Meeting of Minds: Winning Advisers

Thursday 10 October 2024 – Tylney Hall Hotel & Gardens, Ridge Lane, Hook, RG27 9AZ

Oak Room Restaurant	1900-2200	**Drinks and Dinner**	Dinner will be served at 19:45
Schedule of the Day			
Library Bar	0815-0900	**Breakfast**	**Informal networking** - Over breakfast and coffee
Tylney Suite	0900-0920	**Keynote**	**Welcome** - Incorporating the highlights of the Scene Setter research. With **James Goad,** Managing Director, Owen James
Tylney Suite	0920-1000	**Keynote**	**Expert insights on the geopolitical and economic landscape**
Breakout Rooms	1005-1115	**Roundtable Session**	*Please refer below to get a feel for the topics that will be tabled for discussion with the roundtables*
Library Bar	1115-1135	**Coffee**	Grab a refreshment and catch up with your peers
Tylney Suite	1135-1205	**Networking**	**Structured networking** - An opportunity to meet some new faces
Breakout Rooms	1210-1320	**Roundtable Session**	*Please refer below to get a feel for the topics that will be tabled for discussion within the roundtables*
Oak Room Restaurant	1320-1420	**Lunch**	A seated formal lunch
Tylney Suite	1430-1500	**Keynote**	**Recruiting and Retaining Gen Z - Craving the human touch.** With **Alex Atherton**, leadership development consultant and former inner-London headteacher
Breakout Rooms	1505-1615	**Roundtable Session**	*Please refer below to get a feel for the topics that will be tabled for discussion within the roundtables*
Tylney Suite	1620-1650	**Keynote**	**Disruptive thinking to challenge the status quo**
Library Bar	1700-1800	**Farewell & Fizz**	We thank you for joining us over a glass of bubbly

a meeting of MINDS

owenjames

A MEETING OF MINDS: WINNING ADVISERS

ROUNDTABLE THEMES

Thursday 10 October, Tylney Hall, Hook, Basingstoke, Hampshire

ROUNDTABLE THEMES TABLED FOR DISCUSSION

ECONOMIC & GEOPOLITICS

1. The immediate implications of the UK election result on financial services

Despite what is predicted to be a 'super majority' for Labour in the UK election, the British electorate is now a lot more volatile which means we could yet see the political pendulum swing away from them in a single five-year term, providing there is a credible opposition party to swing to.

This session will look at the immediate implications of the UK election results on the economic landscape, how radical Labour will be in the pursuit of growth, as well as:

- Policy proposals related to financial services regulation, consumer protection, and the pensions landscape.
- How to interact with Labour Party representatives to understand and influence their policies
- The impact on investment decisions and how to adapt to clients accordingly
- How to inform clients about the potential impact of political uncertainty on investment decisions

2. Navigating global volatility in light of the upcoming US election

While the US election has mostly been focused on the domestic agenda, on foreign policy the US is facing a more unstable world in which Russia, China, Iran and North Korea are working more closely together. If Donald Trump is re-elected, he is going to need his Western allies, and not annoy them too much with tariffs that won't help their global recovery.

This session will explore the global investment strategies, economic indicator analysis, and approaches to navigating geopolitical volatility, including:

- The importance of globally diversified portfolios to mitigate political and economic risks
- The importance of long-term economic trends and the strategic role of core government bonds in a global, value-driven investment strategy

REGULATION

3. Risk profiling by shifting from recommending multi-assets to MSP

As the financial advisory landscape evolves, the Consumer Duty has intensified the need for meticulous risk profiling. This roundtable will delve into the critical aspects of shifting from multi-asset recommendations to Managed Portfolio Services (MPS), focusing on the implications for risk profiling and client portfolio performance, including:

- Navigating the complexities of providing consistent and compliant advice amidst increasing market fragmentation and regulatory requirements
- Using independent expert ratings and reviews to recommend the most suitable products to clients
- Adopting a consistent methodology throughout the advice process to stay compliant
- Accessing comprehensive market data, insights, and expertise powered by the UK's largest financial database.

Expert confirmed

4. The increasing regulatory requirements and their impact

The rising regulatory costs and burdens requires advisers to balance compliance challenges with proactive client support. The session will discuss the impact of this as well as define what constitutes meaningful ongoing service, in order to:

- Provide practical strategies that will improve compliance processes in order to deliver exceptional ongoing service to clients
- The regulator's focus and the importance of adhering to Consumer Duty

5. Pricing models and incentives to reduce the advice gap

Addressing the growing advice gap requires the sector to explore solutions that will reach a broader range of clients the most effectively.

The session will look at the actionable strategies such as pricing models that will make financial advice more accessible, as well as:

- Examining the factors contributing to the expanding advice gap
- The critical role of communication, education, and trust-building in bridging the advice gap
- Enhanced tools for cash flow modelling, risk profiling, and centralised retirement propositions

PRODUCTIVITY

6. Empowering advisers with AI for efficiency, speed, and effectiveness

The transformative potential of AI and how to integrate it into advisory practices in order to stay competitive. This session will:

- Demonstrate how AI can boost productivity and streamline operations for financial advisers
- Debunk common misconceptions about AI in the financial advisory sector
- Provide actionable strategies for implementing AI solutions to support advisers and improve client service

7. Cyber threats and their potential impact on your businesses

The current landscape of cyber threats and the potential impact on adviser firms is complex. This session will look at the nature and evolution of common cyber threats, as well as best practices for enhancing cybersecurity through the following:

- The impact of cyber threats on businesses, especially SMBs
- Highlight the importance of cyber insurance in mitigating risks
- Provide guidance on choosing the right cyber insurance policy

8. Identifying and overcoming key barriers to enhance efficiency and client experience

This roundtable will explore the various barriers to productivity within the financial services sector, focusing on regulatory issues, technology challenges, and process inefficiencies. Participants will discuss the impact of these barriers on client experiences and operational efficiency, and will share insights on potential solutions to overcome them:

- Understand the regulatory requirements and their impact on productivity
- Identify issues related to outdated and disjointed technology systems
- Discuss process inefficiencies and their effect on client journeys
- Share best practices and strategies to improve productivity
- Explore the challenges of recruitment and staff training

GROWTH

9. Change management for sustainable organic growth and effective integration in M&A

This session will explore the benefits and challenges of organic growth versus acquisitions and mergers, with a particular emphasis on maintaining individuality and ensuring seamless integration. The session will also cover the importance of clear objectives, stakeholder alignment, and robust project management in supporting successful AI and technology adoption:

- Explore the complexities and strategic approaches to mergers and acquisitions, emphasising the preservation of company culture and individuality
- Develop effective change management strategies to support the smooth implementation of new technologies and integration efforts
- The importance of data quality and improving system integration

Expert confirmed

10. Growing your business with tax advantage solutions

This session will delve into the strategic incorporation of tax advantage solutions to enhance business growth, focusing on tax planning and inheritance tax (IHT) mitigation.

By exploring various tax-efficient strategies and products designed to maximise client value and drive business expansion, this session will highlight:

- The importance and benefits of integrating tax advantage solutions into your business offerings
- The availability of tax-efficient products and strategies, including those focused on inheritance tax planning
- How to effectively communicate and implement these solutions to meet client needs and grow your business

Expert confirmed

11. Making the right decision when it comes to buying or selling

This discussion will provide financial services businesses with a comprehensive framework for making strategic decisions about growth or sale. This session will offer practical insights, expert advice, and real-world experiences to help navigate this critical choice.

- Understand the importance of strategic decision-making in the context of growing or selling a business
- Examine key factors such as valuation, personal circumstances, economic outlook, and potential buyers

- Explore strategies for aligning processes and cultures, preparing data, and managing client expectations during a sale
- Gain insights from industry experts sharing their growth and sale journeys
- How to ensure cultural and value alignment with potential buyers and assess their integration plans

Expert: Herrington Carmichael

YOUR CLIENTS

12. Help your clients retire with confidence by powering up your CRP

Striking the right balance between your clients' goals and their tolerance for risk during retirement can be tricky.

With the Financial Conduct Authority's thematic review shining a light on retirement income advice, it's increasingly vital for firms to evaluate their Centralised Retirement Proposition (CRP) to ensure they are providing the best possible outcomes for clients as they draw down their retirement funds.

This session will explore:

- How a better understanding of attitudes towards financial risk can help deliver optimal client outcomes in retirement
- The importance of building stronger relationships with your female clients
- The psychology of investing and how you can mitigate behavioural biases and support client composure
- The benefits of a Centralised Retirement Proposition and how to enhance retirement portfolios

Expert: LV=

13. The inter-gender wealth transfer and how you connect with women

This session will explore strategies for addressing inter-gender wealth transfer, retaining clients post-inheritance, and connecting with women in financial advising. This session will delve into the statistics, challenges, and best practices for advisers to build lasting relationships and ensure client loyalty across generations and genders**:**

- Analyse inter-generational and gender wealth transfer statistics and their implications for financial advisers
- Develop strategies to retain clients after inheritance, focusing on emotional and practical support
- Discuss the impact of fee compression in the value chain and explore ways to manage it effectively
- Address concerns about losing clients to competitors or advisers moving on
- Share success stories and effective practices for combatting wealth transfer challenges and connecting with female clients

Expert: Tribe TBC

14. AI's transformative impact on personalised interactions

This session will explore the profound impact of AI on personalised client interactions in the financial advising sector, highlighting how AI can enhance client engagement, retention, and operational efficiency:

- Understand how AI enables tailored client interactions, enhancing engagement and satisfaction
- Learn how AI-driven insights bolster client loyalty while optimising operational efficiency
- Discuss AI's ability to detect vulnerability markers in client communications, ensuring more empathetic and effective interactions
- Explore how AI makes expert financial guidance accessible to a broader audience, including millennials and Gen Z
- Examine how AI can alleviate workloads on human advisors, allowing them to focus on complex, high-value tasks
- Maintain focus on long-term client goals amidst short-term distractions through consistent communication and overcoming behavioural biases

BUSINESS MATTERS

15. Implementing wellness initiatives and measuring their effectiveness

This session will discuss strategies for promoting wellness and preventing burnout among financial advisers, with a focus on creating supportive work environments and fostering a sense of belonging and psychological safety:

- Identifying the signs and symptoms of burnout in the financial advisory profession
- The impact of burnout on productivity, job satisfaction, and overall well-being
- Strategies for supporting mental health and well-being in the workplace
- The role of employers in providing resources and support for mental health issues
- Best practices for fostering a culture of wellness and psychological safety
- The importance of team-building activities and social interactions in high-performing teams
- How leaders can inspire their teams and create an environment that encourages open communication and trust
- Practical tips for leaders to connect with their teams, such as regular check-ins and joining team lunches
- Sharing examples of successful wellness programs in the financial sector

16. The continuation of remote working and the lessons learned so far

This session will explore the challenges and opportunities associated with remote working in the financial advisory profession, focusing on maintaining productivity, fostering team culture, and ensuring effective knowledge transfer and training.

- Identifying the challenges of remote working, including mental health issues, productivity concerns, and communication barriers

- Discussing the impact of remote working on attracting and retaining talent, especially female advisers
- Strategies for maintaining effective communication and collaboration in a remote work environment
- The role of technology in facilitating communication and productivity
- Addressing the challenges of training and developing new advisers in a remote setting
- Best practices for ensuring effective knowledge transfer and hands-on learning experience
- Strategies for keeping up team culture and fostering a sense of belonging among remote workers
- The importance of regular check-ins, team-building activities, and social interactions
- The benefits and drawbacks of remote versus in-office work
- Exploring hybrid work models and flexible arrangements to meet diverse needs

INVESTMENT THEMES

17. Ensuring compliance with the FCA's Sustainability Disclosure and Labelling Regime

This session will discuss effective approaches for ensuring compliance with the FCA's Sustainability Disclosure and Labelling Regime (SDR) as well as building and maintaining trust with clients through transparent and sustainable investment practices and combating greenwashing:

- The key requirements and implications of SDR for financial advisers and their clients
- Identifying and addressing greenwashing practices in investment products
- Strategies to ensure transparency and authenticity in sustainability claims
- Best practices for conducting thorough due diligence on ESG (Environmental, Social, and Governance) investment products
- Evaluating the long-term impact and sustainability of investment options.
- Effective methods to educate clients about the principles and benefits of sustainable investing
- Building client awareness and trust through clear communication and transparent reporting
- Establishing credibility and trust with clients by adhering to SDR and demonstrating genuine commitment to sustainability
- Case studies on successful implementation of SDR compliance and client education

Expert: Tribe TBC

18. Financial strength at the operational level for client assurance

This session will discuss the importance of assessing the financial strength of companies at the operational level to meet the selection needs of financial advisers and ensure sustained provision for clients:

- How the financial health of the specific entity providing the product or service directly impacts client assurance and satisfaction
- Why clients prioritise the operational capability of the company they directly interact with

- The specific operational characteristics that clients expect to be maintained to meet their needs
- How financial advisers can effectively ascertain the financial strength of a company at the operational level
- Sharing best practices for due diligence and assessment to ensure advisers are making informed recommendations
- The key factors of financial strength, future performance, and transparency at a fund and sub-fund level
- How these factors influence client propositions and interests, and how advisers can use this information to better serve their clients

Expert: AKG