuous professional development with confidence.





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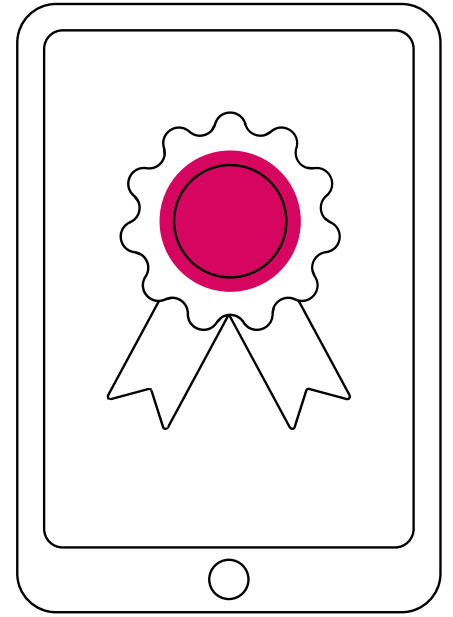


# Why Zing365

## Specialist CPD and Training Services for the Insurance Sector

Zing365 have been delivering tailored learning and development solutions that meet the unique needs of insurance and financial services professionals for over 25 years.

Whether you're looking for e-learning, live webinars or in-house training, our wide range of expert-led services are designed to help your business grow, remain compliant, and thrive in a fast-changing industry.



### Benefits of working with Zing365

- ✓ **Most comprehensive** General Insurance specialist training service in the UK
- ✓ Courses and content accessed through our **World Class** LMS or integrate them into your existing systems with ease.
- ✓ **Inclusive and adaptive**, our training solutions cater for all learning styles and **neurodiverse** needs
- ✓ Access essential technical, compliance, business and soft skills learning **24/7**
- ✓ All content developed, delivered & reviewed by **industry-specific trainers and subject matter experts**
- ✓ **Stay ahead of regulatory changes** with our up-to-date training courses and live webinars
- ✓ Tailored webinars and workshops, available both online and in-person via **Zing Live Bespoke**
- ✓ **Fully managed service** available to reduce your administration burden



# Zing Total CPD

Stay Current. Stay Compliant. Stay Ahead - with Zing Total CPD

Trusted by over 30,000 insurance professionals, Zing Total CPD is your complete CPD training solution.

Built specifically for the insurance industry, our world-class Learning Management System (LMS) puts everything you need in one place. Access a comprehensive library of e-learning courses, attend over 150 live online webinars each year, and track progress effortlessly with our powerful CPD reporting tools.

With full white-label capabilities, the platform can be customised to reflect your brand—delivering a seamless, professional learning experience for your entire team.

- Only specialist online learning service providing learners the option to complete CPD via traditional e-learning or Live Learning webinars.
- Engaging content with video, graphics, presenters and animation to keep learners engaged.
- 24/7 access via any device to over 200 up-to-date, high quality compliance, technical, ESG and business skills courses.
- Pre-knowledge checks and post-course assessments allowing you to check regulatory knowledge across your organisation at any time
- Modern and intuitive interface with SMART administration tools providing full 'end-to-end' control and on-demand reporting
- Fully white labelled portals available
- Ability to upload content and create own courses
- Advanced CPD recording and tracking

## Zing Live

Expert-Led Learning in Real Time.

For professionals who value live interaction and up-to-date insights, Zing Live delivers over 150 interactive webinars each year—led by seasoned industry experts. Covering topics from insurance and compliance to essential business skills, our sessions offer relevant, engaging, and impactful learning experiences.



**For a more engaging experience all sessions:**

- Are delivered by inspiring contributors and industry leaders
- Are packed full of engaging content, have clear learning outcomes and provide opportunity to ask questions throughout
- Cover a wide range of topics including technical, compliance, business skills, professional development, wellbeing and industry news
- Provide more visual and auditory learners the option to complete over 35 hours CPD via webinars

# Zing Content

## Seamless e-learning integration for your LMS.

If you're looking to license high-quality e-learning content for your own LMS, Zing Content offers a flexible, ready-to-go solution. With over 350 expertly developed courses and resources, you can easily integrate best-in-class training into your existing HR or learning platforms.

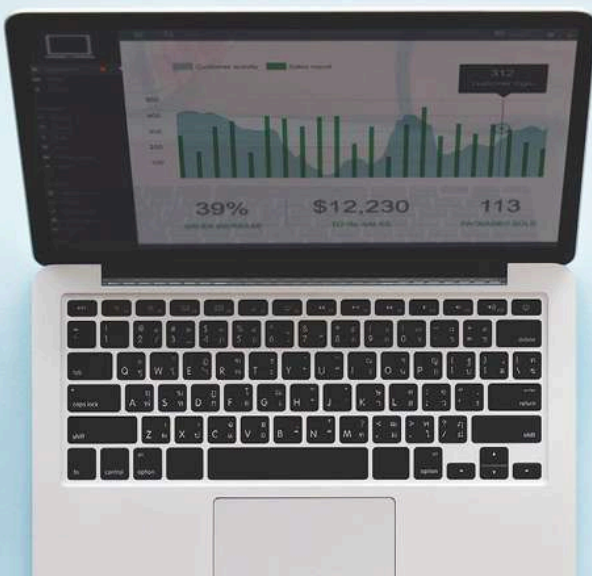
Our extensive Learning Libraries also include access to 150+ live webinars and workshops each year, delivered by leading subject matter experts across insurance, compliance, and professional development topics.

All content is regularly reviewed and updated to reflect the latest legislation and industry best practices. With automatic updates and new course additions, you can ensure your team stays informed, engaged, and fully compliant—without the administrative burden.

## Our Learning Libraries

Our Learning Library portfolio contain a wide range of e-learning courses, live Instructor led webinars, videos, microlearning and other learning resources. We are constantly adding new content to our six Learning Libraries:

- Governance, Risk & Compliance
- General Insurance
- ESG & Sustainability
- Leadership & Management
- Business Skills & Personal Development



# Zing Live Bespoke

## Tailored Instructor Led Training for Insurance Teams

At Zing365, we understand that one size doesn't fit all. Zing Live Bespoke offers fully customised, instructor-led webinars and workshops—delivered online or in person—designed around the specific needs of your team.

Whether the focus is technical training, sales, leadership & management, or compliance, our bespoke sessions align with your business goals, regulatory obligations, and professional development priorities—ensuring relevant, high-impact learning every time



**General Insurance**



**Business Skills & Professional Development**



**Claims**



**Leadership & Management**



**CII Exam Support**



**Sales & Business Development**



**ESG & Sustainability**

Contact us at  
[heretohelp@zing365.co.uk](mailto:heretohelp@zing365.co.uk)  
for more info







# Governance, Risk & Compliance (General Insurance)



# Governance, Risk & Compliance (General Insurance)

<a href="#">An Overview of Conflicts of Interest</a>		60	<a href="#">Just in Time' - Conflicts of Interest</a>		5	
<a href="#">A Quick Guide to SM&amp;CR Individual Conduct Rules</a>		30	<a href="#">Just in Time' - Gifts and Hospitality</a>		5	
<a href="#">Appointed Representatives (ARs) Regulatory Responsibilities</a>		45	<a href="#">Just in Time' - Introduction to the FCA</a>		5	
<a href="#">Assessing Customer Needs</a>			60	<a href="#">Just in Time' - Whistleblowing</a>		5
<a href="#">Code of Conduct</a>		60	<a href="#">Intro To Premium Finance &amp; Consumer Credit</a>		60	
<a href="#">Complaint Handling in a Regulated Environment</a>		60	<a href="#">Introduction to Regulation of General Insurance Distribution</a>			60
<a href="#">Complaint Handling in a Regulated Landscape</a>		60	<a href="#">Money Laundering</a>		45	
<a href="#">Consumer Duty and Vulnerable Clients</a>		60	<a href="#">Consumer Duty &amp; Vulnerable Clients</a>		60	
<a href="#">Customer Due Diligence (CDD) and Know Your Customer (KYC)</a>			<a href="#">Navigating Money Laundering</a>		60	
<a href="#">Demystifying UK GDPR Compliance</a>		60	<a href="#">Navigating Regulatory Supervision in your Firm</a>		60	
<a href="#">Embracing AI with Compliance in Mind</a>			60	<a href="#">Policy Terms and Conditions - Navigating Small Print</a>		60
<a href="#">FCA - Consumer Duty</a>		45	<a href="#">Principles and Their Appointed Representatives (ARs)</a>		30	
<a href="#">FCA - Client Money</a>		60	<a href="#">Product Governance for Distributors - Introduction</a>		30	
<a href="#">FCA - Conduct Risk</a>		90	<a href="#">Product Governance for Product Manufacturers</a>		30	
<a href="#">FCA -Conflicts of Interest</a>		45	<a href="#">Regulatory Considerations for Remote &amp; Hybrid Working</a>		60	
<a href="#">Financial Competency - An Overview</a>		90	<a href="#">Responsible AI: Embracing AI with Compliance in Mind</a>		30	
<a href="#">FCA - Consumer Duty (An Overview for ARs)</a>			<a href="#">SM&amp;CR - Conduct Rules for Senior Managers</a>		30	
<a href="#">FCA - Contract Certainty</a>		30	<a href="#">The Financial Promotion Rules</a>		45	
<a href="#">FCA - The Roles &amp; Responsibilities of Approved Persons</a>		30	<a href="#">The Insurance Conduct of Business Sourcebook (ICOBS)</a>		45	
<a href="#">FCA - Whistleblowing</a>		30	<a href="#">The Senior Managers and Certification Regime</a>		30	
<a href="#">Financial Crime Awareness</a>		60	<a href="#">Training and Competence</a>		20	
<a href="#">Just in Time' - Anti Money Laundering</a>		5	<a href="#">Treating Customers Fairly</a>		45	



To be released



E-Learning Course



Live Learning Webinar



Duration

# Governance, Risk & Compliance (Essentials)

<a href="#">UK Financial Sanctions Regime</a>		30	<a href="#">Future of Regulation</a>		30
<a href="#">Anti-Bribery and Corruption</a>		60	<a href="#">How to Avoid a Conflict of Interest - A Case Study for Practical Understanding</a>		30
<a href="#">Bribery Act 2010</a>		45	<a href="#">Introduction to Data Protection</a>		COMING SOON
<a href="#">Consumer Duty &amp; Vulnerable Clients</a>		60	<a href="#">Online Security Fundamentals</a>		20
<a href="#">Data Protection Act</a>		60	<a href="#">Payment Card Data Security</a>		20
<a href="#">Data Protection Act 2018 (Micro)</a>		20	<a href="#">Phishing 101</a>		20
<a href="#">Data Security</a>		45	<a href="#">Sexual Harassment Prevention Training</a>		60
<a href="#">Directors Duties and Responsibilities (UK)</a>		45	<a href="#">SM&amp;CR - Staff Conduct Rules</a>		30
<a href="#">Display Screen Equipment</a>		20	<a href="#">The Insurance Distribution Directive</a>		45
<a href="#">Doing the Right Thing: A Guide to Good Business Ethics</a>		30	<a href="#">The Modern Slavery Act 2015</a>		45
<a href="#">Embracing AI with Compliance in Mind</a>		60	<a href="#">UK General Data Protection Regulation</a>		60
<a href="#">FCA - Introduction to Regulation of General Insurance Distribution</a>		45	<a href="#">UK General Data Protection Regulation - Data Processing</a>		60
















































# General Insurance

















## Insurance - Personal Lines

<a href="#">Caravan Insurance</a>			<a href="#">Non Standard Home Insurance - Physical Rating Factors</a>			
<a href="#">Group Personal Accident - Policy Cover</a>			<a href="#">Payment Protection Insurance</a>			
<a href="#">High Net Worth</a>				<a href="#">Personal Accident Insurance - Introduction</a>		
<a href="#">Household Insurance - Introduction</a>			<a href="#">Pet Horse and Pony Insurance</a>			
<a href="#">Household Insurance - Non Standard Risks</a>			<a href="#">Private Medical Insurance Introduction</a>			
<a href="#">Household Legal Expenses</a>			<a href="#">Private Motor Insurance - Introduction</a>			
<a href="#">Household Liability Insurance</a>			<a href="#">Private Motor Insurance - Non Standard Risks</a>			
<a href="#">Motor Insurance Legislation</a>			<a href="#">Private Motor Underwriting - Introduction</a>			
<a href="#">Motor Legal Expenses</a>			<a href="#">Travel Insurance</a>			
<a href="#">Motorcycle Insurance - Introduction</a>			<a href="#">Wedding Insurance</a>			
<a href="#">Non Standard Home Insurance - Moral Rating Factors</a>			<a href="#">Yacht and Small Craft Insurance</a>			



























































































## Insurance - Claims

<a href="#">Claims Handling - Introduction</a>			<a href="#">Handling Injury Claims - Introduction</a>		
<a href="#">Claims Litigation</a>			<a href="#">Introduction to Claims Handling</a>		
<a href="#">Fraud &amp; Fraudulent Claims</a>			<a href="#">Motor Claims</a>		

## Insurance - Law

<a href="#">Agency Law - Introduction</a>			<a href="#">Navigating the complexities of Insurance Distribution</a>		
<a href="#">Consumer Insurance Act 2012</a>			<a href="#">The Enterprise Act 2016</a>		
<a href="#">Contract Law - Introduction</a>			<a href="#">The Insurance Act 2015</a>		
<a href="#">English Legal System</a>			<a href="#">The Law of Tort</a>		
<a href="#">Liabilities to the Public and Customers</a>					

# Insurance - Commercial

<a href="#">A Guide to Real Estate Insurance</a>			<a href="#">Directors and Officers Liability Insurance</a>			
<a href="#">Aviation</a>			<a href="#">Employers' Liability</a>			
<a href="#">Blocks of Flats Insurance</a>			<a href="#">Employers' Liability - Introduction</a>			
<a href="#">Business Interruption - Underwriting</a>			<a href="#">Employers' Liability Legislation - Intermediate</a>			
<a href="#">Business Interruption Insurance - Introduction</a>			<a href="#">Employment Practices Liability Insurance</a>			
<a href="#">Business Travel Insurance</a>			<a href="#">Engineering Insurance</a>			
<a href="#">Care Home Insurance</a>			<a href="#">Environmental Risk Management</a>			
<a href="#">Church Insurance</a>			<a href="#">Essentials of Motor Trade Insurance</a>			
<a href="#">Commercial Insurance - Manufacturing Industry</a>			<a href="#">Farm Insurance</a>			
<a href="#">Commercial Insurance - Retail Risk</a>			<a href="#">Farm Insurance Essentials</a>			
<a href="#">Commercial Insurance - Transport &amp; Distribution</a>			<a href="#">Fidelity Guarantee</a>			
<a href="#">Commercial Legal Expenses</a>			<a href="#">Freight Liability Insurance - Introduction</a>			
<a href="#">Commercial Packages</a>			<a href="#">GAP Insurance</a>			
<a href="#">Commercial Packages Claims</a>			<a href="#">Goods in Transit Insurance</a>			
<a href="#">Commercial Vehicle - Underwriting</a>			<a href="#">Handling Price Objections</a>			
<a href="#">Commercial Vehicle Insurance - Introduction</a>			<a href="#">Hotel Insurance</a>			
<a href="#">Constructing Commercial Combined Insurance</a>			<a href="#">Insuring against unrest</a>			
<a href="#">Contract Works - Contract Conditions</a>			<a href="#">Intermediate BI</a>			
<a href="#">Contract Works - Introduction</a>			<a href="#">Intermediate Directors &amp; Officers Insurance</a>			
<a href="#">Cyber Insurance: The Challenges of Cyber (Intermediate)</a>			<a href="#">Intermediate Property Insurance</a>			
<a href="#">Cyber Liability Insurance</a>				<a href="#">Intro to Business Interruption</a>		
<a href="#">Decoding Company Accounts</a>			<a href="#">Intro to Engineering Insurance</a>			

# Insurance - Commercial

<a href="#">Intro to Professional Indemnity</a>			<a href="#">Professional Indemnity Insurance Intro - Part 2</a>			
<a href="#">Introducing Liability</a>			<a href="#">Property and Landlords Insurance</a>			
<a href="#">Introduction to Business Interruption</a>			<a href="#">Property Claims - Introduction</a>			
<a href="#">Introduction to Contractors All Risks</a>			<a href="#">Property Owners</a>			
<a href="#">Introduction to Directors &amp; Officers</a>			<a href="#">Public and Private Hire</a>			
<a href="#">Introduction to Engineering Insurance</a>			<a href="#">Public Liability - Policy Cover</a>			
<a href="#">Introduction to Liability</a>			<a href="#">Public Liability - Underwriting</a>			
<a href="#">Introduction to Parametric Insurance</a>			<a href="#">Reinsurance</a>			
<a href="#">Marine Cargo</a>			<a href="#">Reinsurance - Introduction</a>			
<a href="#">Marine Hull &amp; Liabilities</a>			<a href="#">Risk Management &amp; Contingency Planning</a>			
<a href="#">Motor Fleet Insurance - Introduction</a>				<a href="#">Risk Management &amp; Insurance - Introduction</a>		
<a href="#">Motor Fleet Insurance - Underwriting and Pricing</a>			<a href="#">Risk Management Fundamentals</a>			
<a href="#">Motor Trade Introduction</a>			<a href="#">Setting Sail in Marine Cargo: Navigating the Basics</a>			
<a href="#">Multi-Occupancy Buildings Insurance</a>			<a href="#">Sprinkler Leakage Insurance</a>			
<a href="#">Product Liability - Introduction</a>			<a href="#">The Fundamentals of Parametric Insurance</a>			
<a href="#">Product Liability - Policy Cover</a>			<a href="#">Unboxing Packaged Products</a>			
<a href="#">Products Liability Insurance</a>			<a href="#">Understanding Motor Fleet Insurance</a>			
<a href="#">Professional Indemnity - How Legal Liability Arises</a>			<a href="#">Understanding the PI Market</a>			
<a href="#">Professional Indemnity Insurance Intro - Part 1</a>						



# Insurance - Markets

[General Insurance Market](#)



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[The Impact of the Insurance Market Cycle](#)



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[History of Lloyd's and the London Market](#)



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[The Insurance Marketplace](#)



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[Insurance Principles](#)



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[The Role of an Underwriter](#)



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[Lloyd's and the London Market](#)



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[UK General Insurance Market Bodies](#)



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[The Insurance Cycle: Managing the Hard Market](#)



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## Insurance - Principles and Practice

[Principles of Insurance](#)



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[Principles of Insurance - Intermediate](#)



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## Insurance - Protection

[Critical Illness](#)



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[Income Protection](#)



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[Health Cash Plans](#)



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[Life Insurance - An Overview](#)



COMING SOON

## Insurance - Other

[Delegated Authority](#)



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[Risk Management - Introduction](#)



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[Listed Buildings](#)



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[Terrorism](#)



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[Loss Adjusting](#)



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[The Role of a Broker](#)



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[Multi-Occupancy Buildings Insurance](#)



COMING SOON

[The Insurance Broker](#)



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[Property Surveying - Introduction](#)



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[Warehousing](#)



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# ESG & Sustainability



# ESG & Sustainability

[3 Desk Stretches to Instantly Improve Your Day](#)


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[5 ways to build a trans-inclusive workplace](#)


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[Are you an Ally Try Taking on These 5 Roles](#)


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[Identifying & stopping ablist language](#)


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[Climate Change - Why we need to act now!](#)


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[Climate Change and Navigating Net-Zero](#)


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[Combatting Stigma and Misconceptions about Mental Health](#)


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[Creating an Inclusive Remote Environment](#)


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[Cultivating Diversity, Inclusion and Belonging at Work](#)


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[Diversity Basics: Foundations](#)


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[Diversity Basics: Taking Action](#)


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[Employee Guide to Recycling](#)


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[Employee Health and Wellness](#)


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[Environmental Risk Management](#)


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[Equality Act 2010](#)


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[ESG - Emerging Risks](#)


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[ESG & Insurance - The Challenges & Opportunities](#)


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[ESG and the FCA](#)


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[ESG Frameworks & Strategies](#)


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[ESG Reporting: The Basics](#)


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[Gossip Proof Your Workplace](#)


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[How to be an Ally for Diversity & Inclusion](#)


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[How to Overcome Your Unconscious Biases](#)


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[How to Support Your Teams Mental Health](#)


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[Human Rights in Business](#)


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[Introduction to ESG \(Comprehensive\)](#)


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[Introduction to ESG \(Short\)](#)


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[Mental Wellness - Understanding Mental Health](#)


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[Navigating Net-Zero](#)


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[Recovering from Burnout](#)


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[Sexual Harassment Prevention Training](#)


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[Supply Chain Due Diligence](#)


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[Sustainable Travel](#)


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[Protect Our Species \(World Earth Day\)](#)


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[The Basics of Managing Stress](#)


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[Top 10 Tips for Cultivating Inclusion and Belonging In The Workplace](#)


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[Unconscious bias in the workplace](#)


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[Understanding ESG: A Guide for Employees](#)


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[Water & Waste \(World Environment Day\)](#)


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[What are Insurers doing about the climate crisis?](#)


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[What are the impacts of climate change?](#)


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[What is Climate Change?](#)


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[What is ESG Investing?](#)


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[What Makes a Sustainable Business](#)


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# Business Skills & Professional Development



## Communication Skills

<a href="#">Assertiveness</a>			<a href="#">Guide to Negotiation and Persuasion</a>		
<a href="#">Communication and Assertiveness</a>			<a href="#">How to Have a Difficult Conversation</a>		
<a href="#">Communication Preferences</a>			<a href="#">Influencing &amp; Stakeholder Management</a>		
<a href="#">Customer Call Handling</a>			<a href="#">Negotiating Skills</a>		
<a href="#">Customer Communication Essentials</a>			<a href="#">Telephone Etiquette</a>		
<a href="#">Giving Effective Feedback</a>			<a href="#">Workplace Communication Basics</a>		

## Diversity & Inclusion

<a href="#">5 ways to build a trans-inclusive workplace</a>			<a href="#">Human Rights and Business</a>		
<a href="#">A Guide to Workplace Integrity</a>			<a href="#">Identifying and Stopping Ableist language</a>		
<a href="#">Are you an Ally?</a>			<a href="#">Managing Ethics</a>		
<a href="#">Creating an Inclusive Remote Environment</a>			<a href="#">Managing Menopause in the Workplace</a>		
<a href="#">Cultivating Diversity, Inclusion, and Belonging at Work</a>			<a href="#">Mental Health in Insurance</a>		
<a href="#">Diversity Basics: Taking Action</a>			<a href="#">Mental Wellness - Understanding Mental Health</a>		
<a href="#">Gossip Proof Your Workplace</a>			<a href="#">Neurodiversity in the workplace</a>		
<a href="#">How to Avoid Bias in Talent Recruiting and Retention</a>			<a href="#">Sexual Harassment Prevention Training</a>		
<a href="#">How to be an Ally for Diversity and Inclusion</a>			<a href="#">Working Across Cultures</a>		
<a href="#">How to Overcome Your Unconscious Biases</a>					
<a href="#">How to recognise and manage unconscious bias</a>					

## Project Management

<a href="#">Project Management 101</a>		
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# Wellbeing

[Dealing with Stress, Pressure, and Burnout](#)



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[Recovering From Burnout](#)



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[Employee Health and Wellness](#)



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[The Basics of Managing Stress](#)



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[Health and Safety](#)



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## Coaching and Mentoring

[Enhancing your Coaching and Mentoring Skills](#)



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## Sales and Business Development

[Consultative Selling: Elevating Broker Strategies](#)



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[Dealing with Challenging Customers](#)



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[Creating and Delivering Business Presentations](#)



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[Personal Brand](#)



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[Customer Care](#)



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[Sales Fundamentals](#)



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## Personal Effectiveness

[A Guide to Effective Meetings](#)



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[Personal effectiveness and time management](#)



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[A Step-by-Step Guide to Problem Solving](#)



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[Presentation Skills](#)



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[Building Resilience](#)



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[Presenting with Confidence](#)



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[Customer Service and Delivering for your Customers](#)



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[Problem Solving and Decision Making](#)



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[Desk Stretches to improve your day](#)



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[Resolving Conflict](#)



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[Doing the Right Thing: A Guide to Good Business Ethics](#)



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[Smart Growth: Setting Personal Goals](#)



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[Leading Through Change](#)



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[Time Management](#)



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[Managing Stress in Sales](#)



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[Time Management Essentials](#)



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[Navigating Emotions for Success](#)



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[Why Choose CII Exams: Unlocking Your Path to Professional Excellence](#)



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# Microsoft 365 Training

[Copilot - Introduction](#)



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[Copilot - Intermediate](#)



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[Excel 365 - Beginner](#)



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[Excel 365 - Intermediate](#)



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[Excel 365 - Advanced](#)



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[Microsoft 365 Web Apps - Introduction](#)



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[Microsoft 365 Web Apps - Intermediate](#)



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[Microsoft 365 Web Apps - Advanced](#)



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[Outlook 365 - Beginner](#)



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[Outlook 365 - Intermediate](#)



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[Outlook 365 - Advanced](#)



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[Powerpoint 365 - Beginner](#)



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[Powerpoint 365 - Intermediate](#)



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[Powerpoint 365 - Advanced](#)



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[Remote Working - Beginners](#)



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[Remote Working - Intermediate](#)



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[Sharepoint 365 - Basics](#)



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[Teams - Introduction](#)



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[Teams - Intermediate](#)



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[Teams - Advanced](#)



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[Word 365 - Beginner](#)



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[Word 365 - Intermediate](#)



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[Word 365 - Advanced](#)


















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# Leadership & Management



# Leadership & Management

<a href="#">5 Styles to influence a team</a>	 30	<a href="#">How to Conduct an Effective Job Interview</a>	 30
<a href="#">A Blueprint for Effective Workplace Leadership</a>	 30	<a href="#">How to Support Your Teams Mental Health</a>	 30
<a href="#">A Guide to Mentoring Others</a>	 30	<a href="#">Leading with Emotional Intelligence</a>	 30
<a href="#">Attracting and Hiring Diverse Talent</a>	 30	<a href="#">Motivating your Team</a>	 30
<a href="#">Performance Management</a>	 30	<a href="#">Performance Management</a>	 30
<a href="#">Cultivating Diversity &amp; Inclusion in the Workplace</a>	 60	<a href="#">Resolving Conflict</a>	 30
<a href="#">Develop a Thriving Team</a>	 30	<a href="#">World Human Rights Day - Human Rights in Business</a>	 60
<a href="#">Giving Effective Feedback</a>	 30		





We'd love  
to discuss  
your specific  
training needs

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Call or email one of our experts



+44 (0) 117 248 2731



heretohelp@zing365.co.uk



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**ZING365**  
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