Operational Risk Management & Mitigation Masterclass

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Bordeaux (France)

UK Traininig
PARTNER



Operational Risk Management & Mitigation Masterclass

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Why This Course

Every organization faces operational risks that can disrupt services, damage assets, affect customers, reduce performance, or harm reputation. These risks may arise from people, processes, systems, external events, compliance failures, technology disruptions, or gaps in internal controls.

Effective operational risk management helps organizations identify weaknesses early, assess potential impacts, strengthen controls, prepare for disruption, and make better decisions. It also supports compliance, resilience, accountability, and a stronger risk-aware culture across all levels of the organization.

This intensive 1-week course provides participants with a practical and comprehensive overview of operational risk management and mitigation strategies. Through frameworks, tools, case studies, exercises, and applied planning activities, participants will learn how to identify, assess, control, monitor, and report operational risks in a structured and effective way.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals and importance of operational risk management.
- Identify key sources of operational risk across people, processes, systems, and external events.
- Explore risk management frameworks, standards, and governance structures.
- Develop and use Key Risk Indicators to monitor risk exposure.
- Apply risk identification and assessment techniques.
- Conduct qualitative and quantitative risk analysis.
- Map, prioritize, and evaluate operational risks.
- Develop effective risk response and mitigation plans.
- Strengthen internal controls, business continuity, and disaster recovery practices.
- Build risk reporting dashboards and monitoring systems.
- Understand regulatory compliance and reporting requirements.
- Promote risk awareness and integrate risk thinking into decision-making.



The Program Flow

Day 1: Introduction to Operational Risk Management

- Defining operational risk and its impact on organizational performance.
- Common sources and categories of operational risk.
- Overview of risk management frameworks and standards.
- The role of risk governance, accountability, and oversight.
- Understanding risk appetite, tolerance, and escalation.
- Developing and using Key Risk Indicators.
- Practical exercise: Identifying operational risks in a selected business process.

Day 2: Risk Identification and Assessment

- Risk identification techniques and practical tools.
- Process-based risk identification and control review.
- Risk assessment methodologies.
- Quantitative and qualitative risk analysis.
- Assessing likelihood, impact, existing controls, and residual risk.
- Risk mapping, heat maps, and prioritization.
- Workshop: Conducting a comprehensive operational risk assessment.

Day 3: Risk Mitigation Strategies

- Developing risk response and treatment plans.
- Risk transfer, acceptance, avoidance, and reduction strategies.
- Designing and strengthening internal controls.
- Linking controls to risk causes, consequences, and indicators.
- Business continuity and disaster recovery planning.
- Managing operational incidents and preventing recurrence.
- Practical exercise: Creating a risk mitigation and control improvement plan.

Day 4: Risk Monitoring and Reporting

- Continuous risk monitoring techniques.
- Designing risk reporting structures and escalation processes.
- Developing risk dashboards and management reports.
- Incident management and loss data analysis.
- Using trends, root causes, and lessons learned to improve controls.
- Regulatory compliance and risk reporting expectations.
- Workshop: Building an operational risk dashboard and reporting template.



Day 5: Building a Risk-Aware Culture

- Promoting risk awareness across the organization.
- Embedding risk management into daily operations and decision-making.
- Training and communication strategies for risk culture improvement.
- Encouraging ownership, accountability, and timely reporting.
- Measuring and improving risk culture.
- Sustaining operational risk management through continuous improvement.
- Final activity: Developing a risk-aware culture and implementation action plan.

Individual Impact

- Strengthen your understanding of operational risk management principles and practices.
- Improve your ability to identify, assess, and prioritize operational risks.
- Gain practical tools for developing risk mitigation and control strategies.
- Build confidence in monitoring, reporting, and communicating risk information.
- Improve your understanding of risk governance, compliance, and accountability.
- Develop practical skills to support a stronger risk-aware workplace.

Work Impact

- Improve visibility and control of operational risks.
- Reduce the likelihood and impact of operational disruptions.
- Strengthen internal controls, resilience, and business continuity.
- Improve risk reporting, escalation, and decision-making.
- Support compliance with regulatory and governance expectations.
- Build a culture where risks are recognized, reported, and managed proactively.

Training Methodology

This program uses a practical and structured approach to help participants apply operational risk management tools in real organizational settings. Learning methods include:

- Interactive discussions and guided facilitation.
- Operational risk case studies and real-world examples.
- Risk identification and assessment workshops.
- Risk mapping, heat map, and prioritization exercises.
- Internal control and mitigation planning activities.
- Incident analysis and dashboard development exercises.
- Group work, peer review, and facilitator feedback.
- Practical templates, checklists, and action planning tools.



Beyond the Course

Upon completion, participants will be equipped to manage operational risks with greater structure, confidence, and consistency. They will return ready to:

- Conduct comprehensive operational risk assessments.
- Develop and implement practical risk mitigation strategies.
- Build effective risk monitoring and reporting systems.
- Strengthen internal controls and business continuity planning.
- Support regulatory compliance and governance requirements.
- Foster a proactive risk-aware culture across the organization.

