

Operational Risk Management

19 November 2018



**Imperial House
8 Kean Street
London WC2B 4AS**

The course covers the essential aspects of operational risk management and its challenges in the financial services industry. Crucial topics such as selection and reporting of leading KRIs, demonstrating business value of risk management and the formulation of a risk appetite statement are detailed and debated. Growing topics such as information security and conduct metrics are also covered.

Taught by a world leading expert in the field, this course is vital for all the operational risk practitioners wishing to benchmark their practice and discuss new best practices. It is also a valuable opportunity for newcomers to gain a comprehensive overview what an operational risk manager need to know.

Key objectives and Learning Outcomes :

- Best practices in operational risk management for financial companies
- Structure of risk appetite and tolerance statements
- Effective risk and control self assessment
- Structured method to identify and design leading key risks indicators
- Focus on KRIs for information security and conduct

Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.

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Programme Overview



Registration - 09.30 - Start 10.00 - Finish 17.00 (approx)

Session 1: Operational risk framework and governance

- Risk management framework
- Governance of operational risk
- 1st line & 2nd line: the partnership model
- Make the risk committees effective
- The business value of ORM

Workshop: build a business case for risk management

Session 2: Risk appetite

- Industry guidance on risk appetite
- Definition & overnance: communicating risk appetite
- Risk appetite & tolerance statements: examples and case studies
- Template for actionable risk appetite
- Cascading and monitoring risk appetite: indicators and dashboards

Exercise: write risk appetite and tolerance statements for two of your top risks

Session 3: Risk identification and assessment

- Tools and techniques for risk identification
- Risk register: a list
- Risk connectivity: network of risks
- Definition and rules for Risk & Control Self Assessments (RCSAs)
- Tool: Impact / probability matrix: shapes and forms, definitions
- Usage and choice when defining RCSAs
- Risk rating: when and how

Exercise: Highlight and assess your top risks before and after controls

Session 4: Designing and selecting preventive Key Risk Indicators (KRI)

- KRI, KPI, KCIs: concepts, overlaps and examples
- Essential features of preventive KRIs
- KRI typology: four categories of preventive KRIs
- KRI design
- Six steps for preventive KRIs: exercises
- Examples of leading KRIs

Exercises: define your own KRIs step by step – Focus: Information Security & Conduct metrics

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Who Should Attend:

- Heads of Operational Risk
- Enterprise Risk Managers
- Operational Risk Managers
- Operations Managers
- Internal Auditors
- HR officers
- Compliance officers
- Consultants
- Regulators

In-house delivery option

This programme can also be delivered in-house. The FLA offers bespoke, tailored training solutions that help you achieve your business development objectives. The FLA training team specialises in facilitating change and turning strategic intent into tangible business results.

What we can do for you:

- Design a bespoke programme that meets your organisation's specific development goals and objectives
- Design training as a one-off exercise, or on a repeated basis as part of your company's development curriculum or company-wide courses, or as part of a major change programme
- Personalise our approach by incorporating your corporate culture and goals
- Provide complete flexibility with regard to location and timings
- Offer differing course levels to cater for the varied experience levels of your staff

For more detailed information regarding any in-house training please contact Jon Dear on 0207 420 9623 or email training@fla.org.uk

Trainer:

Ariane Chapelle has a PhD in Economics and Masters in Management and in Econometrics. She is active in operational risk management since 2000, with experience acquired in managerial functions in ING Group and Lloyds Banking Group. Ariane Chapelle runs since 2006 her own training and consulting practice in risk management. Her clients include Tier 1 financial organisations. Dr. Chapelle is Honorary Reader at the University College London in Operational Risk, Fellow of the Institute of Operational Risk and member of the editorial board of the Journal of Operational Risk.

Ariane Chapelle is a columnist for RISK magazine ; her new book « Reflexions on Risk Management », published in July 2017 is the collection of her articles written for RISK and for others.

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BOOKING DETAILS - PLEASE USE BLOCK CAPITALS

Company name:

Contact name:

Job title:

Address:

Postcode:

Telephone:

Email:

DELEGATE 1

First name:

Surname:

Company:

Job title:

Telephone:

Email:

Your special needs or dietary requirements:

DELEGATE 2

First name:

Surname:

Company:

Job title:

Telephone:

Email:

Your special needs or dietary requirements:

Please use additional copies of this form to book more than two delegates.

All FLA meetings and events, including social events, are subject to the application of competition law and therefore must be conducted in compliance with competition law. Any business information which is sensitive or strategically useful must not be discussed, including any reference to pricing, margins, discounts, trading terms, use of third party suppliers or market share. You are reminded that failure to comply with competition law may bring with it serious consequences for individuals and their companies. Such consequences include heavy fines and, in certain cases, the imposition of criminal penalties and sentences.

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Fax: +44 (0)20 7420 9631

Email: training@fla.org.uk

Post: Jon Dear, FLA, Imperial House, 8 Kean Street, London WC2B 4AS

To register please complete form.

FLA Member's fee per delegate: £440.00 + VAT

Non-FLA Member's fee per delegate: £595.00 + VAT

PAYMENT: Upon registering you will be sent an invoice; payment is required before attending the event.

Please invoice

Provide purchase order no:

Payment by cheque

Visa

Mastercard

Credit Card no:

Amount £: (Please include VAT)

Name (as on card)

Expiry date on card:

Credit Card's registered address (postcode & house/building number only):

Postcode:

Street/House/Building No:

Security code (last 3 digits on reverse of card):

Signature:

Today's date:

Cardholder name and address (including company name if applicable) if different from above:

Name:

Address:

Postcode:

Cancellations all cancellations must be made in writing via email to training@fla.org.uk. Cancellations received more than 30 days prior to the start of the course will incur an administrative charge of £70.00 + VAT per delegate. There is no refund on cancellations made within 30 days of the course start date.

Transferring from one course to another is treated as a cancellation.

You may substitute one delegate for another at no additional cost. Notification must be received in writing by noon of the business day prior to the start of the course.

Data Protection: The Finance & Leasing Association will use the data you provide to process your course registration. We would also like to keep you informed (by post, telephone, email or fax) of other FLA training courses, products and services. If you would like us to send you details of future events, please tick this box:

Please note: all FLA events are subject to the application of competition law. Details will be available on the day and are included in the booking form.