

2-day course on

## **RISK MANAGEMENT FOR NON-RISK MANAGERS**

### **Theme:**

- (a) You do not need to be a professional risk officer/manager to know how to understand and manage risks in your organisation**

### **Overview of this Course:**

Today, risk management is no more and option or a fad, but a way of doing business credibly. Many failures and collapses of small and big business and non-business organisations happen every time and we hear of these from the press and featured in the electronic news.

These are the five common questions people like to ask about risk managers and risk management:

1. What is this function of risk management all about?
2. Who can be a risk manager? What does managing risks mean?
3. Is there any glaring difference between a risk manager and other ordinary manager who does other roles/functions in an organisation?
4. What are the various groups of risks in any organisation?
5. How can you, as a non professional risk manager, profile or scope/map your organisation's various risks?

### **Who should attend**

- Any staff in an organisation who would like to know what risk management is all about, and what does risk management entail?
- Executive as well as non-executive/independent directors.
- CEOs, COOs, General Managers.
- Heads of Sections, Departments, Regions, Branches.
- Officers/Managers of Operations/Productions/Markets/Sales/Credit Controllers/ Debt Collections.
- Strategic Planners, Budgets Planners, Methods & Research personnel.
- Legal officers/managers.
- Internal Control Dept.
- Company secretaries,
- Public Relations and Corporate Affairs personnel .
- Admin Officers/Managers.
- Marketing, sales, front-line personnel.
- Accountants/Finance Managers, Credit controllers.

- Supervisory, back-office support personnel.
- Facility Management personnel.
- Human Resources Officers/Managers, Training Officers/Managers.
- Operations, Finance, Business, Management consultants/advisors.
- Auditors.
- Compliance Officers/Managers.
- Academicians, college tutors/lecturers/professors.

#### **Benefits of attending**

- (1) This course will be of great value to any one who would like to have answers for the 5 common questions stated above regarding risk manager and risk management.
- (2) Get two relevant management books  
Participants will receive copies of 3 relevant management books entitled:
  - (i) “Enterprise-wide Risk Mgt Made Easy, 2<sup>nd</sup> edition”, and
  - (ii) “Managing Effective Teams in Organisations”.

## **COURSE SYNOPSIS/CONTENT**

### **Module 1: What is risk?**

- The definition of risk.
- Characteristics of risk
- Inherent risks and residual risks.
- Micro and macro risk perspectives. ‘Forest and Trees’ analogy of risk management.
- Risk is good, when?
- Risk is bad, when?
- Your risk-management function must always be to support business and operation, and not independent of management, but an ally or compliment.

### **Module 2: Weapons to combat risk**

- Ways to address your inherent risk
- Your weapon known as control’
- Ways to address your residual risk
- Your weapon known as mitigant
- ‘A STRAP’ approach, ways to treat your residual risk.

**Module 3: Who is responsible for risks in an organisation?**

- Whose role is it to manage risk in your organisation?
- Who is responsible for risks in your organisation?
- Who is accountable for risks in your organisation?

**Module 4: What is good about knowing how to manage risk?**

- Risk management benefits to individuals.
- Risk management benefits to entities, companies, organizations, companies, institutions.
- Risk management benefits to society, community, country, nation, the world.

**Module 5: What can happen when you have no or ineffective risk management**

- Poor products and no quality in your services
- Goals not met, targets not achieved, tasks not fulfilled, objectives not accomplished
- Understanding management controls, threshold/tolerance limits
- Unable to comply with important internal and external regulatory guidelines

**Module 6: Your basic understanding of risk groupings and the key issues thereat**

- Strategic risk and key issues.
- Credit risk, and key issues of credit risk.
- Market/Treasury risk, and key issues in market/treasury risk.
- Operational risk, and key issues of operational risk.
- Systems (IT/IS) risk, and key issues in Systems/IT/IS risk
- Other risk group and key issues.

**Module 7: Recognise and complete your risk management building blocks**

- The 7 cornerstones or building blocks of risk management:
- Risk management **philosophy & risk policy**.
- Risk management **framework** (process, procedures, methodology, assessment, evaluation, control).
- Risk management **roles and responsibilities** of all and sundry...from director down to bottom base of management, and reporting hierarchy.
- Risk management **awareness** programmes, training.
- Risk management **resources, people**, infrastructures, support.
- Risk management **systems reporting, monitoring**, follow-up
- Risk management programme **re-assessment, reviews** and continuous improvement/change management, adopt **best-practices**.

**Module 8: Things to know about risk management framework**

- Using ISO 31 000 risk management programme
- Risk **identification**.

- Risk assessment, **evaluation**.
- Risk **measurement**, quantification.
- Risk treatment, **control**, mitigation, containment.
- Risk documentation, **reporting**, management escalation, risk **monitoring**, follow-up

**Module 9: Enterprise risk management (ERM) scoping/mapping/profiling for an organisation**

- What is ERM?
- Why ERM?
- Risk-scoping, risk-profiling, risk-mapping
- Risk register or risk log
- Risk heat map and risk-matrices
- Risk KPIs (key risk indicators)
- Knowing your organisation's top 5 or 10 risks.

**Module 10: Understanding your company's business lines, and recognising the common loss events for purpose of risk-self assessment in an organisation.**

- Company's business lines or organisational structure/departments:
- Business operations, back-office function or the various support departments

**Module 11: Risk events in your organisation's operations**

- (i) Internal Fraud
- (ii) External Fraud
- (iii) Poor or failure in employment practices & inadequate workplace safety
- (iv) Poor or failure in clients, products & business practices
- (v) Damage to physical assets
- (vi) Business disruption & systems failures
- (vii) Poor or failure in execution, delivery & process management

**Module 12: Risk concerns in your organisation's three agendas**

- Products and services
  - Networks and delivery channels
  - Users and customers
-

## The Course Facilitator

**Dr Joseph Eby Ruin** {FCCA(UK); CA(M'sia); Hon DBA-Mgt Phi(Kursk).

**Joseph**, graduated in ACCA(UK) in 1976, was an Associate Member in 1979, and elevated to Fellow Member in 1984. He is a member of The Malaysian Institute of Accountants since 1983. For his many publications of management books, newspaper articles, and the conference/seminar/workshop papers where he was invited to present his papers since 1996, he was conferred an honorary degree of Doctor of Business Administration (Mgt Philosophy) by Kursk State Technical University Russia in 2006. He was elected the Regional Director (RD) for the Malaysian Chapter of PRMIA (Professional Risk Mgrs' International Association), and was RD from 2007-2010. He was also the Treasurer of FAAM (Fulbright scholars Almuni Association of Malaysia), 2008-2010. He was appointed an independent director of a large bank in Cambodia in 2010.

### *Executive/managerial experience:*

Joseph's executive and managerial career spanned the past 3 decades. Throughout this 30 years, he worked in 6 different banks as Branch Manager and later holding various posts at the corporate head office. He also worked in 6 non-banking organisations where he held various executive/ managerial capacities, as Head of Internal Audit/Chief Auditor and Secretary to the Board's Audit Committee. His last job before he retired in April 2007 was as the Chief Risk Officer/Head of Risk Management Division of a large Malaysian commercial bank.

He is now the Proprietor/CEO of RiskFirst Consultancy & Training Services.

### *Sabbatical work:*

He was awarded the US-sponsored Fulbright Professional Exchange Program in 1995/96. For this sabbatical in the US he was attached to the Institute of Internal Auditors Inc Head Office at Altamonte Springs Florida; where he participated in advanced auditing & corporate governance review workshops in Orlando Florida, Phoenix Arizona, Dallas Texas, and in Washington DC. In May 2004 he participated in the intensive workshop/seminar on risk management at INSEAD Paris France.

### *Speaker/Course Facilitator:*

From 1996 onwards, Joseph has been a regular speaker/facilitator/panel chairman for public and inhouse forums / workshops and conferences. He has accepted invitations to deliver his papers in **Kuala Lumpur**, Mekong Institute Khon Kaen University Thailand, **Brunei**, **Melbourne** Australia, **Nairobi** Kenya, Fontainebleau **Paris** France, **Nairobi** Kenya, **Shanghai** China, **Sydney** Australia, **Bangkok** Thailand, **Mumbai & Hyderabad** India, **Singapore**, **Phnom Phen** Cambodia, **Orlando** Florida, **Hong Kong**, **Mauritius**, **Hanoi & Ho Chee Min City** Vietnam, **Beijing** China, **Manila** Philippines, **Seoul** Korea, and in **Bali** and **Jakarta** Indonesia.

***Newspaper, journals, and management books:***

Since 1996 Joseph has contributed articles focusing on his areas of work. These articles are published in the local Malaysian newspapers (the NST) regularly, as well as in Malaysian business-magazines and professional newsletters/journals.

Joseph has todate written 19 management-books.

**Dr Joseph Eby Ruin's website is at : [www.riskfirstconsult.com](http://www.riskfirstconsult.com)**

**For any enquiries please contact:**

Dr Joseph Eby Ruin.

Mobile phone: (6) 017-3334700.

Fax: (6) 03-2273 4506.

Email: [jeruin@riskfirstconsult.com](mailto:jeruin@riskfirstconsult.com) or also at [jerwin001@hotmail.com](mailto:jerwin001@hotmail.com)

**Mailing address:**

No: A-5-7, Menara Pelangi,  
8, Lrng Angseng 2 Brickfields,  
50470 Kuala Lumpur, MALAYSIA.

Or at: 1<sup>st</sup> Floor, H3-1-33(B), Batu Kawa New Township,  
Jalan Batu Kawa, 93250 Kuching, Sarawak,  
P.O.Box 2454, 93400 Kuching, Sarawak, East Malaysia.

Or also at:

Suite 33-01, 33<sup>rd</sup> Floor,  
Menara Keck Seng,  
203, Jalan Bukit Bintang,  
55100 Kuala Lumpur, Malaysia.



## **RiskFirst Consultancy & Training Services**

A-5-7 Menara Pelangi, Jalan Angseng 2, Brickfields,  
50470 Kuala Lumpur, Malaysia.

Tel: 603-2273 5506 Fax: 603-2273 4506

E-mail: [jeruin@riskfirstconsult.com.my](mailto:jeruin@riskfirstconsult.com.my)

Website: [www.riskfirstconsult.com.my](http://www.riskfirstconsult.com.my)

**Knowledge = Theory + Experience**