

Culture – understanding the regulatory expectations

28 June 2022, 9:30am to 12:45pm. Remote delivery

Course fees: £395 + VAT per person. *Savings available for multiple bookings*

CPD: 3 hours

Course Outline & Objectives

Improving the culture in financial services firms is a continuing priority for the regulators. Following implementation of the *Senior Managers and Certification Regime* (SMCR), with its emphasis on individual accountability and behaviour, the broader issues of culture within firms are now receiving increased regulatory attention. Further initiatives relating to *Diversity and Inclusion* and the consequences of the proposed Consumer Duty will intensify the scrutiny on cultural health. This timely workshop will help participants develop their understanding of the culture agenda and its implications for their business.

Specifically, attending will help you:

- Understand **what the regulators expect from the culture in your firm**
- **Identify areas of potential cultural risk**, sensitivity and conflict
- Review the role and significance of **culture in relation to your organisation's strategy, business model and governance framework**
- **Culture and the SMCR**: examine the obligations on individuals, both Senior Managers and other staff
- What next? Review the **latest developments in the culture agenda and the implications for your business**

Who will benefit?

This workshop is intended for those who are new to the topic or wish to refresh or develop their understanding of this fast-changing area. This will include **Human Resources, Risk and Compliance** specialists, as well as **Senior Managers (SMFs)** with personal responsibility for culture in their organisation. The programme is equally relevant for those working in solo or dual regulated firms

Training Approach

This course will be delivered live online. Delegate numbers will be limited to ensure a high quality learning experience.

Course Presenter

Charles Cattell advises, trains and develops a broad range of financial services clients and their senior managers on the human aspects of regulation with a focus on managing people risk, developing competence and the enhancement of corporate culture. His clients include banks, product providers, intermediaries and insurers with whom he works at a senior level on learning, leadership, regulatory and corporate governance issues. Charles also works extensively with trade associations, examining bodies and regulators. He is a Chartered Fellow of the CIPD, a Chartered Member of the CISI, a Chartered Insurance Practitioner and Associate of the CII.

Course Programme

Session	Content
Setting the scene	<ul style="list-style-type: none">• What do we mean by culture?• Culture, conduct risk and individual behaviour• Culture and the expectations of society
Culture in a regulated environment	<ul style="list-style-type: none">• The regulators' stance and evolving expectations• Differences between PRA and FCA• Ownership of culture in the firm• Drivers of culture• The implications of remote and hybrid working
Regulatory approach to the supervision of culture in firms	<ul style="list-style-type: none">• Authorisation and threshold conditions• The conduct risk framework• Linking culture to the firm's purpose and values• Culture and the business model• Culture and governance• Culture and the fair treatment of customers and clients
Regulatory grip over individuals	<ul style="list-style-type: none">• Securing and sustaining culture through the SMCR• Senior management engagement with the culture agenda• The Conduct Rules and their contribution to the reinforcement of culture• Culture and Training and Competence obligations
Regulatory developments and the direction of travel	<ul style="list-style-type: none">• Authorisation, behaviour and (in)competence• Culture and the Consumer Duty• Culture, diversity and inclusion

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