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LEADERSHIP AND MANAGEMENT

# Operational Risk Management and Mitigation

Course code: LM-033

## SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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## — Workshop Overview

Operational risks such as process failures, human error, system breakdowns, supply disruptions, fraud, and regulatory breaches can significantly impact performance and reputation. Organizations need practical frameworks to identify threats early, strengthen controls, and respond effectively when issues arise. This course equips participants with tools to assess operational risk, implement mitigation strategies, improve resilience, and support sustainable operations.

### Why Attend

This course uses an interactive and practical approach through presentations, case studies, risk workshops, group discussions, scenario analysis, control assessments, and real workplace examples.

### Who Should Attend

Risk Managers  
Operations Managers  
Internal Auditors  
Compliance Professionals  
Project Managers  
Business Continuity Teams  
Anyone responsible for operational control and

## — Learning Objectives

- Understand the principles of operational risk management
- Identify key operational risks across business functions
- Apply risk assessment and prioritisation methods
- Design effective controls and mitigation plans
- Improve incident response and business continuity readiness
- Monitor risk indicators and operational performance
- Strengthen governance and accountability frameworks
- Build a proactive risk culture across the organization

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## Course Outline

DAY  
1

### Foundations of Operational Risk Management

- Definition and importance of operational risk
- Sources of operational risk in organizations
- Categories of people, process, system, and external risks
- Risk governance roles and responsibilities
- Building a risk-aware operating culture
- Introduction to operational risk frameworks

DAY  
2

### Risk Identification and Assessment

- Techniques for identifying operational risks
- Process mapping for risk discovery
- Risk registers and control inventories
- Assessing likelihood, impact, and velocity
- Prioritising key operational threats
- Key Risk Indicators (KRIs) for monitoring
- Exercise: Build an operational risk register

DAY  
3

### Risk Controls and Mitigation Strategies

- Preventive, detective, and corrective controls
- Segregation of duties and approval controls
- Managing vendor and third-party risks
- Fraud prevention and control measures
- Designing practical mitigation plans
- Embedding controls into daily operations
- Exercise: Control design workshop

DAY  
4

### Incident Response and Business Resilience

- Managing incidents and operational disruptions
- Root cause analysis after failures
- Crisis escalation and communication protocols
- Business continuity planning essentials
- Disaster recovery coordination
- Lessons learned and corrective actions

- Scenario exercise: Operational disruption response

DAY  
**5**

## Monitoring, Reporting, and Continuous Improvement

- Risk reporting to management and boards
- Operational dashboards and performance metrics
- Auditing operational controls

- Continuous improvement of risk systems
- Building accountability for risk ownership
- Future trends in operational risk management
- Final case study and action planning

## — Upcoming Classroom Dates

| DATE                  | LOCATION                | FEE    |
|-----------------------|-------------------------|--------|
| 5 - 9 October 2026    | Kuala Lumpur - Malaysia | €1,400 |
| 12 - 16 October 2026  | Amsterdam - Netherlands | €2,125 |
| 9 - 13 November 2026  | London - United Kingdom | €1,925 |
| 16 - 20 November 2026 | Barcelona - Spain       | €2,125 |
| 7 - 11 December 2026  | London - United Kingdom | €1,925 |
| 14 - 18 December 2026 | Barcelona - Spain       | €2,125 |
| 21 - 25 December 2026 | Istanbul - Türkiye      | €1,925 |
| 4 - 8 January 2027    | Frankfurt - Germany     | €1,625 |

## — Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact [info@sparktraining.eu](mailto:info@sparktraining.eu) or +31 85 115 0004.