

Culture Measurement and Reporting - satisfying the regulator



17 June 2021



This one day virtual course explains how the introduction of the Senior Managers and Certification Regime (SMCR) requires firms to demonstrate the quality of their behaviour to the FCA. Without regulatory guidance as to what an audit of a firm's culture might include, or an agreed standard, firms are currently exploring a wide range of prototype dashboards.

This workshop provides a unique opportunity for FLA members to discover what a 'culture audit' needs to include, and to compare the different approaches other firms are taking. It will look at how to identify and track culture credibly, and which indicators are most effective.

Attending this course will help delegates to:

- What the FCA deems acceptable and unacceptable cultures (in the Boardroom, in business lines, and in compliance functions);
- Practical examples of indicators used to measure and incentivise a culture of good conduct and compliance;
- Find new ways to report what good culture looks like;
- How to be better prepared to assemble the right set of culture measurement tools for your firm.

Course Fees:

Members Price: £465 + VAT

Non-Member Price : £625 + VAT

To book online click the link below

[Culture Measurement & Reporting](#)

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

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Programme

Start: 10.00 - Finish: 16.00

Session 1: How we came to be here

- Lessons from conduct and other recent culture-related enforcements
- Where past regulatory initiatives failed
- Structural and cultural drivers of non-compliance
- What's fundamentally different about the latest approach?

Session 2:

- 'Behavioural regulation' and its relation to culture
- The regulator's latest outlook on compliance
- The determining factors: incentives, biases, morality and social proof
- How to drive change

Session 3:

- **How regulators set out their assessments of conduct and culture**
- **Using culture measures to build and protect value**
- **Reporting dashboards:**
 - How does my firm's culture compare with the cultures of others?
 - How does my firm's attempts to measure culture compare?

Session 4:

- **Other measurement initiatives:**
 - Newly identified factors and indicators
 - Tools and techniques from beyond our sector
- **Conclusion: action plans and outlook**