

COURSE BROCHURE

Operational Risk Management

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



Course Description

Introduction

Operational Risk Management is a premium professional training program designed to help government entities, ministries, public sector organizations, large corporations, and executive professionals strengthen institutional resilience, reduce operational exposure, and build proactive risk control capabilities across core business functions. In today's complex operating environment, organizations face increasing risks related to processes, people, systems, technology, compliance, third parties, service delivery, fraud, business disruption, and regulatory expectations. This course provides a structured and practical approach to identifying, assessing, controlling, monitoring, and reporting operational risks before they escalate into financial loss, service failure, reputational damage, or governance weakness.

The executive-level value of this program lies in its ability to transform operational risk management from a reactive compliance function into a strategic performance enabler. Participants will learn how to build robust risk frameworks, improve internal controls, strengthen accountability, enhance decision-making, and embed risk awareness into daily operations. The course emphasizes practical implementation, real-world case analysis, risk registers, key risk indicators, incident reporting, root cause analysis, control testing, and operational resilience planning.

Through a highly applied learning experience, participants will gain the tools and confidence to design, improve, and sustain effective operational risk management practices aligned with governance, compliance, internal audit, business continuity, performance management, and organizational strategy.

Course Objectives

By the end of this Operational Risk Management training course, participants will be able to:

- Understand the strategic role of operational risk management in protecting organizational value.
- Identify major sources of operational risk across processes, people, systems, technology, and external events.
- Apply practical risk assessment techniques to evaluate likelihood, impact, severity, and control effectiveness.
- Develop operational risk registers and risk control plans aligned with organizational priorities.
- Strengthen internal controls, accountability structures, and risk ownership across departments.

risk management.

- Build a risk-aware culture that supports resilience, transparency, and sustainable performance.

Course Content

Day 1: Foundations of Operational Risk Management

- Understanding operational risk and its impact on organizational performance.
- Key drivers of operational risk in government entities, public institutions, and large corporations.
- The relationship between operational risk, governance, compliance, and internal control.
- Common operational risk categories: process failures, human error, system breakdowns, fraud, legal risk, third-party risk, and external disruption.
- Operational risk appetite, tolerance levels, and escalation principles.
- Roles and responsibilities in operational risk governance.
- Building a risk-aware culture across departments and leadership levels.
- Practical discussion: identifying operational risk exposures in daily business activities.

Day 2: Risk Identification, Assessment, and Risk Registers

- Methods for identifying operational risks across functions and service lines.
- Process mapping as a tool for detecting operational vulnerabilities.
- Risk assessment criteria: likelihood, impact, severity, frequency, and velocity.
- Inherent risk, residual risk, and control effectiveness.
- Developing and maintaining operational risk registers.
- Prioritizing risks based on criticality and strategic relevance.
- Linking operational risks to objectives, processes, and performance outcomes.
- Practical workshop: building an operational risk register for a department or business unit.

Day 3: Internal Controls, Risk Mitigation, and Control Testing

- Designing effective internal controls to reduce operational exposure.
- Preventive, detective, corrective, and compensating controls.
- Control ownership, accountability, and documentation.
- Segregation of duties, approval workflows, access control, and process standardization.

Day 4: Incident Management, Key Risk Indicators, and Reporting

- Operational incident reporting and escalation frameworks.
- Managing near misses, control failures, service disruptions, fraud events, and process breakdowns.
- Root cause analysis and lessons learned.
- Developing key risk indicators and early warning signals.
- Risk dashboards, heat maps, and executive-level reporting.
- Communicating risk information to senior management, boards, audit committees, and regulators.
- Aligning risk reporting with decision-making and performance improvement.
- Practical case study: analyzing an operational incident and preparing a management report.

Day 5: Operational Resilience, Integration, and Implementation Roadmap

- Operational resilience and its role in sustaining critical services.
- Integrating operational risk management with business continuity planning.
- Third-party risk, outsourcing risk, digital risk, and technology-related operational exposure.
- Aligning operational risk with enterprise risk management and internal audit.
- Building an implementation roadmap for operational risk maturity.
- Embedding risk management into policies, procedures, performance reviews, and governance committees.
- Sustaining continuous improvement in operational risk practices.
- Final workshop: developing a practical operational risk management action plan.

Target Audience

This Operational Risk Management course is designed for professionals, managers, and executives responsible for risk, governance, compliance, operations, control, service delivery, and institutional performance, including:

- Risk managers and operational risk professionals.
- Compliance officers and governance specialists.
- Internal auditors and control professionals.
- Operations managers and department heads.
- Public sector managers and government service leaders.
- Business continuity and resilience professionals.
- Finance, administration, and corporate services managers.

This course does not require advanced technical knowledge of risk management. However, participants will benefit more if they have basic familiarity with organizational operations, internal controls, compliance requirements, governance practices, or business processes.

Recommended requirements include:

- Basic understanding of organizational processes and departmental responsibilities.
- Interest in risk management, compliance, internal control, or operational improvement.
- Willingness to participate in practical exercises, case discussions, and group activities.
- Ability to analyze workplace processes and identify potential risks or control gaps.
- Openness to applying operational risk tools within real organizational environments.

Training Methodology

The training methodology combines executive-level instruction with hands-on practical application to ensure participants can immediately apply operational risk management concepts in their workplace. The course is designed to move from strategic understanding to operational execution, helping participants build practical risk tools, analyze real scenarios, and develop implementation-ready action plans.

The methodology includes:

- Expert-led presentations using practical examples from public sector and corporate environments.
- Real-world case studies on operational failures, control gaps, incidents, and resilience challenges.
- Interactive discussions on risk culture, accountability, governance, and reporting.
- Practical workshops on risk registers, control assessment, key risk indicators, and incident analysis.
- Group exercises focused on identifying risks and designing mitigation actions.
- Scenario-based learning to strengthen decision-making under uncertainty.
- Development of a workplace-focused operational risk management action plan.

Learning Outcomes

Upon successful completion of this Operational Risk Management training course, participants will be able to:

- Explain the importance of operational risk management in protecting institutional performance and reputation.
- Identify operational risks across people, processes, systems, third parties, and external events.
- Assess operational risks using structured and practical evaluation methods.

- Support operational resilience, business continuity, and service reliability.
- Integrate operational risk practices with governance, compliance, internal audit, and strategic planning.
- Promote a proactive risk culture that improves accountability, transparency, and organizational sustainability.

Instructor Profile

This course is delivered by an internationally certified expert with extensive practical and consulting experience in operational risk management, enterprise risk management, internal control, governance, compliance, internal audit, business continuity, operational resilience, and institutional performance improvement.

The instructor brings strong experience in supporting government entities, ministries, public sector organizations, large corporations, and executive teams in designing and implementing operational risk frameworks, improving control environments, developing risk registers and key risk indicators, strengthening risk reporting, and building sustainable risk-aware cultures aligned with international best practices and strategic organizational objectives.

Contact Us

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