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LEADERSHIP AND MANAGEMENT | LM-033

# Operational Risk Management and Mitigation


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# Course content

## Why Attend

Why Attend Operational risks such as process failures, human error, system breakdowns, supply disruptions, fraud, and regulatory breaches can significantly impact performance and reputation. Organizations need practical frameworks to identify threats early, strengthen controls, and respond effectively when issues arise. This course equips participants with tools to assess operational risk, implement mitigation strategies, improve resilience, and support sustainable operations.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, risk workshops, group discussions, scenario analysis, control assessments, and real workplace examples.

## Course Objectives

- Understand the principles of operational risk management
- Identify key operational risks across business functions
- Apply risk assessment and prioritisation methods
- Design effective controls and mitigation plans
- Improve incident response and business continuity readiness
- Monitor risk indicators and operational performance
- Strengthen governance and accountability frameworks
- Build a proactive risk culture across the organization

## Target Audience

- Risk Managers
- Operations Managers
- Internal Auditors
- Compliance Professionals

# Course content

## Target Audience

- Project Managers
- Business Continuity Teams
- Anyone responsible for operational control and resilience

## Target Competencies

- Operational Risk Management
- Risk Assessment
- Internal Controls
- Business Continuity
- Incident Management
- Governance Awareness
- Problem Solving
- Continuous Improvement

## Course outline

### Day 1: Foundations of Operational Risk Management

- Definition and importance of operational risk
- Sources of operational risk in organizations
- Categories of people, process, system, and external risks
- Risk governance roles and responsibilities
- Building a risk-aware operating culture
- Introduction to operational risk frameworks

### Day 2: Risk Identification and Assessment

# Course content

## Course outline

- Techniques for identifying operational risks
- Process mapping for risk discovery
- Risk registers and control inventories
- Assessing likelihood, impact, and velocity
- Prioritising key operational threats
- Key Risk Indicators (KRIs) for monitoring
- Exercise: Build an operational risk register

**Day 3: Risk Controls and Mitigation Strategies**

- Preventive, detective, and corrective controls
- Segregation of duties and approval controls
- Managing vendor and third-party risks
- Fraud prevention and control measures
- Designing practical mitigation plans
- Embedding controls into daily operations
- Exercise: Control design workshop

**Day 4: Incident Response and Business Resilience**

- Managing incidents and operational disruptions
- Root cause analysis after failures
- Crisis escalation and communication protocols
- Business continuity planning essentials
- Disaster recovery coordination
- Lessons learned and corrective actions
- Scenario exercise: Operational disruption response

# Course content

## Course outline

### Day 5: Monitoring, Reporting, and Continuous Improvement

- Risk reporting to management and boards
- Operational dashboards and performance metrics
- Auditing operational controls
- Continuous improvement of risk systems
- Building accountability for risk ownership
- Future trends in operational risk management
- Final case study and action planning

# Seminar dates

## Available seminar dates

Live dates and pricing for Operational Risk Management and Mitigation generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 9 - 13 November 2026 | London - U.K | Classroom | **€3,080.-** |
| 16 - 20 November 2026 | Barcelona - Spain | Classroom | **€3,400.-** |
| 7 - 11 December 2026 | London - U.K | Classroom | **€3,080.-** |
| 14 - 18 December 2026 | Barcelona - Spain | Classroom | **€3,400.-** |
| 21 - 25 December 2026 | Istanbul - Turkey | Classroom | **€3,080.-** |
| 4 - 8 January 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 1 - 5 February 2027 | London - U.K | Classroom | **€3,360.-** |
| 1 - 5 March 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 5 - 9 April 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 3 - 7 May 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 7 - 11 June 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 5 - 9 July 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 2 - 6 August 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 6 - 10 September 2027 | London - U.K | Classroom | **€3,360.-** |
| 4 - 8 October 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 1 - 5 November 2027 | Dubai - UAE | Classroom | **€2,040.-** |
| 6 - 10 December 2027 | London - U.K | Classroom | **€3,360.-** |