

Operational Risk Management for 1st Line

21 – 23 April 2027

Kuala Lumpur, Malaysia

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In today's dynamic risk environment, the 1st Line of Defense plays a vital role in proactively managing operational risk. This hands-on workshop is specifically crafted for frontline business units and operational teams, equipping them with the knowledge and tools needed to take ownership of risk within their daily activities. The training builds foundational awareness, reinforces risk accountability, and empowers participants to use practical frameworks such as RCSA, KRI, and RCM to identify, assess, and mitigate operational risks effectively.

Overview

Operational risk starts with the 1st Line. This three-day workshop equips business and process owners with the tools and mindset to manage risk proactively—through RCSA, KRIs, and risk control matrices (RCMs). Participants will learn to:

- Identify risk triggers and early warning signs
- Apply RCSA and strengthen preventive controls
- Use KRIs and RCMs to drive accountability and risk ownership.

Who should attend

This course is suitable for:

- 1st Line of Defense professionals across business units and operations
- Department heads, team leads, and supervisors responsible for daily controls
- Staff in operations, client servicing, finance, HR, procurement, and IT
- Internal control owners or process owners across front- and mid-office functions
- Anyone keen to strengthen their operational risk ownership and understanding.

Methodology

This highly interactive program includes:

- Case-based discussions and team challenges
- Mini-exercises on RCSA, KRIs, and RCM design
- Role-play and simulation-based learning
- Peer reviews and guided feedback for continuous improvement.

Trainer

Delivered by a senior consultant with 35+ years of experience in operational risk, internal audit, and governance. He brings deep subject matter expertise from serving in senior roles across the banking and financial services industry, including contributions to global risk management frameworks and thought leadership in the APAC region.

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Course Content

Module – 1

Foundations of Operational Risk & the Role of the 1st Line

- What is operational risk? (with examples)
- Differences between operational, credit, and market risk
- Overview of the Three Lines of Defense model
- Why the 1st Line must own and manage risk proactively
  Interactive: Quick poll/quiz: Who owns this risk?

Module – 2

Risk Categories, Triggers & Risk-Aware Culture

- Types: People, Process, Systems, External
- Triggers: errors, breakdowns, fraud, disruptions
- Early warning signs and behavioral red flags
- Building a culture of openness and accountability
  Interactive: Group discussion on red flags in mini-case scenarios

Module – 3

RCSA & Designing Practical Risk Controls

- What is RCSA and why it matters
- How to map risks to controls
- Preventive, detective, corrective controls
- Common control weaknesses and how to fix them
  Interactive: Mini-exercise: Perform a sample RCSA for a common department task

Module – 4

KRIs, Monitoring & Incident Reporting

- Defining and tracking KRIs vs. KPIs
- Interpreting thresholds and early warnings
- What to report: incidents, near misses, loss events
- Root cause analysis and escalation protocols
  Interactive: KRI matching activity (risk scenarios → suggested KRIs)

Module – 5

Practical Workshop – Build a Risk Control Matrix (RCM)

- Overview of RCM components (risk, control, owner, gap)
- Team activity: Create an RCM for a sample process
- Group presentations and peer feedback
  Interactive: Group exercise + team reflection

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DELEGATE REGISTRATION FORM

Course fees

(Fees per participant)	**Single**	**Group****
Normal fees	SGD 2,699	SGD 2,599
Early bird price*	SGD 2,499	SGD 2,399

**Payment 30 days before commencement of the course*
***Minimum of 3 participants*

The course fee includes
- 3 days of dedicated expert training
- Lunch and refreshments
- Copies of relevant course material

Venue Details

- All our training sessions are held in good locations, assuring a high level of comfort and a conducive learning environment.
- Due to variation in the number of participants, final venue details will be mailed 14 days before the course commences.

- Registration : 8:30 am
- Session timings: 9:00 am to 5:00 pm
- **Disclaimer:** Riverstone Training reserves the right to change the venue or postpone the course due to unforeseen circumstances.

Company Information

Company Name : _____
Address : _____
_____
_____
_____

Contact Person : _____
Designation : _____
Email : _____
Phone : _____

Delegate Information

Name (1) : _____
Designation : _____
Email : _____
Phone : _____

Name (2) : _____
Designation : _____
Email : _____
Phone : _____

Payment Terms

- Full payment is required for seat confirmation.
- Make a crossed cheque or bank draft payable to **Riverstone SG Pte Ltd.**
- Mail your payment with this registration form to **Level 20, Tower 2, One Raffles Place, Singapore 048616.**
- Alternatively, you can do a bank transfer to Standard Chartered Bank Account no: 0105663336 (Bank no: 9496); Swiftcode: SCBLSG22.

Need in-house training on the same topic?

For in-house training on the same course or customized course, please contact us through

Email : register@riverstonetraining.com.sg
Phone or WhatsApp : +65 9730 4250

Cancellation Policy

- If you are unable to attend, a replacement delegate is always welcome.
- Any cancellation must be made in writing to Riverstone Training at least 14 days before the event date. A full refund, less an administration fee of SGD 150, will be given.
- No refunds will be given for written cancellations received less than 14 days before the event date. However, you will receive a 100% credit voucher that can be applied to any of our subsequent training courses within six months of the initial registration.