

ABS | Executive Education

CRISIS PLANNING FOR BANKS IN THE AGE OF FINANCIAL DISRUPTION

BY MICHELLE KATICS
CO-FOUNDER OF BANKERSLAB® AND PORTFOLIOQUEST

Be a leader in good times and in bad. Build the skills to effectively manage a bank during a systemic crisis using best practices and planning. Systemic crises present a unique set of challenges to bankers. Business unit leaders across the organization need to be able to anticipate market trends, identify key indicators and quickly implement mitigation techniques. They also need to understand the importance of adjusting the business strategy to fit the changed environment in a volatile market. Are there lessons learned from other markets? How can we build upon those and improve our crisis planning?

The backdrop of crisis planning is the new challenges and opportunities posed by disruptive innovations that are changing the financial industry landscape. Bank unit leaders must be ready for economic downturns and at the same time, contend with the changes caused by technology innovation that includes FinTech, cyber threats, and other disruptive forces. This programme has been designed to equip participants with the knowledge on how to mitigate emerging challenges from FinTech and find the business opportunities which hide among financial disruption. They will also gain insight in how to drive culture change to become innovation-minded.

TRAINING METHODOLOGY

This is a hands-on programme; linking best practices, theory, typical bank policies, a recession planning playbook, and other activities. Participants will work in teams to assess the potential impact of various crisis scenarios and build crisis management and mitigation plans. Best practices of crisis management will be presented, and participants will then apply the knowledge learnt through activities, role-play and discussion sessions. Participants will also assess the challenges from FinTech and understand how to build top line growth by creating fresh, new opportunities.

PROGRAMME OUTLINE

DAY ONE

Morning Session

PREPARED FOR THE WORST, HOPING FOR THE BEST

- The opening session maps out various crisis scenarios and explores the likelihood of them occurring in the participant's markets. It covers various possibilities ranging from systemic economic impacts, operational risk events, cyber threats event and reputational risk events.
- Explore best practices for managing a crisis. Investigate crisis planning methods and frameworks, design mitigation techniques for crisis management, review case examples of well and poorly managed crises. This will be the participants' planning toolkit.

Afternoon session

ANTICIPATING A CRISIS

- In the afternoon, participants will examine how to create a forward-looking dashboard. They will research and propose indicators which can be used to anticipate crises, explain the difference between them and understand how to use qualitative, quantitative, and anecdotal data.
- Participants will be encouraged to brainstorm prevention tools for the different types of crises identified earlier. They will have to consider operational actions (backup data centers), system actions (system white-hat hacking tests), and monitoring tools (MIS and alert system).
- The first day will complete with a role play of an internal crisis planning discussion. Participants will actively map out how they will enter, manage and exit a crisis using the latest in the regulatory/disclosure in the region.

PARTICIPANT PROFILE

Senior bankers and specialist senior bank staff in the corporate, retail, strategy, planning, risk, and innovation areas

DAY TWO

Morning session

DEMONSTRATING LEADERSHIP WITH YOUR STAKEHOLDERS

- Participants will undertake a role play that explores how to manage internal/ external stakeholders during a crisis. First, participants will need to identify their internal & external stakeholders. Then, they will need to define and articulate appropriate messaging for Depositors, Bondholders, Rating Agencies, Shareholders, Trade Associations, External Auditors, and Employees. They will also need to identify each stakeholder's role in terms of acting as an information gateway, gatekeeper, decision maker, or management enabler.

Afternoon session

HARNESSING THE POWER OF DISRUPTIVE INNOVATIONS

- In the afternoon, participants will be tasked to brainstorm and identify potential threats and opportunities presented by disruptive innovations. They will explore how new competitors in the market could strengthen their bank's position or partner with them to foster portfolio growth.
- The session will culminate in a team competition. Each team will be assigned a crisis scenario discussed during Day 1. Teams will have to present detailed recommendations of prevention and mitigation tools. Participants and Facilitators will vote for the winning team.

ABOUT THE TRAINER



MICHELLE KATRICS

Co-Founder of BankersLab® and PortfolioQuest



Michelle is a risk manager, mathematician, and economist by training. She is driven by a mission to systemically improve how we apply skill and wisdom in the FinTech and Banking world. As a risk subject matter expert, she has a consistent approach of deploying long term strategic vision with an operationally sound approach. Her 20 years of experience spans mature to emerging markets, general macroeconomics and specialized consumer credit risk management analytics.

Early career research work at the Federal Reserve Bank (USA) and International Monetary Fund provided a broad perspective and appreciation of emerging market economies. Mid-career project work provided practical opportunities to integrate risk systems, monitoring, and analytics with dynamic business environments. After relocating to Asia in 2004, Michelle deepened her involvement in the region, along with the Middle East and Africa sectors. At Standard Chartered, in addition to providing Basel II risk thought leadership, she led risk systems infrastructure efforts across multiple countries.

In 2012, Michelle co-founded BankersLab (www.bankerslab.com), a company that provides award-winning simulation-based risk management training for retail bank executives. Since its inception, BankersLab has trained banks, credit unions, credit bureaus, training institutes and financial sector vendors from 45 countries, and in multiple languages.

In 2015, Michelle co-founded PortfolioQuest, a 'virtual world' SaaS simulation training & gaming platform that provides human capital benchmarking solutions for compliance officers, Bank and FinTech CXOs, and FinTech investors. Configurable for every level across all functional areas of consumer lending, this fully digital simulation training tool allows users to practice and hone their forecasting, decision-making, and portfolio management skills. Leader boards, competitions and progress metrics feedback players' financial success and drive learning engagement. In addition to being a training tool, PortfolioQuest is a powerful benchmarking tool. The 'unstructured' data from player behaviour is a gold mine of insight. It provides early detection and troubleshooting of employees' forecasting, decision-making and portfolio management skills.

PROGRAMME DETAILS

Date : 07 – 08 Nov 2017 (Kuala Lumpur)
: 28 – 29 Nov 2017 (Singapore)
Time : 9:00 am – 5:00 pm
Venue : Kuala Lumpur – Asian Banking School
: Singapore – TBC

PROGRAMME FEE*

KL Segment

**MYR
12,000**

SG Segment

**SGD
3,800**

The cost of the programme includes lunch and other refreshments, as well as programme materials for one participant.

**inclusive of GST*

To register for this programme, please visit the Executive Education page on our website at www.asianbankingschool.com/our-programmes/executive-education

ABOUT THE SCHOOL

At the Asian Banking School, we understand how impactful knowledge can be in transforming individuals, organisations and societies. By leveraging on the power of experience of senior industry practitioners as well as well-renowned academics from leading business schools in the world to deliver our programmes, we provide a learning environment for participants to gain real world knowledge to enhance their professional lives and make changes that matter in their organisations.

Through its sector-leading customised and open enrolment Executive Education programmes that are designed to be relevant, intensive and challenging, the School equips banks and its senior executives with the right knowledge to take them up and move them forward. It also provides the opportunity for them to share experiences in a structured and intellectually stimulating environment, to learn from each other and ask the hard-hitting questions in a conducive environment.

The School develops and delivers relevant, practical and innovative learning development programmes for bankers at all levels through its suite of Executive Education, Public, In-House and Graduate Training Programmes, as well as its Professional Qualifications-related training workshops. It also provides a broad spectrum of consultancy services that are tailor-made to meet organizational needs and strategic objectives, and can range from a long term comprehensive education pathway programme to a short up-skilling class.

For training enquiries, please contact:

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