INTUITION

FUTURE ENABLED SKILLS CATALOGUE 2020

CONTENTS

ARTIFICIAL INTELLIGENCE

COURSE OVERVIEW

This course is an introduction to the recent development and advances in AI, giving learners a brief history into the development process and how the sudden bloom of AI technology was made possible. Looking into various different types of AI and use cases, discussion and examples of how AI is being used in many business processes to improve accuracy & performance. Exploring super human performance and the future possibilities of super intelligence, discussing predictions and fears surrounding the use of AI. Aimed at all users of technology who want to better understand AI and how it will impact their use of technology.

LEARNING OBJECTIVE

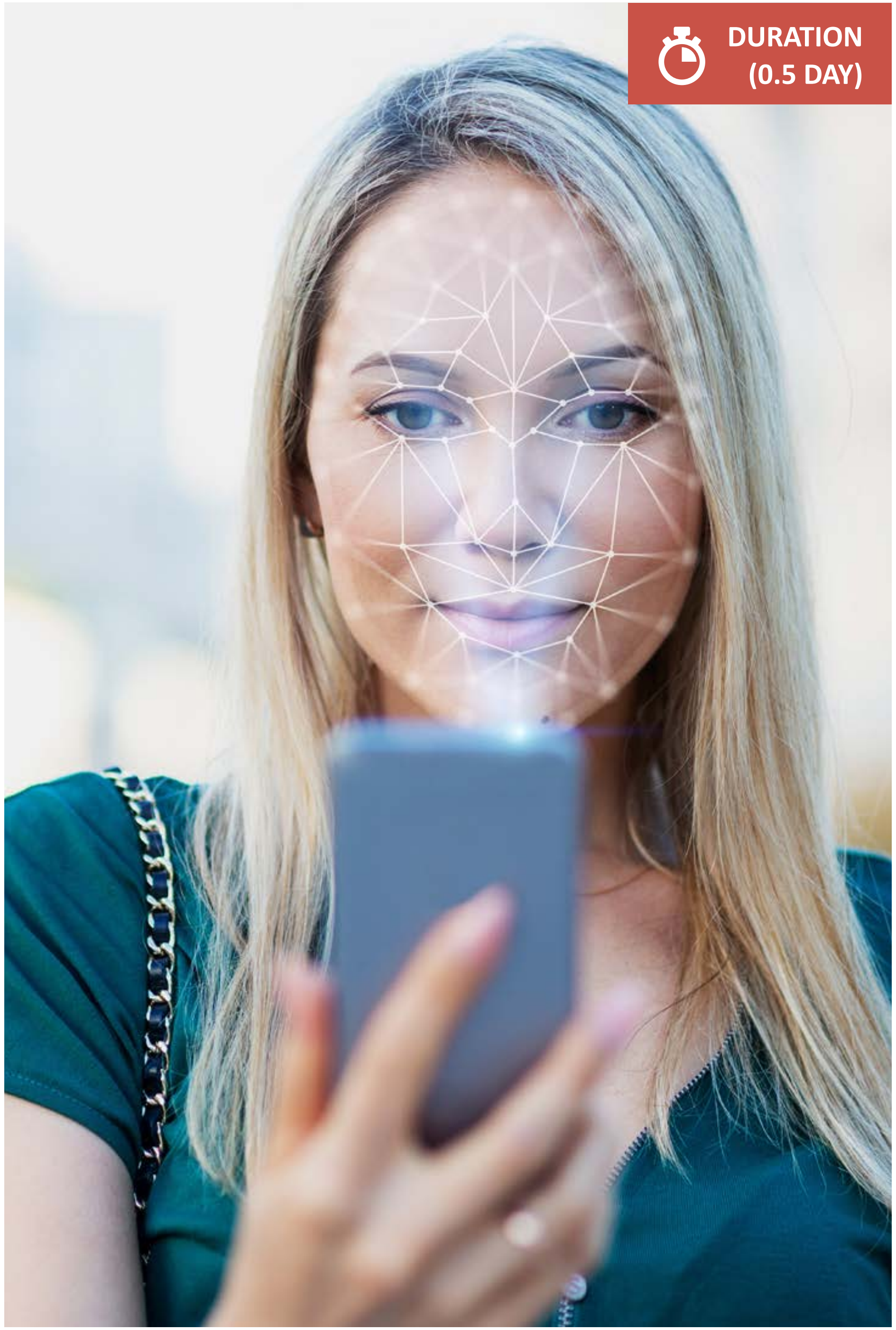
- A brief history of computer science
- Breaking the enigma code
- The transistor revolution
- The growth of data and storage
- Brute force intelligence
- Algorithms and neural networks
- Narrow AI vs Wide AI
- Deep Mind – Super human performance
- Alpha Go – Major tech AI labs
- Interactive AI examples
- AI in cyber security
- Future implications

TARGET AUDIENCE

All Employees

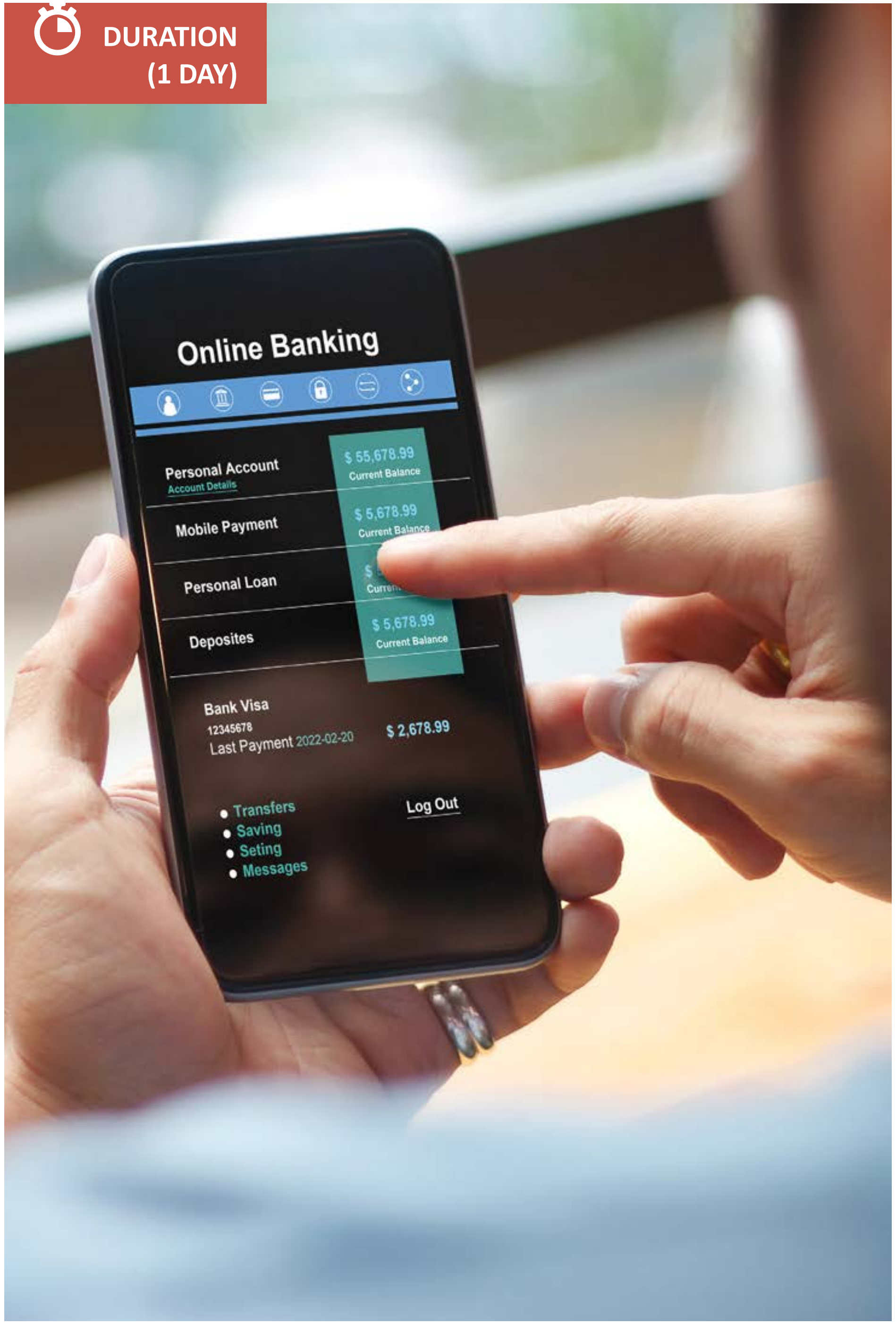
COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions, and interactive exercises.



DURATION (0.5 DAY)

DURATION (1 DAY)



DIGITAL BANKING MASTERCLASS

COURSE OVERVIEW

In a world where technology is rapidly evolving customers now expect a personalised service anytime, anyplace, anywhere whatever the industry sector.

In the world of retail banking where branches and face to face contact has been the norm for years the impact is huge. The future of expensive branch networks is now under severe scrutiny as technology is enabling customers to deal conveniently with their bank "at a distance". The drive to digital is changing the way customers interact with banks making it very challenging for banks to manage costs, retention, sales and revenue growth

How should banks adapt? Banks have enjoyed long term relationships with customers for years frequently reinforced by face to face contact. Mobile, in particular, is changing the balance of channel use and customer preference. Customers now frequently interact with their bank far more frequently remotely than they ever did physically. However, technology advancements are not unique to banking, they exist across all industries, across all continents and across all age groups and all social strata. What, if anything, can banks learn from other industries that will assist their future performance?

How do banks develop revenue streams from these new channels? How do they balance the demands of different customer groups? What is the role of digital banking in customer acquisition, growth and retention?

If customer experience is essential for successful differentiation what role will digital banking play in helping it to be delivered?

The world is seeing unparalleled increases in computing power, storage capacity and bandwidth. This revolution enables customers to change where they access information, who they trust to supply it, what they do with it and how they interact. Data security has become increasingly important for both bank and customers.

This technology "tide of change" is taking place alongside Institutional Change, Demographic Change, Environmental Change as well as Social Change – banks are not immune to any of these major issues impacting their customers.

Learning how to compete successfully in this exciting and dynamic environment is essential – this programme will help banks develop a successful path to revenue growth, experience delivery and digital excellence. "Making calls, clicks and bricks work"

TARGET AUDIENCE

- Retail banking professionals
- Focus on areas such as distribution, marketing, sales, HR and line managers

COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions and exercises.

INTRODUCTION TO CODING IN PYTHON – JOIN THE REVOLUTION!

COURSE OVERVIEW

Python is now the most popular coding language and both easier to learn and far more accessible than people believe. This one-day course has been created to help demystify Python coding to non-coding staff.

The course starts with complete basics of setting up the Python environment using Jupyter notebooks before we head straight into writing the basics "Hello World", expressions & variables, data structures, loops, functions and analysing data. The course will show how to plot data visually and also discuss more advanced topics such as machine learning.

The case studies will include building a trading algorithm using basic technical analysis, importing data into the Jupyter notebook using Python commands, back testing the algorithms and then evaluating the results.

The course will also give examples of where the attendees can gain further Python knowledge with a wealth of web-based courses from one-hour introductions to three-month certificates from the top universities and colleges in the world.

TARGET AUDIENCE

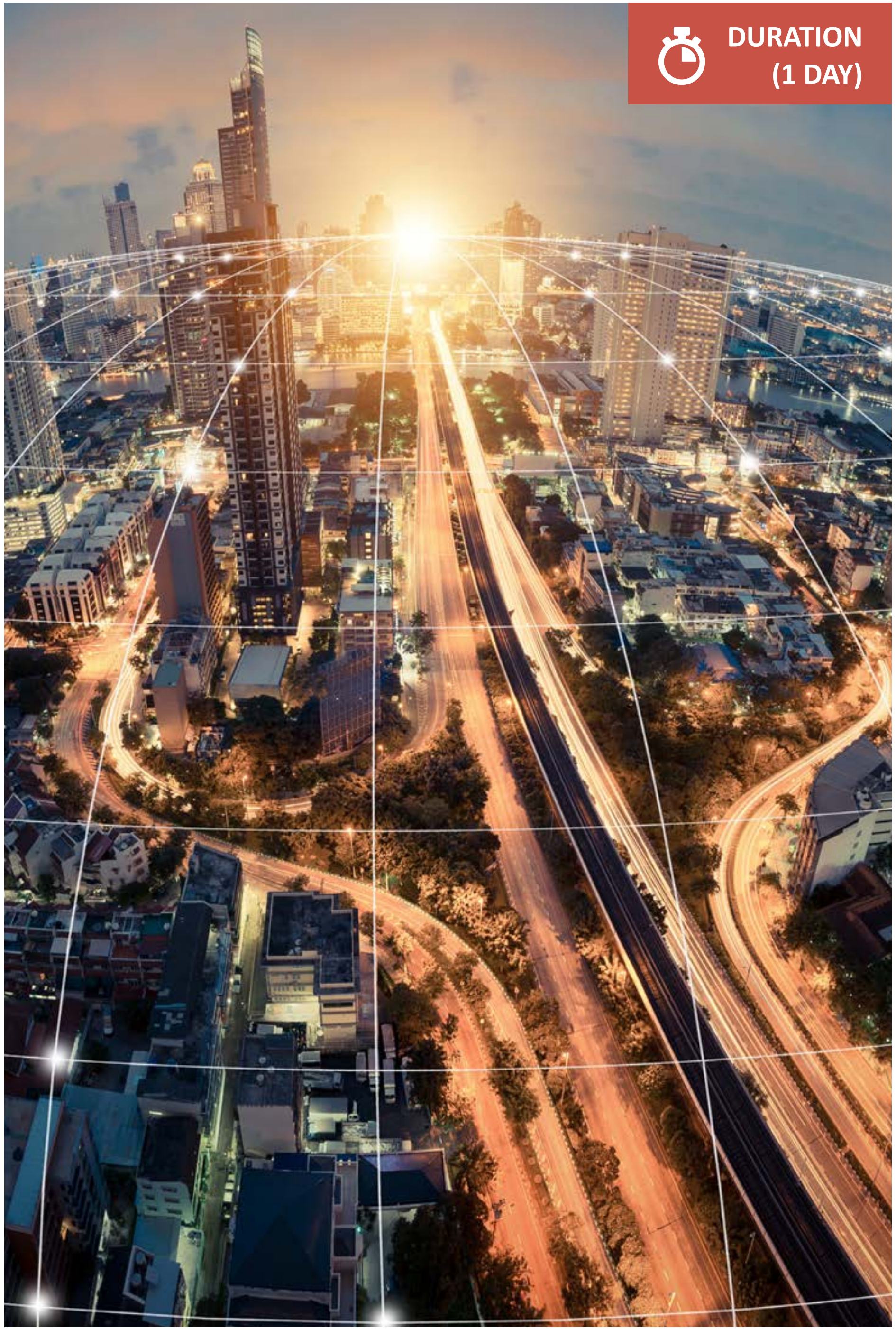
This course is suitable to all staff that have zero or little coding background. As the computer age and FinTech envelop our industry it is important that all staff have the opportunity to understand and embrace the new technologies.

LEARNING OBJECTIVE

This course demystifies coding and takes the fear away from computing. It is a basic 'hands on' introduction to python coding, data analysis and data visualisation. It will show the participants that not only can they code from day one, but they can also learn continuously from easily accessible sources and within months become proficient enough to enhance their current role, and even change careers!

COURSE METHODOLOGY

Instructor led facilitation using video-based learning, case study discussions, quiz, game and exercises.



DURATION (1 DAY)

DURATION
(2 DAYS)

APPLICATION ON DATA DRIVEN DECISION MAKING IN FINANCIAL MARKETS

COURSE OVERVIEW

In the financial markets industry so far, firms have traditionally dealt with structured data sets from limited and pre-defined sources. Big data strategies have now begun to impact onto banks as well as financial markets over most recent years such as sentiment analysis for trading, risk analytics and market surveillance.

Data management is now a strategic function within most financial institutions, regulatory, customers and internal drives have resulted in firms re-evaluating data related to trading, risk management and operations due to large volumes of data – be it through trading, transactions or operations. However, computing efficiencies and cost constraints limited the management of such data in the past.

This 2-day program serves as an alignment and action for banks so that they can not only aligned to their corporate values but also able to make the right decisions in understanding their clients as well as advising them with the right financial products and/or solutions.

LEARNING OBJECTIVE

By the end of this training program, each participant will be able to:

- Understand the key advantage of having the DDDM mindset
- Learn the various types of analytics techniques for decision making
- Identify and manage the ethical and legal challenges in the capital markets industry
- Apply the DDDM thinking techniques for holistic decision making and create value for the financial markets industry

TARGET AUDIENCE

This course targets all banking professionals who are responsible for strategic decision-makers within their banks. The course content serves as an alignment to data driven decision making with techniques learnt for application of case studies covering the five key aspects of financial markets – GRC, Surveillance, Operational Management, Market Data Management and Customer Relationship Management with solutions developed for its future adoption.

COURSE METHODOLOGY

Instructor-led facilitation using video-based learning, caselets & exhibits, case studies & group discussions.

DATA IN BANKING

COURSE OVERVIEW

This course will give participants a thorough understanding of the importance of accurate data and a fit for purpose technological environment to facilitate the activities of a financial services participant, with an emphasis on risk management, analysis and governance. The course features regulation and ethical issues with data/technology. Delegates will examine cases where poor data or governance have played a key role and the resulting consequences.

LEARNING OBJECTIVE

By the end of the course participants will be able to demonstrate:

- Sources and issues with data
- Regulation of data
- A basic appreciation of data management
- The use of technology and related regulation

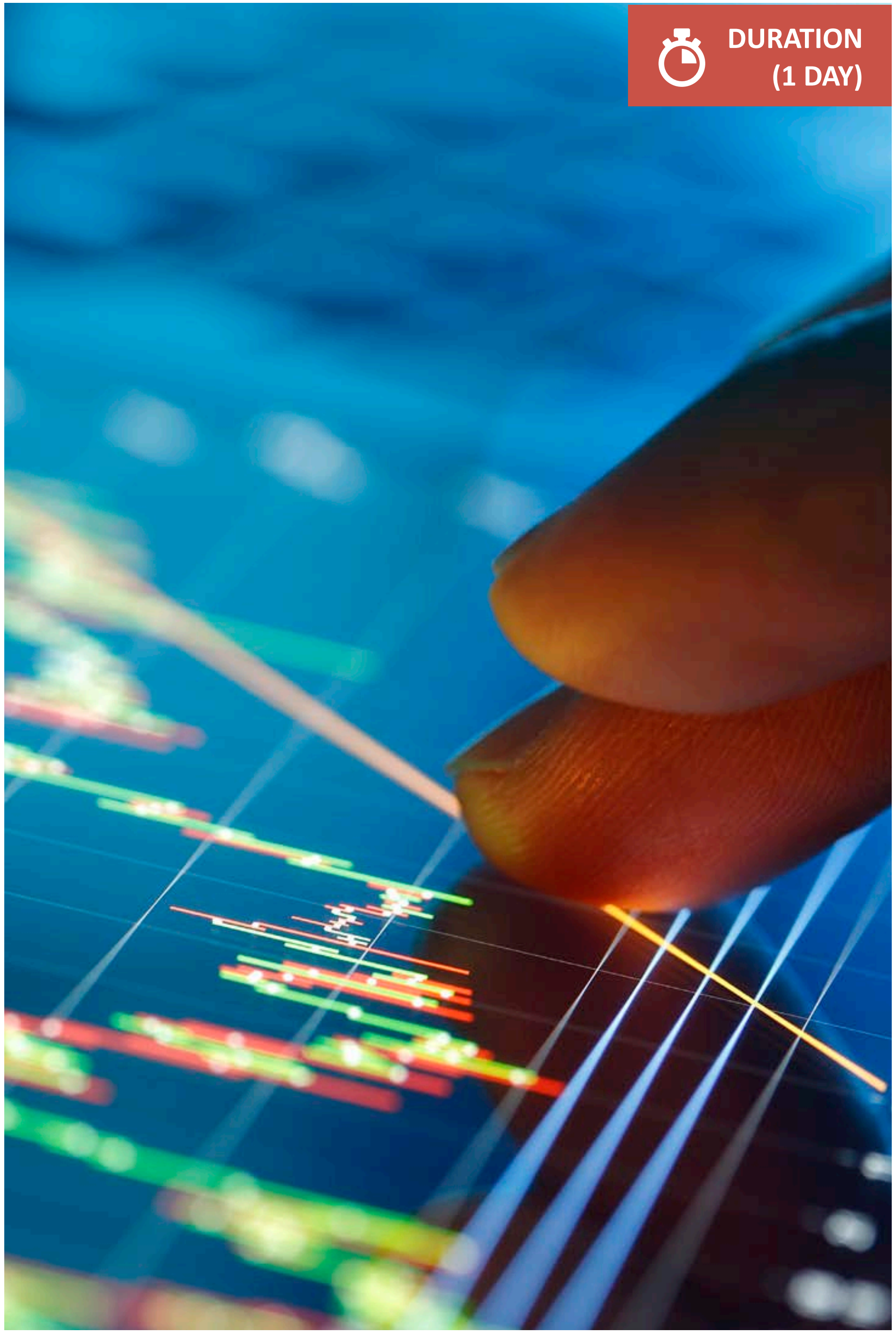
TARGET AUDIENCE

- Analysts & Associates
- Operational & Technology Risk Managers
- Operational Risk Analysts

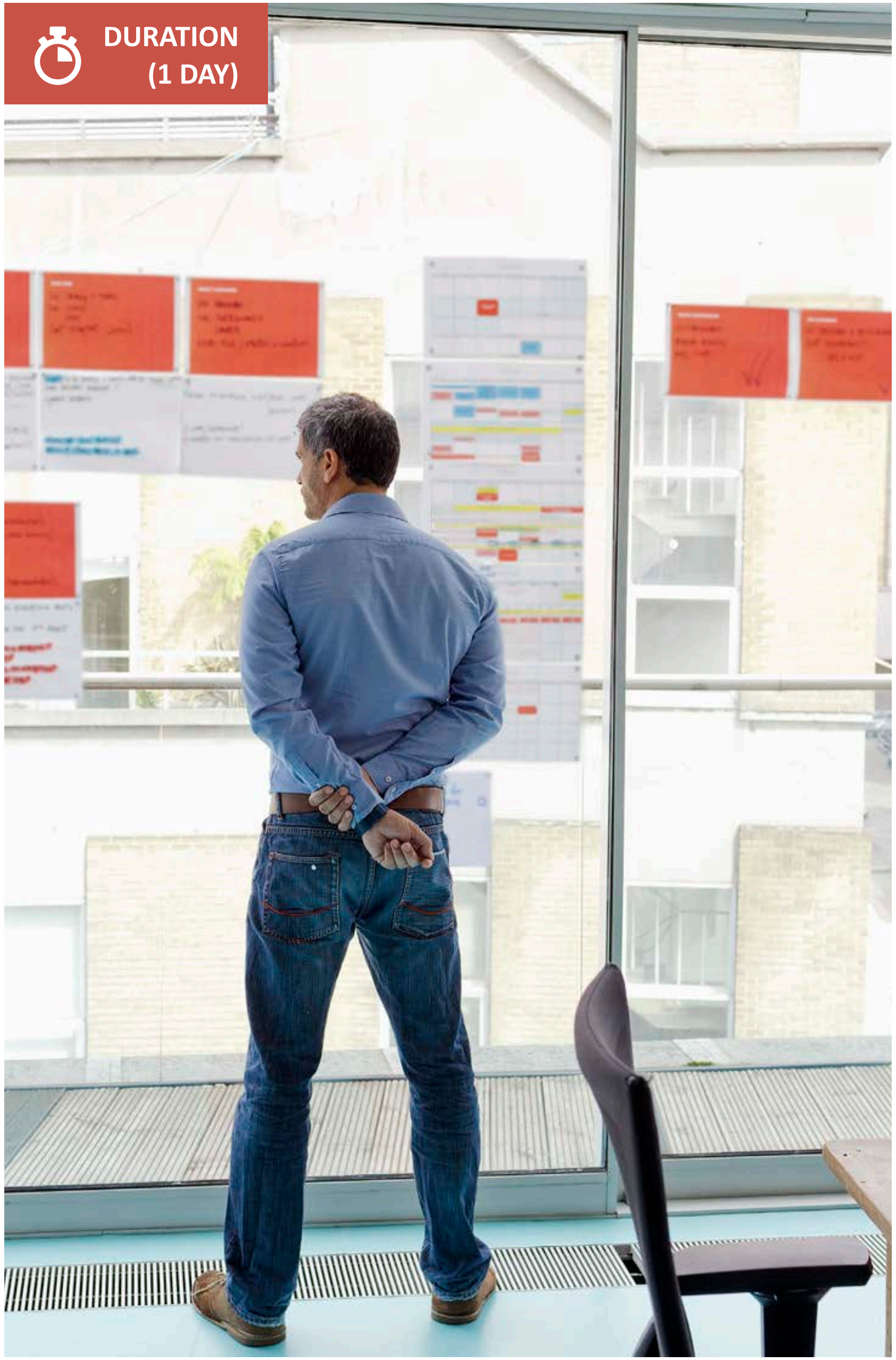
COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions, quizzes and exercises.

DURATION (1 DAY)



DURATION (1 DAY)



PEAK PERFORMANCE AND AGILE THINKING – "MENTAL PREPARATION BREEDS SUCCESS"

COURSE OVERVIEW

The objective of this course is for participants to gain a better understanding of their own personality and behavioural biases so that they can better prepare themselves to behave in a more consistent and disciplined manner, and also to understand the concept of agile thinking, a buzzword that is transforming the FinTech sector.

Then participants are able to eradicate the behavioural biases that typically undermine long and short-term decision making. We analyse societies different personality types; their traits, styles, strengths and disorders. Using interactive case studies, behavioural finance, neuroscience and performance psychology we will show how these personality traits and emotions can influence all decision-making processes.

The second half of the course focuses on improving performance. How we adapt and control our mental toughness, emotions and behaviour. We will discuss performance enhancement, metal training routines, mindfulness, stress management, lifestyle choices, self-control, determination and discipline. We also discuss the role of risk management, position sizing and technical analysis into our trading style to improve performance and reduce risk, targeting low risk, consistent returns. We will use live Bloomberg charts to analyse behavioural biases in the current financial markets. Finally, once our trading style has been refined, we will investigate how to create a high-performance environment; Winning routines, stress management, mental toughness, self-awareness, analysing performance, and creating a positive emotional and physical wellbeing.

The course will also discuss agile thinking and the ability to adapt in the current disruptive business environment. We will look into identifying the latest 'FinTech' trends and developments.

LEARNING OBJECTIVE

The course makes the participants more aware of their own emotions and personality traits, and how these can affect their day-to-day, on the job, decision making and performance processes. The individuals take away not only a greater understanding of their own strengths and weaknesses but also a diverse range of ways to improve their performance. Agile thinking, game theory, position sizing, risk management, stress reduction, mindfulness, routines, focus, positive thinking, health awareness and sharper execution are all critical factors to improve and sustain performance. The clients will move closer towards the goal of reduced stress and improved performance, with a better understanding of current market forces, client needs and mass participant psychology.

TARGET AUDIENCE

This course is useful for staff:

- Entrepreneurial decision makers- It gives a unique look at improving consistency and performance from an inward perspective overlaid with the conscientious application of agile thinking, discipline, routine and risk management.
- Sales – the course is also of great importance to sales teams who gain a greater insight into their customers and how their personalities impact their decision-making processes. This helps to adjust their approach and advice to best suit the client and give them a better commentary of current market forces.
- Traders – understanding behavioural finance is a key to successful trading. Understanding and over-coming our biases and emotions.

COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions, quiz and exercises.

AGILE THINKING FOR ENTREPRENEURIAL BANKERS

COURSE OVERVIEW

When it comes to training on entrepreneurship, there is no precise formula that guarantees success. Yet there is a common thread—that a mindset guides the decisions enabling entrepreneurs to succeed especially in present disruptive global environment. For bankers to survive in the volatile, uncertain, complex and ambiguous (VUCA) business environment, they must think and learn faster, better and smarter than the rate of change to beat the competition.

In this half-day program, it is designed to immerse you to think in different ways to aid the learning of an entrepreneurial mindset with agile thinking methods and in particular focusing on the unlimited digital opportunities in the banking industry. You will learn to apply agile thinking techniques to various case scenarios, discuss the implementation process and evaluate its success or failure.

LEARNING OBJECTIVE

By the end of this training program, each participant will be able to:

- Understand the key characteristics of the entrepreneurial mindset and associated enterprising skills
- Use critical thinking skills to identify and evaluate entrepreneurial opportunities, manage risks and learn from the results of evaluating that process.
- Demonstrate familiarity with agile thinking frameworks that underlie enterprising skills

TARGET AUDIENCE

This course is suitable for any banking staff that requires to develop agile and design thinking skills to identify digital opportunities in banking businesses. It will also be suitable for any executive who would like to be more informed of this topic.

COURSE METHODOLOGY

Lecture and application of agile techniques

DURATION
(0.5 DAY)

AGILE

DURATION
(0.5 DAY)

CYBER-WARFARE THE FOURTH DIMENSION OF WAR

COURSE OVERVIEW

This talk examines the origins of the first cyber-weapon and the history of cyber-arms race between nation states, cyber criminals and covert actors. Exploring the evolution of cyber-weapons, political implications and the resulting effects of weapons falling into the wrong hands. To quantify the risks posed by cyber-threats it is essential to know how and where they are being developed. We will explore exposed data and information to learn about the construction of weaponised code, mass surveillance, commercial hacking services and the underground marketplace for exploits and personal information. Discuss and explore the future implications.

LEARNING OBJECTIVE

- Map of mortal enemies
- Political agendas
- Covert development of first cyber weapon
- How to breach a fortified nuclear facility
- Call to arms & retaliation
- The acceleration of the cyber-arms race
- The dangers of blow back
- The NSA / CIA files
- Tapping into the backbone of the internet
- Cyber non proliferation
- Falling into the wrong hands
- Bitcoin & Dark-Net marketplace
- Mass social engineering
- Future implications

TARGET AUDIENCE

All Employees

COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions, and interactive exercises.
Cyber-Warfare

HUMAN CYBER-SECURITY RISK

COURSE OVERVIEW

This course analyses how banks can quantify and reduce human cyber-security risk. Looking at various aspects and attack vectors of the human firewall including, Passwords, Credential Reuse, Data Breaches, Social Engineering & Phishing, Multi Factor Authentication. Exploring methods used to extract information and how to protect against such threats. This is an informative, interactive discussion to highlight the importance of personal cyber-security and the importance of every user in the organization.

LEARNING OBJECTIVE

- Human password weaknesses and password policies
- Have you been breached, interactive check if your information has been compromised?
- How attackers use breached data and social engineering to gain access
- The risks of using corporate credentials on third party systems
- Examine personal and corporate data leakage
- Social engineering techniques, case study and how to prevent exposure
- Basic email header analyses to determined authenticity
- Understand weaknesses in SMS and time based 2FA protocols
- Learn the latest FIDO2 2FA standards and password less authentication
- Understand hardware 2FA devices & mobile apps
- Learn how to quantify overall risk and effect change

TARGET AUDIENCE

All Employees, High Risk Employees, Customer facing Employees

COURSE METHODOLOGY

Instructor led facilitation using video based learning, case study discussions, and interactive exercises.

DURATION (0.5 DAY)

DURATION
(2 DAYS)

HOLISTIC GOVERNANCE, RISK AND COMPLIANCE FRAMEWORK FOR NEW DIGITAL AGE

COURSE OVERVIEW

Global businesses increasingly rely on technology and digital information for their operations. Risks related to digitalised financial services have been escalated to the Board of Directors' (BOD) agenda. As a result, financial institutions need to improve their cybersecurity practices and resilience to succeed in this new environment.

At the same time, new capabilities in data analytics present great opportunities to manage traditional risks more effective, through greater automation, prediction and risk identification. Therefore this phenomena warrants the importance of integrating Governance, Risk and Compliance (GRC) to ensure every organisation could combat the challenges and ills in this new digital age.

This 2-days workshop will provide participants to learn how to develop the Governance Risk and Compliance (GRC) framework that integrates your risk management processes, compliance policies, regulations as well as governance with effective execution to combat digital challenges. Participants will acquire practical knowledge of implementing the GRC processes that identify, measure, monitor, control and mitigate GRC risks across the enterprise, ranging from failures in governance, risk management and compliance of risks emanating from the corporate strategy setting at BOD level, all the way through the risks caused by external and non-controllable events.

LEARNING OBJECTIVE

By the end of this training program, each participant will be able to:

- Learn GRC techniques to Identify, manage and control root causes of GRC risks in digital age
- Align GRC management to your corporate strategy for holistic strategic planning
- Setup early warning GRC Key Risk Indicators for effective measurement of corporate digitalised strategy
- Built a GRC Framework for effective GRC monitoring and control in digital world
- Assess GRC Framework implementation to ensure achievement of strategic corporate objectives

TARGET AUDIENCE

Risk Management officers and managers, compliance officers and managers, internal auditors.

COURSE METHODOLOGY

Instructor-led facilitation using video-based learning, caselets & exhibits, case studies & group discussions.

HOLISTIC TECHNOLOGY RISK MANAGEMENT FRAMEWORK

COURSE OVERVIEW

While in the past, business executives could delegate, ignore or avoid IT decisions, this is now impossible in most sectors and industries globally due to the 4th industrial revolution which was announced by in January 2016 by World Economic Fund (WEF) where disruptive technologies were removing “brick-and-mortar” industries and jobs all over the world. Technology risk refers to risks emanating from the use of information technology (IT) and the internet. These risks arise from failures or breaches of IT systems, applications in financial services or operations, or reputational harm to a financial institution.

Henceforth, IT function of a bank must be placed at strategic level together with the formulation of its strategic plan and identify, measure, and incorporate all potential Technology related risks into its strategic objectives.

This 1-day interactive program, the participants will learn how to develop the Holistic Technology Risk framework starting from strategic level that integrates with your strategic plan, risk management processes, compliance policies, regulations as well as governance with effective execution to combat cyber challenges.

LEARNING OBJECTIVE

By the end of this training program, each participant will be able to:

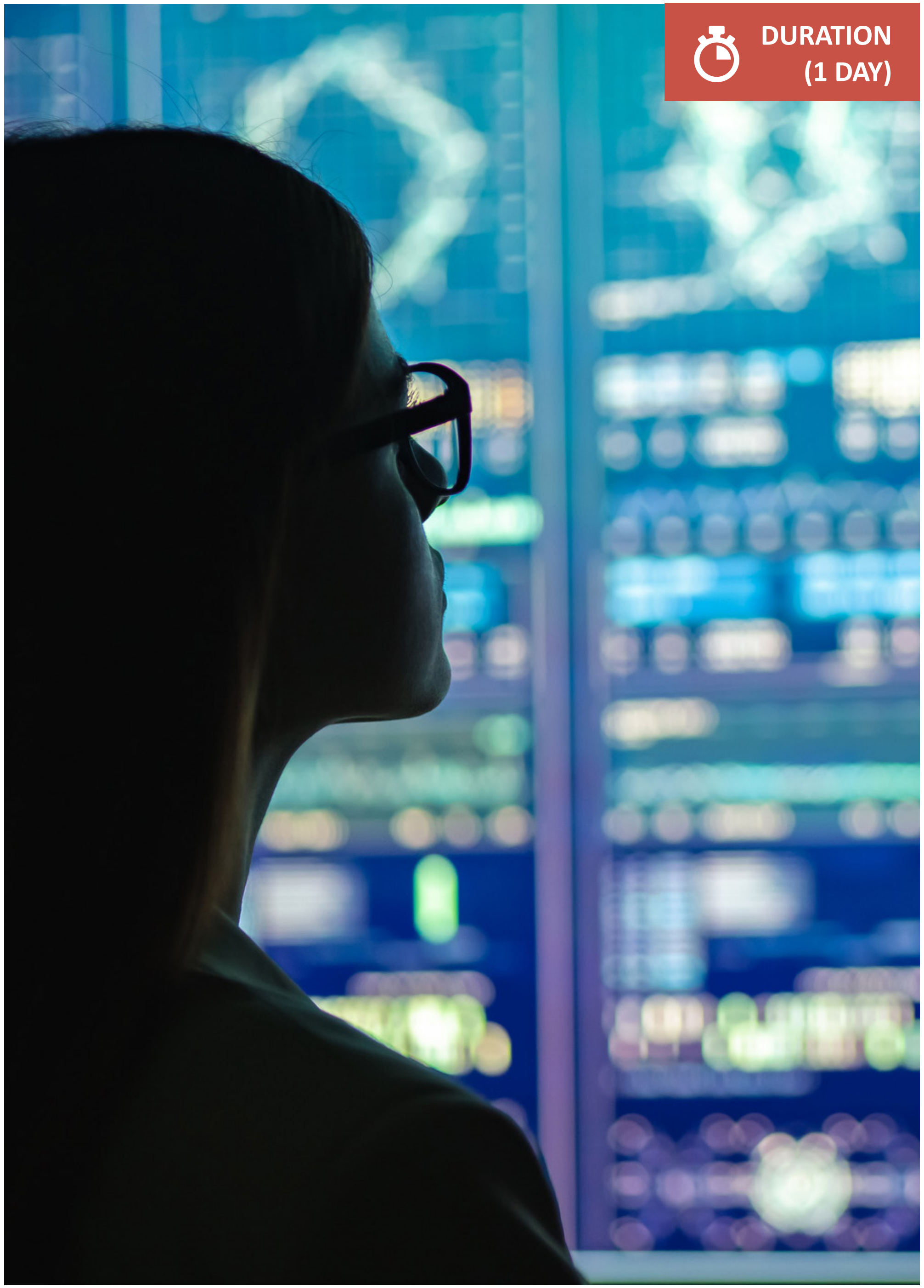
- Aware of the importance of technology risks at strategic or top management level
- Able to identify strategic technology risks emerging from strategic plan formulation
- Develop Holistic Technology Risk framework and monitoring policy from the identified strategic risk priorities
- Assess technology risks gaps across enterprise wide for strategic prioritisation, likelihood of occurrence and impact on strategic objectives

TARGET AUDIENCE

Technology risk professionals from both 1st line of defense and 2nd line of defense. Technology Risk Audit

COURSE METHODOLOGY

Instructor-led facilitation using video-based learning, caselets & exhibits, case studies & group discussions.



DURATION (1 DAY)

DURATION (6 HOURS)

INSIGHTS INTO GOVERNANCE, RISK AND COMPLIANCE (GRC) IN NEW DIGITAL AGE AND IMPACT ON FINANCIAL ADVISORY AND CAPITAL MARKETS REPRESENTATIVES

COURSE OVERVIEW

Global businesses increasingly rely on technology and digital information for their operations. Risks related to digitalized financial services have been escalated to the Board of Directors' agenda. As a result, businesses need to improve their cybersecurity practices and resilience to succeed in this disruptive environment.

At the same time, new capabilities in Data Analytics present opportunities to manage traditional risks more effectively, through greater automation, prediction and risk identification. However, challenges remain in the areas of regulatory updates with legal issues that affect governance, risk and compliance for every organization.

This 6-hour program starts by looking at the trends, developments and features of the digitalized world of financial services that are impacting governance, risk and compliance. Both financial advisory and capital markets representatives will learn key technology trends and business practices, and consider how businesses can apply them to improve their management of risk, governance and compliance during their daily advisory work.

LEARNING OBJECTIVE

By the end of this training program, each participant will be able to:

- Made aware of updated regulatory, legislation, governance laws, risk and compliance related to digitalized financial services impacting the financial advisory and capital markets industry in Singapore
- Keep financial advisors and representatives abreast of latest digitalisation trends and development impacting the financial advisory and capital markets businesses
- Made aware of rules, regulations and ethical challenges in the new digital age
- Invoke the works of behavioural finance to identify potential rules, regulations and ethical misconduct
- Make use of behavioural finance concepts & understanding to avoid potential rules, regulations and ethical misconduct
- Recognize risk, compliance and governance vulnerabilities arising from digitalization.
- Set up a GRC framework for effective monitoring and control

TARGET AUDIENCE

This program is suitable for Risk and Compliance professionals, auditors, executives and back-office staff who require more knowledge on these GRC topics.

COURSE METHODOLOGY

Instructor-led facilitation using video-based learning, case study discussions, quizzes and exercises.

ETHICAL CHALLENGES IN THE NEW DIGITAL AGE FOR FINANCIAL ADVISORS AND CAPITAL MARKETS REPRESENTATIVES

COURSE OVERVIEW

This intensive 4-hour workshop is designed for financial advisors and capital markets representatives to appreciate the ethical challenges presented in the volatile, uncertain, complex and ambiguous (VUCA) business environment caused by the new digital era. Participants will learn through case studies and group discussions through behavioural finance concepts and framework to identify the causes to potential ethical misconduct and non-adherence to the firm's and/or regulators' policies.

LEARNING OBJECTIVE

1. Keep financial advisors and capital markets representatives abreast of latest digitalisation trends and development impacting both financial advisory industry and capital markets businesses
2. Update on the latest regulations impacting both financial advisory and capital markets advisory industries in Singapore
3. Invoke the works of behavioural finance to identify potential ethical misconduct in both financial advisory and capital markets industry
4. Make use of behavioural finance concepts to avoid potential ethical misconduct and pitfalls

TARGET AUDIENCE

Suitable for relationship managers, treasury marketing personnel, financial advisors, private bankers, product advisors, capital markets arrangers, IPOs arrangers, M&A advisors, REITs managers, treasury traders, debts arrangers, asset and fund managers and back-end staff. It will also be suitable for any executive who would like to be more informed of this topic.

COURSE METHODOLOGY & ASSESSMENT

Lecture, case discussion and end of workshop MCQ and short answer assessment (passing mark is 65%). A certificate of completion will be issued for those who have attended the full workshop and passed the assessment.

DURATION
(4 FAA/
SFA CPD Hours)

DURATION
(6 FAA/ SFA CPD Hours)

RULES, REGULATIONS AND ETHICAL CHALLENGES IN THE NEW DIGITAL AGE

COURSE OVERVIEW

This intensive 6-hour workshop is designed for financial advisors and representatives to appreciate the rules, regulations and ethical challenges presented in the volatile, uncertain, complex and ambiguous (VUCA) business environment caused by the new digital era. Participants will learn through case studies and group discussions through behavioural finance concepts and framework to identify the causes to potential rules, regulations and ethical misconduct and non-adherence to the firm's and/or regulators' policies.

LEARNING OBJECTIVE

- Update on the latest rules and regulations impacting the financial advisory and capital markets industry in Singapore
- Keep financial advisors and representatives abreast of latest digitalisation trends and development impacting the financial advisory and capital markets businesses
- Made aware of rules, regulations and ethical challenges in the new digital age
- Invoke the works of behavioural finance to identify potential rules, regulations and ethical misconduct
- Make use of behavioural finance concepts & understanding to avoid potential rules, regulations and ethical misconduct

TARGET AUDIENCE

Suitable for relationship managers, treasury marketing personnel, financial advisors, product advisors, capital markets arrangers, traders, advisors and back-end staff. It will also be suitable for any executive who would like to be more informed of this topic.

COURSE METHODOLOGY & ASSESSMENT

Lecture, discussion and end of workshop MCQ and short answer assessment (passing mark is 65%). A certificate of completion will be issued for those who have attended the full workshop and passed the assessment.

ABOUT INTUITION

OUR SERVICES

Intuition is a truly international, professional education business with a proven track record in developing learning solutions for Fortune 500 organizations around the world.

We are highly attuned to our clients; sensitive to the requirements of globalized businesses, as well as their local needs. Intuition is unique in having real expertise and competence in all areas of learning design and delivery, as well as deep domain knowledge in financial services – providing our banking clients with complete end- to-end solutions.

OUR GLOBAL PRESENCE

Established in 1985 and headquartered in Dublin, Intuition has sales and client service locations in London, Abu Dhabi, New York, Hong Kong, and Singapore.

Intuition's global presence allows us to support our clients' needs across all regions with Learning Consultants, Subject Matter Experts, Instructional Designers, and Project Managers located worldwide.

OUR EXPERTISE

Our expert consultants and faculty are selected to meet Intuition's high standards, both in practice and financial industry experience. With a wealth of finance-specific knowledge, all our instructors hold a combination of recognized qualifications, facilitation experience, and senior-level corporate backgrounds.

OUR RELATIONSHIP WITH YOU

We work in different ways with different clients. With all of our clients, we like to be a trusted, collaborative co-worker.

In other words, we will work with you to figure out what the best way forward is. Whether it's a standalone intervention or a fully integrated, end-to-end solution, we help you decide on the right fit for your business.

OUR COLLABORATION WITH YOU

Today, there are many solutions and technologies at our fingertips to bring about learning and change: short videos, distributed learning, mobile learning, instructor-led workshops, knowledge portals, eLearning modules, game-based learning... but we pride ourselves on never being in thrall to the medium. It is always about choosing the best solutions for individual needs and balancing the entire system of resources in a way that provides greater support overall.

So when you have any learning requirements in the future, talk to us at apacinfo@intuition.com or contact us at https://www.intuitionapac.com. We look forward to hearing from you.

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