

Meeting of Minds Paraplanning

Thursday 23 May 2024, The Royal College of Physicians, London, NW1 4LE

Schedule of the Day						
Platt Room	0815-0900	Breakfast	Informal networking over breakfast			
Seligman Theatre	0900-0920	Keynote	Welcome - incorporating the highlights of the Scene Setter research. With James Goad, Managing Director, Owen James Events			
Seligman Theatre	0920-1000	Keynote	What On Earth? Expert insights on the undulating geopolitical and economic landscape. With Dr Hannah White OBE , Director, Institute for Government			
Breakout rooms	1005-1105	Roundtable Session	<i>Managing stress with smoother workflows</i>	<i>Implementing AI with a phased approach</i>	<i>How paraplanners are going beyond the call of the Consumer Duty</i>	<i>How to see clearly while the future economic picture remains unclear</i>
Platt Room	1105-1125	Morning Coffee	Grab a refreshment and catch up with your peers			
Platt Room	1125-1155	Networking	Structured networking - an opportunity to meet some new faces			
Breakout rooms	1200-1300	Roundtable Session	<i>The career progression to meet your potential</i>	<i>Crafting a more strategic path for paraplanners to survive</i>	<i>Delivering good retirement outcomes in a challenging climate</i>	<i>How to be more strategically involved with your financial planners</i>
Platt Room	1300-1400	Lunch	Network with peers over lunch			
Seligman Theatre	1400-1430	Keynote	Habit Hacking - Addressing the failure of the diet & fitness industry. With Dr Julia Jones , neuroscientist and Smart Wellness coach			
Breakout rooms	1435-1535	Roundtable Session	<i>How to get a day back in your calendar</i>	<i>How technology should be used to maximise data</i>	<i>Navigating the hurdles with reducing the advice gap</i>	<i>The art of selecting funds in a complex world</i>
Seligman Theatre	1540-1610	Keynote	Never Giving Up – Breaking down barriers through strength and resilience. With Hannah Stodel , 4x Paralympian, triple world champion and disabled sailing advocate			
Platt Room	1615-1730	Fizz and Farewell	We thank you for joining us and bid you farewell			

A MEETING OF MINDS PARAPLANNING ROUNDTABLE THEMES

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Contents

THE PRESENT	2
1. How to be more strategically involved with your financial planners for the benefit of the client.....	2
2. How to get a day back in your calendar every week, with simple strategies that will help boost productivity, reduce stress and stay ahead of the curve	2
3. The career progression to meet your potential and enhance your prospects.....	2
4. Managing stress with smoother workflows, more effective communication, clearer instructions, better feedback and increased collaboration	2
THE FUTURE.....	2
5. Navigating the hurdles that will come with reducing the advice gap, particularly if evidencing good outcomes is increasing the cost to serve	2
6. Crafting a more strategic path for paraplanners to survive the rise of digital advice	3
7. Implementing AI with a phased approach to augment human capabilities rather than replace jobs	3
8. How technology should be used to ensure that data from fact finds and analysis can be used as evidence to prove good outcomes	3
THE REGULATION	3
9. How paraplanners are going beyond the call of the Consumer Duty and responding to its importance.....	3
THE INVESTMENTS.....	4
10. Delivering good retirement outcomes in a challenging climate	4
11. How to see clearly while the future economic picture remains unclear with strategic perspectives, and expert opinion on market sentiments	4
12. The art of selecting funds in a complex world and the evolving dynamics of fund selection in today's market environment.....	4

ROUNDTABLE THEMES TABLED FOR DISCUSSION

THE PRESENT

1. How to be more strategically involved with your financial planners for the benefit of the client

This session will discuss how to be more client-centric by expanding your relationship with financial planners, such as:

- Regular meetings and discussions which help ensure that both parties are aligned on client goals and strategies
- The experience you will gain from getting involved in the many and varied client cases

2. How to get a day back in your calendar every week, with simple strategies that will help boost productivity, reduce stress and stay ahead of the curve

This highly interactive session will help you to:

- Gain more time by avoiding activities that drain your time and learning the language that'll help you say 'no'
- Discover the strategy that will put YOU first and give you a better work-life balance
- Future-proof your career by carving out up to a day a week to develop in-demand skills that contribute to your long-term success

Expert: Paul Holbrook, CEO, Diary Detox

3. The career progression to meet your potential and enhance your prospects

This session will discuss the extent to which you are requesting additional certifications and qualifications to enhance your career prospects, including:

- The skills development and mentoring approach you need to take

4. Managing stress with smoother workflows, more effective communication, clearer instructions, better feedback and increased collaboration

This session will also explore how to reduce the impact of stress by identifying and managing the triggers, including:

- The nature of the tasks assigned to you, the person delegating the tasks, and the timing of the tasks' introduction

Expert: Tom Emery, Co-Founder, HEX

THE FUTURE

5. Navigating the hurdles that will come with reducing the advice gap, particularly if evidencing good outcomes is increasing the cost to serve

While the distinction between technological advice and paid advice will be clearer for tomorrow's clients, will this affect their current position at the heart of all decisions?

This session will discuss:

- The hurdles to overcome when serving 'lower value' client segments in a cost-effective way

Expert: Matthew Lonsdale, Director, Davies Group

6. Crafting a more strategic path for paraplanners to survive the rise of digital advice

This session will discuss how to:

- Ensure the advancements in technology enhance the role of the paraplanner
- Identify how the technology can be optimised to support your future capabilities

Expert: Rob Tedder, Director, Conquest Planning

THE TECHNOLOGY

7. Implementing AI with a phased approach to augment human capabilities rather than replace jobs

This session will discuss how:

- A sensible phased approach to AI with risk management built in will ensure the best practices are adopted, empowering paraplanners to deliver superior service and outcomes for clients
- Firms can help by designing training programmes to educate staff about AI in order to build trust in the process slowly and incrementally

Expert: Mark Whitcroft, CEO, PlannerPal

8. How technology should be used to ensure that data from fact finds and analysis can be used as evidence to prove good outcomes

Paraplanners need to take a step back and look at what you are currently using (or not using), at every stage of the customer interaction journey when it comes to compliance and due diligence.

This session will ask you:

- How to reach out to the providers, the tech industry and the regulators to ensure the right technology that will help deliver Consumer Duty is being used

Expert: Rob Tedder, Director, Conquest Planning

THE REGULATION

9. How paraplanners are going beyond the call of the Consumer Duty and responding to its importance

Because of the Consumer Duty, paraplanners now have greater responsibility on investment committees, becoming key members of the management and are increasingly being tasked with due diligence and making decisions on the recommendations made to clients.

This session will discuss:

- How paraplanners are responding to the importance of the Consumer Duty

- Are external providers being used well enough in order to complete Consumer Duty requirements?

Expert: Farzana Khalil, Director Consultant, Solve

THE INVESTMENTS

10. Delivering good retirement outcomes in a challenging climate

Given the recent retirement income advice findings from the FCA, the session will explore the relevance of this to paraplanners, as well as the recent findings from Standard Life's Retirement Voice research, by focusing on:

- How the financial concerns of today are changing consumer plans for tomorrow, and what this means for the retirement income market
- The key challenges facing consumers right now, and where our industry must focus its attention in order to help
- How professional financial advice can help to transform futures, and the significant opportunities that exist for the advice market

Expert: Lesley Whyte, Strategic Partnerships Director, Standard Life UK

11. How to see clearly while the future economic picture remains unclear with strategic perspectives, and expert opinion on market sentiments

The consequences of inflation and interest hikes and unprecedented debt burden involves navigating the economic fog ahead.

This session will therefore examine the following strategies:

- Portfolio diversification - whether geographical, sector, or thematic in order to ensure portfolios are well-positioned to benefit from potential upsides
- Keeping aware of any opportunities for tactical investment decisions as they arise and the best place for long-term investing

Expert: Hugo Thompson, Multi-Asset Investment Specialist, HSBC Asset Management (UK)

12. The art of selecting funds in a complex world and the evolving dynamics of fund selection in today's market environment

The impact of macroeconomic trends and regulatory changes requires confidence and precision in order to construct diversified portfolios that balance risk and return objectives, aligned with client risk tolerance and investment goals.

This session will therefore explore:

- The role of qualitative factors, such as fund manager track record, investment philosophy, and organizational stability, in the selection process
- The tools and resources available to paraplanners to streamline the fund selection process and enhance decision-making efficiency

Expert: Andy Parsons, Insight Manager (Investments), Defaqto