BSRC Research Directions

A. Listening Skills
B. Listening Process
C. KRI's
D. Sense Making
E. Responding
F. Case Studies
A) Listening Skills Are Child’s Play

- How To Talk So Kids Will Listen and Listen So Kids Will Talk Paperback – 1 Jan 2013 by Adele Faber
  - Put yourself in their shoes
- Stanley Greenspan: The Challenging Child: Understanding, Raising, and Enjoying the Five “Difficult” Types of Children “floor time” concept

B) Towards a Good Listening Process

- Fear Issues
- Failing forwards
- Big picture view
- Ask the right ambiguous questions
- Taking notes while being present
- Anticipate the discussion
C) KRI’s

- Picture each type of KRI (e.g., business focused, process focused, or external focused) as a separate bubble section of the spirit level.
- Each direction can be tuned to its own view and be owned by someone best able to monitor it.
- The goal is to know if one or more sections are in or out of alignment.
- The result: a more balanced picture.

D) Sense Making

- New methods can be hard to sell.
- GLM’s to simultaneously fit the accident year and report year dimensions for 3D triangle data.
- Borrowing from Bayesian network modelling.
- Futurist approach.
- Second and third order effects.
E) Responding

- How to give the right response, even if not sure of what is going on?
- “Bayesian structure mind-set”
- The perils of early adoption
- What do our risk management systems say?

F) Case Studies

- Claim Farming
- Law Change past and future
- Inflation
Expressions of individual views by members of the Institute and Faculty of Actuaries and its staff are encouraged.

The views expressed in this presentation are those of the presenter.