



Australia's  
Global  
University

Operational risk management is a core skill for anyone working in financial services. Whether you are looking to build on your existing role or step up to a new role with a focus on risk, this course will help you understand best practice risk management.

Over 14 hours, delivered across two weeks of live virtual workshops and action learning, you will gain an understanding of the right tools and mindsets to help mitigate operational risk in a financial organisation, and be prepared in the face of new threats.

### What you will learn

You will take part in a series of online modules, comprised of virtual workshops, action learning and coaching to build the technical and professional skills required to take on a risk role in the financial services industry.

#### Operational Risk and Compliance in Financial Services

- Broaden your understanding of the role of operational risk, compliance and key regulators
- Explore the drivers and outcomes of the Royal Commission
- Introduce essential risk frameworks and guidelines

#### Operational Risk and Compliance in Practice

- Expand your knowledge, skills and tools to apply frameworks in practice
- Develop your understanding of the strategic objectives in risk management
- Build the link between strategic objectives and risk management and appetite
- Introduce the risk matrices that enable you to identify, assess, manage, monitor and determine probability of risks
- Explore operational controls to minimise risk

#### Building a Positive Risk Culture

- Set the context for risk and corporate culture
- Broaden your understanding of how culture should be modelled
- Introduce tools to develop risk ownership

#### Operational Risk Management as a Business Enabler

- Explore risk management as a business enabler
- Create value through operational risk and compliance
- Build the link between customer experience and risk management
- Leverage customer feedback to drive positive change

# OPERATIONAL RISK IN FINANCIAL SERVICES – BECOMING A RISK PRACTITIONER

AGSM @ UNSW Business School

### KEY DETAILS

2 CEMD Points  
14 hours, over a 2-week  
virtual learning journey  
\$1,694 (inc. GST)



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## Emerging Trends in Operational Risk

- Build a future-focused mindset and attitude to risk management
- Develop an understanding of emerging technologies and their impact on risk management
- Explore data analytics and predictive risk intelligence

## The Mindsets and Behaviours of Risk Practitioners

- Develop the skills to increase curiosity and build growth mindsets in yourself and your team
- Build the tools to influence, persuade and engage others to develop stronger stakeholder relationships
- Understand how to identify, evaluate and leverage sources of information
- Learn how to use facilitation tools to present data in an engaging way
- Explore insights, observations, judgements and how you can use these to achieve strategic objectives

## Who should attend

This course is designed for anyone looking to upskill or reskill as a Risk Practitioner in the financial services industry. It's also suitable for those not working in risk, who need to better understand risk in their current role.

## How you will learn

Led by a financial services industry expert, you will take part in live virtual workshops, interspersed with action learning and coaching to upskill you as a risk professional, ready to take on the challenges of today's dynamic environment.



Over two weeks, you will take part in 14 hours of online learning and live workshops.



You will utilise the AGSM Navigator, a custom-built platform designed to work with your existing social and communication tools, like WhatsApp and Zoom.



Virtual workshop sessions bring a real time, social learning environment to you, where you can share challenges and experiences, learn from your peers and your expert facilitator, and build a community of practice.



In between the workshop sessions, you will take part in a range of supported learning experiences independently and with the group to develop and embed learning.



To maintain the interactivity and ensure participants can achieve their outcomes, each workshop is limited to 25 participants.



Find out more

AGSM Short Courses  
E: [enquiries@agsm.edu.au](mailto:enquiries@agsm.edu.au)  
W: [www.agsm.edu.au/virtual](http://www.agsm.edu.au/virtual)



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