



# Risk Event Management and Root Cause Analysis

21 - 23 September 2026

Kuala Lumpur

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## Risk Event Management and Root Cause Analysis

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Risk events are not just compliance concerns—they are opportunities for organizations to learn, adapt, and strengthen controls. This hands-on workshop is designed to equip business units, risk teams, and internal auditors with the essential frameworks and tools to report, investigate, and treat operational risk events systematically. Through real-world simulations, practical templates, and interactive sessions, participants will gain clarity on how to embed effective event management and root cause analysis into daily operations and governance practices.

### Overview

Operational risk events can severely impact business operations and trust. This three-day workshop teaches participants to manage the full risk event lifecycle—from reporting and root cause analysis to treatment and escalation—using tools like the 5 Whys and Fishbone Diagrams.

Participants will learn to:

- Report and validate risk events accurately
- Conduct structured root cause analysis (RCA)
- Develop effective treatment and escalation plans.

### Who should attend

This workshop is ideal for:

- Risk and compliance professionals, internal auditors, and operational leads
- First and second line staff who manage incidents or own business processes
- Managers from operations, IT, finance, procurement, and customer servicing
- Professionals involved in loss event reporting, process improvement, or control testing
- Anyone responsible for driving a speak-up culture and proactive risk response.

### Methodology

This workshop uses an interactive and applied learning format, including:

- Step-by-step risk event reporting simulations
- Root cause analysis (RCA) breakout sessions
- Mitigation and escalation planning exercises
- Group case study: solving a real-world incident collaboratively.

### Trainer

Led by a senior facilitator with over 35 years of experience in operational risk, governance, and internal audit. The trainer has advised financial institutions and corporates across Asia-Pacific and contributed to the development of risk event frameworks aligned with global GRC standards.

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### Course Content

#### Module – 1

##### Understanding Risk Events in the GRC Lifecycle

- Risk vs. risk event vs. near miss
  - Examples of operational risk events
  - Role of risk event management in GRC
  - Importance of timely and accurate reporting
- Activity:** Interactive poll or short quiz (myth vs. fact)

#### Module – 2

##### Reporting, Validating & Prioritizing Risk Events

- Event submission: key information, format (manual vs. system)
  - Common pitfalls in reporting
  - Validating completeness and relevance
  - Using scoring models: impact, likelihood, and velocity
  - Risk matrix and scorecard prioritization
- Activity:** Walkthrough: Submit and score a mock risk event

#### Module – 3

##### Root Cause Analysis (RCA) and Lessons Learned

- RCA methods: 5 Whys, Fishbone Diagram
  - Avoiding confusion between symptoms and root causes
  - Integrating RCA outcomes into future control design
  - Documenting lessons learned effectively
- Activity:** Breakout session: Conduct a sample RCA using 5 Whys

#### Module – 4

##### Treatment Planning, Controls & Escalation

- Converting events into risks where relevant
  - Defining mitigation plans: actions, owners, deadlines
  - Enhancing controls based on root cause findings
  - Tracking progress, dashboards, escalation thresholds
- Activity:** Case example: Draft a basic mitigation plan based on a real risk

#### Module – 5

##### Practical Workshop – Solve a Real Risk Event

- Group reviews a provided scenario (e.g., data breach, payment error)
- Identify reporting gaps and perform RCA
- Propose a treatment plan with control enhancements
- Share findings and lessons learned with other teams

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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 : +65 9730 4250  
 WhatsApp

#### 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.