

Minimizing Conduct Risk

PROACTIVELY IDENTIFY, MITIGATE AND MANAGE CONDUCT RISK



DURATION

3 - 4 hours



DELIVERY CHANNEL

eLearning



Course Modules:

- 1 Risk and Conduct:
Setting the Stage
- 2 Influences on Behaviour:
Raising Awareness
- 3 Influences on Behaviour:
Minimizing their Impact

COURSE OVERVIEW & BENEFITS

Minimizing Conduct Risk (MinCR) teaches financial institution employees how to recognise the common, pervasive influences, pressures and biases that can lead to unethical behaviour and provides guidance on how to overcome them.

The course begins by defining conduct risk and identifying its consequences for clients, the institution and the employee. It then explores – using many examples from different areas of the institution – the critical factors that contribute to suboptimal employee behaviour. These factors include job-related and outside influences, job requirements and team pressures, and heuristics and biases.

Finally, the course provides tips and techniques for mitigating, overcoming or altogether avoiding these influences to minimize conduct risk and its negative impact.

LEARNING OBJECTIVE

Strengthen personal ability to act in ways that are ethical, honest and compliant and that are in the best interests of the organisation, its employees and its customers.

COMPETENCIES GAINED

Participants will be able to:

- Understand their fiduciary responsibility and what it means to properly care for customer resources
- Appreciate the sometimes-stressful nature of working in a financial institution
- Treat internal and external customers fairly and recognise the implications of not doing so
- Recognise influences, pressures and biases to which they are frequently subjected, and understand how these factors can make it difficult to behave ethically, even when they are trying to do the right thing
- Use tools and techniques that give them greater control over their own actions and decrease the likelihood of personal misconduct

TARGET AUDIENCE

MinCR is suitable for all financial institution employees, regardless of role and years of experience.