

OPERATIONAL RISK ASSESSMENT & MANAGEMENT MASTERCLASS

"Master Tools, Frameworks & Techniques to Identify, Evaluate, and Mitigate Operational Risks"

Schedule

Date	Venue	Fees (Face-to-Face)
18 - 22 Oct 2026	Doha, Qatar	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Operational risk—arising from failed processes, systems, people, or external events—is one of the most complex and potentially costly risks organizations face. Effective management of operational risk is vital for regulatory compliance, reputational protection, and business continuity.

This intensive 5-day masterclass equips participants with advanced methodologies for identifying, assessing, mitigating, and monitoring operational risk in dynamic and regulated environments. It blends theoretical frameworks with practical tools used across banking, insurance, energy, and other sectors, aligning with Basel III, ISO 31000, and industry best practices.

Objectives

By the end of this course, participants will be able to:

- Understand and apply operational risk frameworks aligned with global standards
- Conduct robust risk assessments using qualitative and quantitative techniques
- Develop and implement controls, KRIs, and mitigation strategies
- Manage incidents, root cause analysis, and operational resilience planning
- Integrate operational risk management into enterprise-wide governance

Why Attend

- Learn how to design and implement an operational risk management (ORM) framework
- Gain practical experience with tools such as RCSA, risk registers, and control testing
- Understand how to align ORM with regulatory expectations and business strategy
- Improve your ability to communicate and escalate operational risks effectively
- Enhance resilience and reduce losses from operational failures

Target Audience

This program is designed for:

- Operational risk professionals, compliance officers, and internal auditors
- Risk and control managers, ORM analysts, and enterprise risk practitioners
- Business line managers responsible for risk decisions
- Professionals working in financial services, energy, manufacturing, and logistics

Individual Benefits

Key competencies that will be developed include:

- RCSA facilitation and risk quantification techniques
- Operational loss event analysis and scenario modeling
- Design of key risk indicators and control self-assessments
- Incident management and operational resilience planning
- Regulatory alignment with Basel, ISO 31000, and COSO frameworks

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger governance over operational risks and controls
- Reduced financial and reputational losses from operational failures
- Greater compliance with supervisory and audit expectations
- Enhanced reporting and decision-making tools for senior management
- An embedded culture of proactive risk identification and mitigation

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Frameworks from Basel, ISO, COSO, and global ORM models
- Case Studies - Lessons from real operational risk failures and control breaches
- Workshops - Hands-on RCSAs, KRIs, scenario analysis, and control design
- Peer Exchange - Risk sharing practices and benchmarking across sectors
- Tools - Risk registers, heat maps, incident logs, KRI dashboards, and control libraries

Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Operational Risk Management

- Module 1: Introduction to Operational Risk (07:30 – 09:30) • Definition, scope, and categories under Basel and ISO standards • Risk vs. control vs. event vs. loss
- Module 2: ORM Framework Design (09:45 – 11:15) • Principles and pillars of effective ORM systems • Integration with governance and compliance
- Module 3: Risk Taxonomies and Heat Maps (11:30 – 01:00) • Creating and using taxonomies to capture risk exposure • Visualizing risks and exposures across business units
- Module 4: Workshop – Operational Risk Identification (02:00 – 03:30) • Identify and categorize risks for a sample department

Day 2: Risk Assessment & Control Design

- Module 1: Conducting RCSAs (07:30 – 09:30) • Planning, facilitating, and validating RCSAs • Scoring methodology and heat map production
- Module 2: Control Assessment and Mapping (09:45 – 11:15) • Identifying key controls and residual risk • Control documentation and effectiveness ratings
- Module 3: Workshop – RCSA Simulation (11:30 – 01:00) • Group exercise conducting an RCSA from end to end
- Module 4: Peer Exchange – ORM Challenges and Solutions (02:00 – 03:30) • Real-world discussions from participants' experiences

Day 3: Key Risk Indicators and Scenario Analysis

- Module 1: Designing Effective KRIs (07:30 – 09:30) • Attributes of a good KRI and linkage to risk appetite • Threshold setting and response triggers
- Module 2: Scenario Analysis and Stress Testing (09:45 – 11:15) • Identifying plausible high-severity events • Impact estimation and scenario reporting
- Module 3: Workshop – KRI Dashboard Design (11:30 – 01:00) • Build a monitoring tool for a specific business function
- Module 4: Case Study – Scenario Planning Exercise (02:00 – 03:30) • Design a scenario and estimate its impact on operations

Day 4: Incident Management & Root Cause Analysis

- Module 1: Event Data Capture and Classification (07:30 – 09:30) • Logging, classifying, and learning from operational losses
- Module 2: Root Cause Analysis Techniques (09:45 – 11:15) • Using 5 Whys, fault trees, and causal mapping
- Module 3: Workshop – Loss Event Reporting Simulation (11:30 – 01:00) • Simulate a breach, perform RCA, and draft reporting format
- Module 4: Resilience & BCM Linkages (02:00 – 03:30) • Integrating ORM with business continuity and crisis management

Day 5: ORM Integration, Governance & Strategy

- Module 1: ORM in Enterprise Risk Management (07:30 – 09:30) • Aligning ORM with strategic planning and ERM programs
- Module 2: Regulatory Expectations & Audit Readiness (09:45 – 11:15) • Basel III, internal audit, and external supervision
- Module 3: ORM Maturity Model & Roadmap (11:30 – 01:00) • Assessing maturity and planning ORM development
- Module 4: Final Exercise – ORM Action Plan (02:00 – 03:30) • Present improvement plans for a hypothetical organization

Certification

Participants will receive a Certificate of Completion in Operational Risk Assessment & Management Masterclass, validating their advanced capabilities in identifying, assessing, and managing operational risks aligned with regulatory expectations and international best practices.

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