

## ***HR MASTERCLASS***

# **“RISK MANAGEMENT FOR HR PROFESSIONALS”**

## **Managing People Risk in Financial Services**

**20 March 2007**  
**London**

**A one-day introductory programme for HR Managers & Advisers  
and other senior HR or ‘people’ specialists who provide  
advice and develop policy.**

THIS EVENT WILL INCLUDE INPUT FROM A SENIOR HR PRACTITIONER SPECIALISING IN THIS AREA. ALL PARTICIPANTS WILL RECEIVE A DETAILED REFERENCE MANUAL CONTAINING INFORMATION ON REGULATORY AND LEGISLATIVE DEVELOPMENTS AND A COPY OF THE REPORT “COMPLY & PROSPER”, ANALYSING THE IMPACT OF REGULATION AND LEGISLATION ON FINANCIAL SERVICES ORGANISATIONS.

THEMES COVERED WILL INCLUDE:

- WHAT DOES REGULATION MEAN FOR HR SPECIALISTS? RESULTS FROM A MAJOR STUDY INTO ONE OF THE KEY EMERGING ISSUES FACING THE FINANCIAL SECTOR: WHAT DOES IT MEAN FOR THE HR ADVISER?
- FSA REGULATION IMPACTING ON HR AND PEOPLE MANAGEMENT
- OPERATIONAL AND STRATEGIC RISKS POSED BY RECENT LEGISLATION
- THE HR SPECIALIST’S ROLE IN IDENTIFYING PEOPLE RISK AND WORKING WITH MANAGERS TO MITIGATE THEM
- DEVELOPING CREDIBILITY WITH BUSINESS MANAGERS BY HELPING THEM MANAGE ‘PEOPLE RISK’
- FRAMEWORKS AND TOOLS FOR MANAGING ‘PEOPLE RISK’
- WORKING WITH RISK, COMPLIANCE AND LEGAL SPECIALISTS
- COMMON ‘PEOPLE RISKS’ IN FINANCIAL SERVICES:
  - MANAGING ORGANISATIONAL CHANGE
  - OUTSOURCING AND ‘THIRD PARTY’ ALLIANCES
  - SALES AND CUSTOMER SERVICES
  - OPERATIONAL CHANGE

*“Best Compliance Consultancy Services Award Runner-up 2005”  
Compliance Register*

## Course Background:

**THE COURSE AIMS TO HELP HR SPECIALISTS DEVELOP AN UNDERSTANDING OF REGULATORY AND LEGISLATIVE RISKS FACED BY BANKS, INSURERS AND INVESTMENT FIRMS. WITH INCREASINGLY WIDE REGULATORY REQUIREMENTS FROM THE FSA AND EUROPE IMPACTING ON ORGANISATIONS AS WELL AS STRINGENT REQUIREMENTS FOR IDENTIFYING AND MANAGING OPERATIONAL RISK, 'PEOPLE RISK' IS RISING HIGH ON THE AGENDA OF SENIOR MANAGERS. HOWEVER, 7 IN 10 FINANCIAL SERVICES ORGANISATIONS SAY THEIR HR SPECIALISTS ARE NOT DIRECTLY INVOLVED IN MANAGING THESE.**

**HR PROFESSIONALS THEREFORE HAVE A MAJOR OPPORTINUTY TO SUPPORT SENIOR MANAGEMENT AND INFLUENCE THEIR ORGANISATIONS IF THEY HAVE A THROUGH UNDERSTANDING OF THE PEOPLE RISKS WITHIN THE FIRM, THE REQUIREMENTS OF REGULATORS AND FRAMEWORKS FOR MANAGING 'PEOPLE RISK.'**

ALL PARTICIPANTS WILL RECEIVE A COPY OF **COMPLY & PROSPER**, A RESEARCH REPORT WRITTEN BY PROFESSOR AMIN RAJAN, ASSESSING THE IMPACT OF REGULATION AND LEGISLATION ON FINANCIAL SERVICES SPONSORED BY THE LONDON HUMAN RESOURCES GROUP AND WITH A FORWARD BY SIR CALLUM MCCARTHY, CHAIRMAN OF THE FSA. THEY WILL ALSO BE ABLE TO JOIN, FREE OF CHARGE, OUR NEW ONLINE COMMUNITY FOR HR ADVISERS AND CONSULTANTS SO THAT THEY MAY CONTINUE THEIR DISCUSSIONS AND LEARNING AFTER THE EVENT.

## Who should attend?

HR and people specialists required to advise managers in their organisations and/or to provide policy and assurance on people matters and who therefore need to understand and assess people risk. They could be working in the following contexts:

- HR 'relationship managers' leading the relationship between their department and key business functions within their organisation.
- Senior technical specialists responsible for coordinating a specialist activity across their organisation such as learning and development, remuneration or employee relations.
- Advisers and specialists responsible for providing input on projects or other initiatives .
- HR specialists new to financial services who wish to develop an understanding of the regulatory requirements affecting this sector.

*"The seminar was excellent and highlighted several important points to me."*

*"I go away understanding the reality and importance of taking time to plan the people risk aspects of my work"*

## COURSE FACULTY:

**Gary Storer, Course Director** is the founding Director of Enterprise Learning, a change management, risk management and learning/development consultancy. His experience includes working as a senior consultant for KPMG's Regulatory and Technical Financial Services practice and holding a number of senior change and organisational roles across financial services. Gary has led a number of large regulatory and operational projects for clients across the sector and advises on areas of risk management related to people and organisational issues.

**Prof. Amin Rajan** is the CEO of CREATE, a financial services research institute. He is the author of eleven highly acclaimed research reports and a number of books and articles on leadership, business cultures, socio-economic forecasting, globalization, new technologies, diversity and new business models. In 2006, his research report "Comply and Prosper" looked at the organisational and HR implications of regulation and legislation in financial services and the role of HR professionals in risk management.

## Course Programme:

### 9.15 **People Risk in Financial Services**

Introduction and overview of key people risks in financial services and regulatory priorities and developments focusing on their relevance for HR and people discipline.

#### **Understanding the regulator's perspective**

FSA and international regulatory requirements including an overview of the regulatory regime, key regulated activities and the 'principles-based' approach of the main regulators.

#### **Regulatory requirements and HR**

The main regulatory requirements which impact on HR and on 'people risk' including the Approved Persons regime, Training & Competence, recruitment and selection for regulated roles, senior management responsibilities, management systems and controls, reward and performance management, organisational structure and governance. Case studies and examples will be used to explore how regulation impacts.

#### **What causes 'people risk'?**

The main organisational and business drivers of people risk in financial services including new product development, restructuring, operational and process change, new ventures and regulatory censure. What should HR specialists be aware of and how might it impact their activities?

#### **Keynote speaker: The impact of risk and regulation on the role of HR**

A senior HR practitioner from within the industry will discuss how the role of HR specialist is changing in response to 'risk management' and the changing demands of senior management.

#### **People Risk case-studies**

Case studies in identifying, assessing, managing and mitigating 'people risk'. A **People Risk Management Tool-kit** will be provided.

Course  
ends  
17.00

#### **HR specialists and their risk management role**

How can HR manage 'people risk' in the business? Looking at issues such as advising senior managers, management information and reporting, working with Risk Management and Compliance departments. What skills and competences are essential for HR people to develop?

## Spring 2007 Programme:



20 March 2007

London

### Course fee:

THE COST OF THE MASTERCLASS IS £495 + VAT PER DELEGATE.

This includes all materials as well as lunch, tea and coffee. Payment must be made in full prior to attending the course. The course fee does not include the cost of any accommodation which should be booked separately by participants.

### Cancellation fees:

Cancellation 28 - 14 days before the event, a fee of £248 plus VAT will be charged.

Cancellation less than 14 days before the event, the full course fee will be charged.

Substitute delegates are welcome but at least **one week's notification** of the change should be given or the cancellation charge may be applied.

A full refund will be made in the event of cancellation by Enterprise Learning.

### Confirmation:

Once a place has been allocated to you we will write to confirm the booking and receipt of payment.

Full joining instructions will be provided within one month of the event.

We cannot accept bookings without payment. Payment should be made by cheque (made payable to 'Enterprise Learning Ltd') and sent with the registration form to:

Jane Mactear

Enterprise Learning Ltd.

Heath House, 65 Oathall Road

Haywards Heath RH16 3EL

Tel: 01444 483645 Fax: 01444 42956

Email: [jane.mactear@enterprise-learning.co.uk](mailto:jane.mactear@enterprise-learning.co.uk)

An invoice will be issued upon receipt of payment.

### ENTERPRISE LEARNING

Enterprise Learning is a specialist consultancy providing risk management and organisational change services to financial services clients helping them implement new initiatives and improve performance. Established in 2002 we have worked with a range of blue-chip clients in the banking, investment and insurance sectors.

Our services include training and development, consultancy and professional advice, process improvement and operational change, project management and provision of interim specialists. [www.enterprise-learning.co.uk](http://www.enterprise-learning.co.uk)

### CREATE

CREATE is a research institute specializing in strategic change and new business models in global financial services. It undertakes major assignments from large global companies, national governments, the European Commission and the OECD. It works closely with senior decision makers in reputable organizations across Europe and the USA.

Its work is disseminated through high profile reports and events which attract wide attention in the media.