



# Risk in Banking Frontline Roles

16 - 18 March 2026

Kuala Lumpur

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This interactive course empowers frontline banking professionals with the mindset, skills, and tools to recognize, manage, and escalate risks effectively in their daily roles. Participants will explore the core of banking risk principles, understand practical risk categories, and build competencies to identify red flags, handle incidents, and strengthen risk culture within their institutions. The program combines real-world cases, interactive exercises, and practical frameworks to ensure staff are equipped to safeguard both customers and the organization.

### Overview

Today's frontline staff in banking play a critical role in identifying, managing, and escalating risks that can impact customer trust and overall bank stability. This program introduces key risk concepts and equips participants with the tools to recognize red flags, understand different risk categories, and act effectively when risk situations arise.

#### Upon completion, participants will:

- Understand risk in day-to-day banking operations
- Recognize types of risks most relevant to frontline staff (credit, operational, market, conduct & compliance)
- Learn how to distinguish between risk events, near misses, and red flags
- Gain tools to manage and escalate risk situations effectively
- Build a risk-aware mindset as part of daily customer interactions

### Who should attend

- Teller, customer service officers, and relationship managers
- Branch operations staff directly handling customer transactions
- Supervisors and team leaders in frontline banking units
- New hires in banking who require strong foundational risk awareness
- Professionals seeking to strengthen risk awareness in client-facing roles

### Methodology

The course is delivered through a highly practical and interactive approach that blends real-world case studies, group discussions, and scenario-based simulations. Participants will engage in role plays, reflection activities, and guided exercises designed to strengthen their ability to recognize and respond to frontline risk situations.

### Trainer

The program is facilitated by seasoned banking risk professionals with extensive experience in frontline operations and risk management. With more than 15 years in the industry, the trainers bring first-hand knowledge of credit, operational, and compliance risks, combined with proven expertise in designing and delivering impactful training programs for banking staff across Asia.

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### Course Content

#### Module – 1

##### Understanding Risk in Banking Frontline Roles.

- What “risk” means in banking day-to-day work
- Why front liners are often the first to encounter potential risks
- The connection between frontline vigilance and overall bank stability

#### Module – 2

##### Types of Risks Relevant to Frontline Staff.

- Credit risk: recognizing early signals of repayment issues
- Operational risk: process errors, fraud attempts, or system breakdowns
- Market risk simplified: impact of rate and currency shifts on client interactions
- Conduct and compliance risk: risks linked to ethical or regulatory lapses at the counter

#### Module – 3

##### Risk Events, Near Misses, and Reporting Culture.

- Distinguishing between a risk, a risk event, and a near miss
- Examples from customer-facing situations (e.g., fraudulent transaction attempt)
- Building a proactive culture where front liners report issues without fear

#### Module – 4

##### Recognizing Red Flags and Early Warning Signs.

- Customer behavior indicators (unusual transactions, inconsistent documentation)
- Transaction monitoring basics for front liners
- Red flags in operational processes (system glitches, repetitive errors)

#### Module – 5

##### Root Causes of Frontline Risk Issues.

- Human error, process gaps, or system failures
- Pressure to meet sales or service targets
- External fraudsters exploiting frontline weaknesses
- Linking everyday practices to broader risk culture

#### Module – 6

##### Managing and Escalating Risk Situations.

- Immediate response protocols in risk scenarios
- Escalation channels: who to inform and when
- Role of internal controls in protecting staff and customers
- Practical examples of treatment planning and escalation

#### Module – 7

##### Key Risk Indicators (KRIs) and Incident Monitoring.

- What KRIs are and how they signal potential issues
- Examples relevant to frontline banking (sudden spike in cash deposits, repeated failed login attempts)
- Logging and monitoring small incidents before they grow bigger

#### Module – 8

##### Building a Risk-Aware Mindset in Daily Work.

- Embedding risk awareness into customer service interactions
- Balancing customer satisfaction with due diligence
- Group exercises: practicing real-life case studies of frontline risks
- How risk awareness contributes to personal accountability and organizational trust

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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.

#### 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.

#### 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