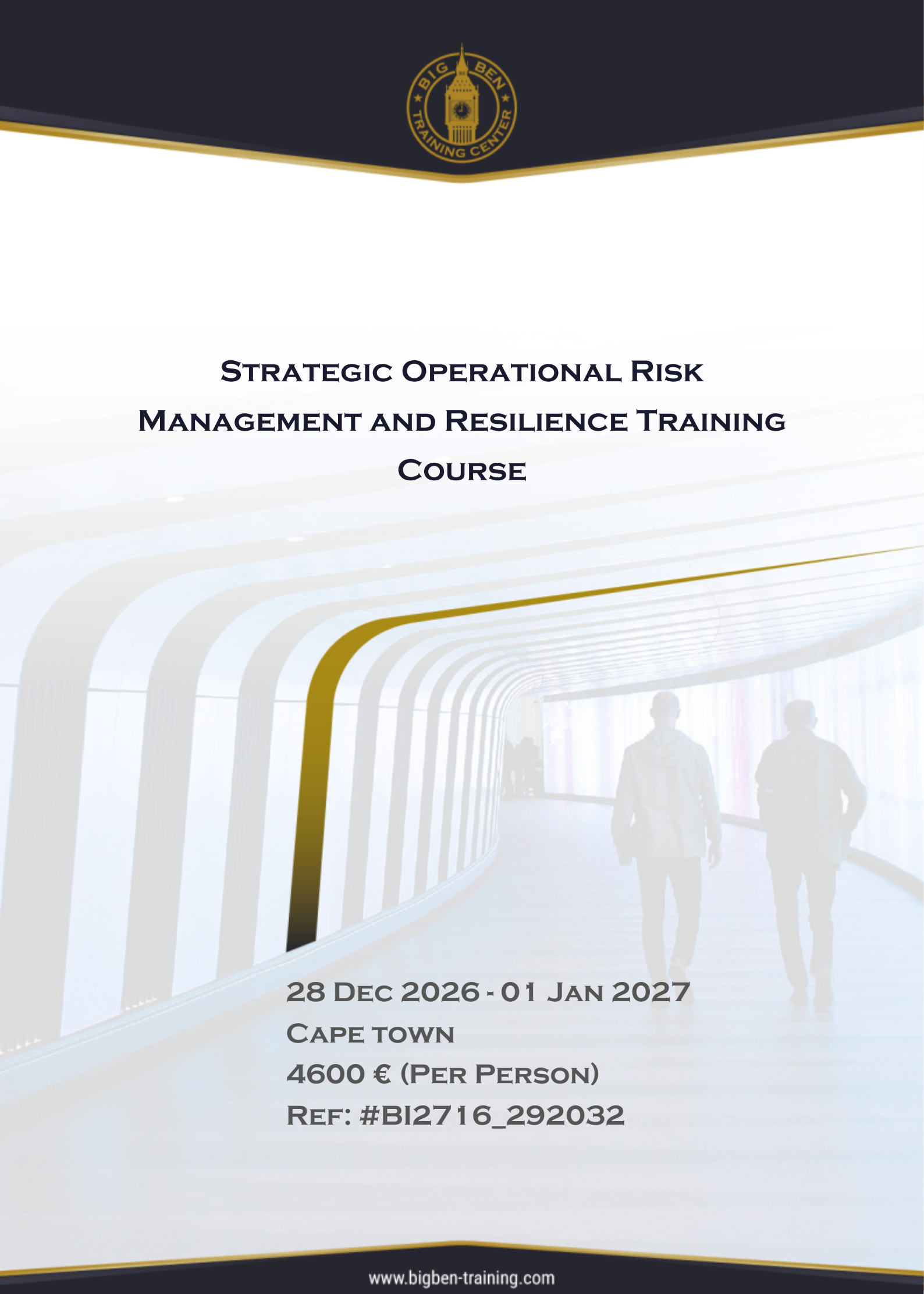
Strategic Operational Risk Management and Resilience Training Course



28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #BI2716_292032

Course Introduction / Overview:

In today's volatile and interconnected global landscape, organizations face an unprecedented array of operational risks that can disrupt services, erode value, and damage reputation. This course moves beyond traditional, siloed approaches to risk management by integrating it with the strategic imperative of organizational resilience. It provides a comprehensive framework for identifying, assessing, mitigating, and monitoring operational risks while simultaneously building the capacity to adapt and thrive amidst disruption. Drawing on principles articulated by thought leaders like James Lam in his seminal work, "Enterprise Risk Management: From Incentives to Controls," the curriculum emphasizes a proactive, forward-looking perspective. Participants will learn not just to prevent losses but to transform their risk management function into a strategic enabler of sustainable growth. BIG BEN Training Center has designed this program to equip leaders with the practical tools and strategic mindset needed to navigate complexity, manage uncertainty, and build an enterprise that is not only robust but also agile and resilient in the face of emerging threats.

Target Audience / This training course is suitable for:

- Risk Managers and Officers.
- Operational Risk Analysts.
- Business Continuity and Resilience Planners.
- Compliance and Internal Audit Professionals.
- Operations Managers and Department Heads.
- IT and Cybersecurity Managers.
- Senior Executives and Board Members.
- Project and Program Managers.
- Supply Chain and Logistics Managers.
- Finance and Treasury Professionals.

Target Sectors and Industries:

- Banking and Financial Services.
- Insurance and Asset Management.
- Healthcare and Pharmaceuticals.
- Manufacturing and Industrial Production.
- Technology and Telecommunications.
- Energy, Oil, and Gas.
- Retail and Consumer Goods.
- Transportation and Logistics.
- Governmental Agencies and Public Sector Organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Risk Management.
- Operations.
- Internal Audit.
- Compliance and Legal.
- Information Technology and Cybersecurity.
- Finance and Treasury.
- Strategic Planning.
- Supply Chain and Procurement.
- Human Resources.
- Business Continuity Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive operational risk management framework.
- Master techniques for risk identification, including Risk and Control Self-Assessments (RCSA).
- Design and monitor effective Key Risk Indicators (KRIs) and Key Performance Indicators (KPIs).
- Establish a clear risk appetite and tolerance statement for the organization.
- Integrate business continuity planning and disaster recovery into the operational risk strategy.
- Conduct effective scenario analysis and stress testing for high-impact events.
- Enhance third-party and supply chain risk management programs.
- Foster a proactive and positive risk culture across all organizational levels.
- Align operational risk management with strategic business objectives.
- Prepare and present insightful risk reports to senior management and stakeholders.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it combines theoretical knowledge with hands-on application. This course utilizes a blended approach, featuring expert-led presentations, dynamic group discussions, and collaborative workshops. A central component of the program is the extensive use of real-world case studies, allowing participants to analyze significant operational failures and resilience successes from various industries. Interactive exercises, such as developing a risk register, conducting a mock RCSA, and simulating a crisis management team meeting, ensure that participants can directly apply the concepts learned. Team-based projects will challenge attendees to design a resilience strategy for a hypothetical organization, fostering problem-solving and teamwork skills. Continuous feedback is provided by our experienced instructors, who act as facilitators to guide learning and encourage the sharing of diverse professional experiences among participants, creating a rich and collaborative educational environment.

Course Agenda (Course Units):

Unit One: Foundations of Operational Risk and Resilience

- Defining Operational Risk in the Modern Context.
- The Strategic Link Between Risk Management and Organizational Resilience.
- Exploring Key Frameworks: COSO, ISO 31000, and Basel Accords.
- The Three Lines of Defense Model for Effective Governance.
- Establishing a Robust Risk Management Policy and Charter.
- Understanding the Role of Risk Culture and Human Factors.
- Introduction to Risk Appetite and Tolerance Frameworks.

Unit Two: Risk Identification and Assessment Techniques

- Conducting Effective Risk and Control Self-Assessments (RCSA).
- Developing and Implementing Key Risk Indicators (KRIs).
- Techniques for Root Cause Analysis of Operational Failures.
- Mapping Processes to Identify Inherent Risks and Control Gaps.
- Scenario Analysis and Stress Testing for Plausible Events.
- Qualitative and Quantitative Risk Measurement Approaches.
- Building and Maintaining a Comprehensive Risk Register.

Unit Three: Risk Mitigation, Control, and Governance

- Designing and Evaluating Internal Controls.
- Strategies for Risk Mitigation: Avoid, Accept, Reduce, Transfer.
- The Role of the Board and Senior Management in Risk Oversight.
- Developing a Proactive and Positive Risk Culture.
- Incident Management, Reporting, and Escalation Procedures.
- Integrating Technology and Automation in Risk Management.
- Third-Party and Vendor Risk Management Strategies.

Unit Four: Building and Sustaining Organizational Resilience

- Fundamentals of Business Continuity Management (BCM).
- Conducting a Business Impact Analysis (BIA).
- Developing and Testing Business Continuity Plans (BCP).
- Disaster Recovery (DR) Planning for Critical Systems.
- Crisis Management and Communication Strategies.
- Building Supply Chain Resilience and Redundancy.
- Learning from Disruptions: Post-Incident Review and Improvement.

Unit Five: Advanced Topics and the Future of Risk Management

- Managing Emerging Risks: Cybersecurity, Geopolitical, and Climate Change.
- Leveraging Data Analytics and AI for Predictive Risk Intelligence.
- Integrating Operational Risk into Strategic Planning and Decision-Making.
- Regulatory Trends and Expectations in Operational Resilience.
- Measuring and Reporting on the Effectiveness of the ORM Program.
- The Future of the Chief Risk Officer (CRO) Role.
- Capstone Exercise: Developing an Integrated Risk and Resilience Plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond formal frameworks and controls, what is the single most critical element in embedding a culture of resilience within an organization's DNA?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating the disciplines of operational risk management and organizational resilience, treating them not as separate functions but as two sides of the same coin essential for modern enterprise survival and growth. While many programs focus narrowly on risk identification and control from a compliance perspective, our curriculum elevates the conversation to a strategic level. We emphasize how a robust risk framework is the foundation upon which true resilience the ability to anticipate, adapt, and capitalize on disruption s built. The content is uniquely forward-looking, dedicating significant time to emerging threats such as cybersecurity, supply chain vulnerabilities, and geopolitical instability, moving beyond historical loss data to predictive and scenario-based analysis. Furthermore, the course places a strong emphasis on the human element, exploring the critical role of leadership and culture in fostering a risk-aware and resilient organization. Participants will leave not with a static checklist of controls, but with a dynamic, strategic mindset to build an enterprise that can bend without breaking in the face of uncertainty.