

Title of webinar

How You Will Know A Good Leader In An AI World

What “good leadership” looks like on a day-to-day basis is changing.

AI is starting to sit in on decisions that used to be made by people alone – who gets promoted, which claims get flagged, what work and projects get prioritised.

This impacts how leaders explain what decisions were made, how they admit to uncertainty and how they use (or don’t use!) the tools available to them.

This webinar is designed to uncover what to watch for in the leaders around you.

You will leave with a clear sense of the specific behaviours that separate leaders who use AI well from those who hide behind it – helping you identify what that means for how you want to lead in future when it’s your turn to make the decisions.

Who is it for?

This webinar is for:

- Underwriting managers and underwriters - AI is already influencing risk selection and pricing decisions
- Claims team leaders and claims handlers - AI is increasingly flagging or prioritising which claims get attention
- Line managers and team leaders operating under delegated authority - personally accountable for decisions now shaped by AI and needing a defensible account of "reasonable steps" taken
- HR business partners, L&D managers, and those supporting succession planning - AI-influenced decisions now extend to who gets promoted
- High-potential and emerging leaders on development programmes – helping them build the right habits before they are the ones accountable for the decisions
- MGA underwriting managers and broker team leaders - in smaller teams where individuals set day-to-day practice and personally answer for AI-informed calls without layers of governance beneath them.

Learning objectives

By the end of the webinar, you will:

- Understand that what got leaders here won’t necessarily get them there with AI-augmented functions
- Recognise what changes – decision rights, delegation to AI-assisted judgement, accountability
- Be able to identify what doesn’t change – the core of trust and judgement leadership still rests on
- Have heard case studies from within regulated financial services
- Identify 3 core behaviours to start now

About Jullian Shawcross

[Dr Jullian Shawcross](#) is an AI strategist and board advisor to regulated financial services firms — not an AI evangelist, but someone who weighs reward and risk together. A former intermediary founder who built, scaled, and exited after 24 years in 2025.

His consultancy practice, [Madurez.ai](#) now helps boards separate real AI value from hype — pushing firms to join up AI adoption with strategic thinking and deliver on implementation. He combines industry experience with his doctoral research into trust and governance in insurance.

Charge for webinar delivery is £400 plus vat

Contact sam@lightthespark.co.uk for more information or to book.

