



MANAGING & LEADING CHANGE EFFECTIVELY IN PRIVATE BANKING

IBF Standards – Wealth Management

15 JAN 2021 | 9AM - 6.30PM | 8 IBF-STTS TRAINING HOURS | Assessment: 20 MCQs in 30mins

Private banking is facing new and unprecedented changes in the modern age of finance. Not only because the new millennial clients seek a very different approach to banking and wealth management, but the very core practices of private banking is challenged by digital innovations in the fintech arena. It is said that if the private bank will not change “what they do, and how they do it, then their clients will effect that change for them.” In the wealth management sector, technologies, processes, people, ideas, and methods are changing all the time.

This is why it is important to be prepared with knowledge and planning skills for a smooth transition when change occurs. This is important in all change situation for team leads as they lead their team of RM and also manages stakeholders’ expectations. This workshop will give team leads, and key personnel in the private banking sector some valuable skills to manage and implement changes more smoothly and to make changes better accepted.

TARGET AUDIENCE

- Relationship Management Director/Team Lead in Private Banking
- Covered persons under Private Banking Code of Conduct who may be interested

LEARNING OUTCOMES

- Apply and document change control procedures in regular work processes based on endorsed changes
- Provide suggestions for tweaks to business processes and/or operations to support changes and transitions effectively
- Identify impact of change on employees and stakeholders
- Develop communication materials to prepare affected employees and stakeholders for change
- Identify associated costs and resources required to facilitate change implementation
- Document change impact on workplace performance and processes against key performance benchmarks and/or success indicators
- Identify opportunities for change within own scope of work to improve work processes
- Support implementation of change when required

COURSE OUTLINE

Understanding Change & Key Changes Affecting Business, Clients & Team

- What are changes and where does change come (for the private bank)
- What are the Internal/External Environments Affecting Change in Private Banking
- Digital Innovation & Change in today's Private Banking Business
- Case Study: How does Change Affects Business, Clients & Stakeholders

Understanding Change Control & Change Control Procedures

- Understand and Manage the Change Curve
- Comparing and identifying Change Control Procedures for Private Banking
- Compare and assess the Organization's key practices on Change
- Developing Change Management KPIs with MAS regulatory standards

Identify Leadership Roles in Change Management

- Increasing Change Readiness in Stakeholders
- Expanding Change-roles in the RM team for effective change planning
- 4 Proactive Steps for Team Leads, RMs & Staff

Regulatory Requirements & Change Management

- How to be anticipative and proactively involved with regulatory changes
- Change programmes and regulatory challenges
- How to uphold ethical standards through change management programmes
- Building a mechanism of feedback and improvement

Assessment

IBF STANDARDS

This course is designed to meet the following Technical Skills & Competencies (TSC) in Skills Framework for Financial Services:



Occupation : Relationship Management

Job Role : Relationship Management Director – Private Banking/ Team Leader

Technical Skills & Competencies (TSC)

- Change Management (Level 3)

IBF-STTS

This programme has been accredited under the IBF Standards, and is eligible for funding under the IBF Standards Training Scheme (IBF-STTS), subject to all eligibility criteria being met. Candidates are advised to assess the suitability of the programme and its relevance to participants' business activities or job roles.

Find out more on www.ibf.org.sg

ABOUT THE IBF STANDARDS

The IBF Standards are a set of competency standards for financial skills. These Standards are developed in partnership with industry leaders and provide a professional development and skills roadmap for financial sector practitioners to excel in their respective job roles. They currently cover 12 industry segments in the financial sector.

ABOUT THE INSTITUTE OF BANKING AND FINANCE SINGAPORE

The Institute of Banking and Finance Singapore (IBF) is the national accreditation and certification agency for financial industry competency in Singapore under the IBF Standards. Find out more on www.ibf.org.sg

ABOUT SALMON THRUST

Founded in 2004, Salmon Thrust is committed to delivering real-world banking and financial training to professionals working in banks, corporates, government agencies, and other financial institutions.

Based in Singapore, we offer our clients in the region a broad range of up-to-date financial topics, delivered via classroom training and e-learning. Our courses range from foundational programmes for new entrants, right through to the most complex and current topics in the industry.

At Salmon Thrust, we are attentive to our clients' diverse learning needs. We identify relevant courses to bridge the learning and skill gaps, empowering our clients to make better decisions and bring real value to both their customers and organisations.

65 Chulia Street OCBC Centre Level 46 Singapore 049513 | T (65) 6323 0768 E email@salmonthrust.com

REGISTRATION FORM

Managing and Leading Change Effectively in Private Banking

15 January 2021

Course Fees (Only 1 discount scheme is applicable at one time)

\$1,170 (10% Early bird discount - For registrations before 15 Dec)

\$1,300 (Regular price - For registrations after 15 Dec)

Delegates Information

Name: (as in NRIC or Work Pass)

Department:

Job Title:

Phone: Handphone:

Email:

Gender: Male Female Years of working experience in Private Banking:

Residential Status: Singaporean Permanent Resident Foreigner

Based on your birth year, are you 40 years old and above?: Yes No

Company and Invoicing Information

Organization Name:

Office Address:

Invoice attention to:

Job Title:

Phone: Email:

Approving Manager Information

Name:

Department:

Job Title:

Phone: Handphone:

Email:

*Authorizing Signature

Name of Authorized Person

Training Venue

All our courses are held online via the Zoom Video Conferencing tool. Instructions on using the tool will be emailed to you before the course date.

Terms and Conditions

1. If the delegate is unable to attend, a substitute delegate is welcome at no extra charge.
2. Salmon Thrust does not provide refunds for cancellations. Invoiced sums are payable in full within 30 days of the invoice date.
3. Salmon Thrust will provide full course documentation to a delegate who has paid but is unable to attend.
4. Salmon Thrust reserves the right to change the date, time and trainer due to factors outside of its control.
5. Salmon Thrust is not responsible for any loss or damage as a result of a alteration, postponement or cancellation of a course under any circumstances.

Payment Method

For Crossed Cheques or Bank Drafts, kindly make payable to Salmon Thrust Pte Ltd and indicate your invoice number in your payment.

For Telegraphic Transfers, please make payment to the following:

Account Number

501-747323-001

Account Name

Salmon Thrust Pte Ltd

Bank Address

65 Chulia Street, #01-01 OCBC Centre Singapore 049513

Bank Code

7339

Swift Code

OCBCSGSG

COURSE FEES EXCLUDES GST

*Mandatory