



Effective  
Human  
Intervention  
LEADERS IN TRAINING

# SUPERVISORY SKILLS For Financial Services

*Attend this 2-Day course to gain valuable skills and knowledge related to Supervisory roles in the  
Financial Services Industry*

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# Supervisory Skills for Financial Services

In the fast-paced and dynamic world of financial services, effective supervision is crucial. Supervisors play a key role in ensuring that teams are efficient, compliant with regulations and ready to meet the challenges of the future. This course is designed to equip supervisors with the skills and knowledge they need to succeed in this critical role. Whether you're a new supervisor or an experienced leader looking to update your skills, this course will provide valuable insights into leadership styles, performance management, risk mitigation, team building and much more. Join us as we explore these topics and develop the supervisory skills that are essential in the financial services industry.

## COURSE OBJECTIVES AND OUTCOMES

### Module 1: Understanding the Financial Services Industry

- **Objective:** Understand the key elements of the financial services industry.
- **Outcomes:**
  - Describe the structure and components of the financial services industry.
  - Analyze current trends and challenges in the industry.
  - Explain the regulatory environment and its impact on financial services.

### Module 2: Role of a Supervisor in Financial Services

- **Objective:** Define the responsibilities and ethical standards of a financial services supervisor.
- **Outcomes:**
  - Identify the core responsibilities and expectations of a financial services supervisor.
  - Comprehend the importance of ethical standards and compliance in financial services.
  - Develop effective communication and reporting skills.

### Module 3: Leadership Skills

- **Objective:** Develop leadership skills and understand their impact on team dynamics.
- **Outcomes:**
  - Recognize different leadership styles and their applications.
  - Apply techniques for motivating and engaging employees.
  - Demonstrate effective conflict resolution and problem-solving strategies.

### Module 4: Performance Management

- **Objective:** Learn how to manage and enhance employee performance.
- **Outcomes:**
  - Set clear goals and performance expectations for team members.
  - Monitor and evaluate performance against established criteria.
  - Provide constructive feedback and coaching for professional development.

### Module 5: Risk Management

- **Objective:** Understand how to identify and mitigate risks in financial services.
- **Outcomes:**
  - Identify and assess various risks in financial services operations.
  - Develop and implement strategies to mitigate identified risks.
  - Prepare for crisis management and response.

### Module 6: Team Building

- **Objective:** Build and manage high-performing teams.
- **Outcomes:**
  - Develop skills for building and leading effective teams.
  - Foster collaboration and teamwork among team members.
  - Adapt team management techniques for remote team environments (if applicable).

### Module 7: Professional Development

- **Objective:** Promote continuous learning and growth in the financial services industry.
- **Outcomes:**
  - Embrace a mindset of continuous learning and self-improvement.
  - Explore career development opportunities within the financial services sector.
  - Establish and expand professional networks within the industry.

### Module 8: Conclusion

- **Objective:** Summarize key takeaways and prepare for future development.
- **Outcomes:**
  - Review and synthesize course content.
  - Develop an action plan for applying newly acquired skills and knowledge.
  - Evaluate personal growth and provide feedback on the course for improvement.

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## ABOUT YOUR FACILITATOR

Karl von Buddenbrock has trained in the Corporate and Government spheres for 20 years and prior to that, lectured Degree programs at the University of the Witwatersrand. He has three degrees in education and has designed and lectured courses for institutions such as the South African Institute of Civil Engineers, CSIR, PSG, Office of the State President, the Constitutional Court of South Africa, the High Court of South Africa, and the Gauteng Legislature, amongst others.

### BENEFITS INCLUDE:

- ✓ Participation in an interactive workshop
- ✓ Learn from a recognised expert with cross industry experience
- ✓ Comprehensive course documentation
- ✓ Immediate implementation in the workplace

## CUSTOMISED VIRTUAL TRAINING AND/OR IN-HOUSE TRAINING

If you wish to organize a Virtual Instructor Led Training session or In-House session for your organization, we will custom design a session that will help you achieve your desired learning goal. The main advantage of custom designed VILT, in addition to being significantly cost effective, is that they address topics specifically related to the needs of your organization. To discuss the possibility of designing and conducting such a session or In-House training session, contact us on 021 979-5891 for a comprehensive quotation.



### REGISTRATION CONFIRMATION

Complete your registration form and submit to attend a public or virtual course.

***Alternatively, a signed In-house quotation will secure your group training session, followed by an invoice and date confirmation.***