



#### DURATION

2 - 3 hours  
per topic



#### DELIVERY CHANNEL

eLearning



#### Learn More:

[Retail Banking](#)

[Business Lending](#)

[Commercial Real Estate Lending](#)

## Microlearning

# Distressed Market Series

## WHAT YOU NEED TO KNOW AND DO IN A DISTRESSED MARKET

### COURSE OVERVIEW & BENEFITS

As intermediaries, financial institutions are intimately connected to the public who, in a distressed market, face sudden and accelerated issues with debt accumulation, cash flow, unemployment, business survival and market volatility. Financial institutions will therefore need to ready their work force as quickly and efficiently as possible for the volume of activity related to the customer servicing, credit risk management, and financial advice required throughout and beyond a distressed market.

Our targeted Distressed Market Series addresses these challenges so that employees will be able to:

- Better understand the impact of a distressed market
- Service customers
- Reassess, manage, and mitigate risk

The targeted topics in this series provide the essential skills employees need to react quickly and appropriately, minimizing downtime so that they can focus on helping customers and protecting their organization.

Each short microlearning topic is structured as follows:

- Relevancy: An Expert Speaker webcast exploring the implications of a distressed market
- Best Practices: Interactive eLearning that covers key concepts and skills that can be applied on the job.
- Application: Online real-world case study to give participants an opportunity to apply the skills they have learned

The result is a short, targeted, online solution that reinforces employees' competencies with the knowledge and practical skills they can immediately and confidently apply on the job.

### LEARNING OBJECTIVE

Reinforce employees' competencies to better understand and apply best practices and behaviours to service customers, and analyze and manage risk in a distressed market

### SEGMENTS / TOPICS

**To address needs on multiple fronts, our solutions are segmented as follows:**

Retail Banking Topics:

- Communicating with customers in financial distress
- Minimizing and managing defaults
- Verifying customer information to minimize fraud
- Selling in a Virtual World

Business Lending Topics:

- Analyzing business viability
- Kickstarting business operations
- Analyzing cash flow and the impact of government stimulus
- Formulating projections in an uncertain market
- Communicating with Business Clients in Financial Distress

Commercial Real Estate Lending Topics:

- Understanding the impact of distressed market dynamics
- Analyzing current and future cash flow
- Determining debt service coverage and long-term viability