



### Our Unique Value Proposition

- Experienced faculty with local and international exposure
- Rich and quality course content
- Simulation & Case Study Driven
- Courses are interspersed with REAL LIFE practical sessions
- Provision of post-course enhancement assistance to our participants
- Moderate class size
- Trainings are multimedia-driven

**“ H. Pierson has been dedicatedly training professionals within the financial services sector since 1990.”**

*Risk Management. People Management*

H. PIERSON

# 2010 Public Courses



## General Information

### Registration

Registration can be done by walk-in, phone or email and should indicate name(s) of nominee(s) backed by full payment at least two weeks before course commencement date.

### Payment

Full payment in cheque/bank draft in favour of H. Pierson Associates at least one week before course commencement date.

### Available Discounts

Early Bird - 10% of stated fees on payments made at least two weeks before course commencement date.

Block booking - Every 3 participants nominated by an institution attracts an automatic 10% discount on the stated fees.

Every four nominations by an institution for any particular course attracts one free slot.

### Time

9.00am - 5.00pm

### Cancellation

All cancellations must be made within five working days in advance before course commencement or the registration fees will be forfeited. Nominations can be transferred to a future date or office colleague(s) may take up such nominations. This would however attract a 10% administrative charge if this occurs less than five working days before course run dates.

For more enquiries, Please Call  
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## Risk Management Series

Now more than ever, financial institutions need to put sound risk management frameworks in place which will require the deployment of executives with strong competence in risk management.

This simulation-based programme series is designed to address the changing role of your executives, senior management and other staff involved in all aspects of risk management.

At the end of each programme in this series, participants will be able to carry out high level comprehensive risk identification, measurement and management within the context of their organization's risk-return trade-off. They will also learn strategies to address practical implementation issues under the various approaches in risk management, ranging from standardized to advanced levels.

| Course  | Date                       | Venue          |
|---|----------------------------|----------------|
| <b>Enterprise-wide Risk Management</b><br>• Overview of ERM<br>• The Risk/Return Concept<br>• Capital & Performance<br>• Basle II & new propositions<br>• Risk-Adjusted Performance Measurement   | 17-19 March                | Accra          |
| <b>Credit Risk Management</b><br>• Key Basel II Credit Consideration<br>• Credit Risk Modeling<br>• Data Considerations<br>• Credit Risk Mitigation<br>• Credit Portfolio Analysis & Stress-Testing<br>• Evaluating Credit Capital                                      | 20-21 May                  | Accra          |
| <b>Operational Risk Management</b><br>• Operational Risk Definition & Scope<br>• Operational Risk & Basle II<br>• Estimating probabilities & Impacts in Operational risk<br>• Managing Operational Risk<br>• Implementing ORM Basic, Standard & Best Practice           | 24-25 May                  | Accra          |
| <b>Market Risk Management</b><br>• Sources of Market Risk<br>• Market Risk & the Basle Accord<br>• Financial Math for Market Risk<br>• Modeling & Measuring Market Risk<br>• Managing & Reporting Market Risk   | 12-14 July                 | Accra          |
| <b>Asset and Liability Management</b><br>• Interest Rate Risk Measurement and Management<br>• Liquidity Risk Management & Capital Adequacy<br>• Profitability & Transfer Pricing in ALM<br>• ALM fundamentals   | 4 - 6 October              | Accra          |
| <b>Risk-Based Internal Audit</b><br>• Overview of RBIA and Traditional Audit Approach<br>• Risk Profile Analysis for RBIA<br>• Roles of Internal Audit/Control in Risk Management<br>• Reviewing the Audit Plan<br>• Monitoring Risk-Based Audits                       | 8 - 10 July                | Accra          |
| <b>Basel II and Capital Adequacy</b><br>• Overview of Risk Management<br>• Overview of Key Terminology<br>• Framework for Credit Risk Capital Adequacy<br>• Operation Risk Regulatory & Economic Capital Management<br>• Overview of Basel II Operation Risk Definition | 15-16 July<br>29 - 30 Nov. | Accra<br>Accra |

### Target Audience

Risk Officers, ALCO Members, Inspection and Control Officers Senior and Management staff of Banks, Pension administrators, Insurance Executives and Financial Sector Regulators

### Fee

|                                     |       |
|-------------------------------------|-------|
| Fee                                 |       |
| 1. Enterprise-wide risk Management: | c1152 |
| 2. Credit Risk Management           | c1198 |
| 3. Operational Risk Management      | c1198 |
| 4. Market Risk Management           | c1267 |
| 5. Asset & Liability Management     | c1126 |
| 6. Risk Based Internal Audit        | c1232 |
| 7. Basel II and Capital Adequacy    | c1180 |

## Credit

Globally, there is a widespread consensus among industry analysts and regulators that financial institutions need to seriously rethink their credit policies and processes. This has created the need for a substantial review of their entire frameworks on credit analysis, problem loan recovery, remedial management, loan valuation and corporate governance within the banks. The significant growth in problem loans has also heightened the importance of loan recovery and remedial management as a means to get lenders the best possible return under the circumstances.

For 2010, the following programmes have been packaged to cover all issues in credit analysis, loan defaults, work-outs, loan restructurings and lending to oil and gas:

| Course   | Date         | Venue |
|--|--------------|-------|
| <b>HPA CREDIT School®</b><br>• Principles of Lending<br>• Non-financial & Financial Risk Analysis<br>• Cashflow Statement Analysis & Projections<br>• Loan Structuring and Pricing<br>• Loan Management  | 14 - 18 June | Accra |
| <b>Loan Recovery and Remedial Management</b><br>• Non-Performing Loans cause analysis<br>• The Prudential Guidelines<br>• Problem Loan Identification & Management<br>• Distress Prevention & Control  |              |       |
| <b>Lending to Oil and Gas</b><br>• Industry Overview/Qualitative and Quantitative Risk<br>• Understanding Upstream Oil and Gas Financing<br>• Analysis of Recent Oil/Gas Financing<br>• The Role of Regulation and its Impact on Financing<br>• Debt Structuring to Mitigate Lender's Risk |              |       |
| <b>HPA Case Based PROJECT FINANCE PROGRAMME®</b><br>• Core Principles, Fundamentals and Practices<br>• Project Risk Analysis<br>• Financial Risk analysis and modelling<br>• Project financing options, structures, SPVs etc<br>• Project Finance: Legal aspect and documentation          |              |       |

### Target Audience

This programme is designed for Loan officers and managers, loan administration officers, Remedial unit staff, credit and marketing, and corporate and investment banking officers.

### Fee

|  |       |
|--|-------|
| • <b>HPA CREDIT School®</b>                        | c1382 |
| • Loan Recovery and Remedial Management            | c1232 |
| • Lending to Oil and Gas                           | c1152 |
| • <b>HPA Case Based PROJECT FINANCE PROGRAMME®</b> | c1440 |

## Other Banking Courses

The programmes in this series are targeted at providing participants with the requisite skills in the areas of treasury management, retail banking and bank management. They are structured to expose attendees to the critical functions and practices in these areas through a highly practical delivery methodology that gives unique value to them. This is particularly so with the bank management simulation programme where participants compete to effectively manage a bank, and in the process are exposed to unique challenges of strategic planning, risk management, retail bank strategies and institutional high-performance management.

| Course   | Date                            | Venue          |
|--|---------------------------------|----------------|
| <b>Treasury Management</b><br>• The Treasury Function<br>• Financial Arithmetic/Concepts<br>• Managing & Controlling Treasury Risks<br>• Treasury Management Strategies  | 11 -13 October                  | Accra          |
| <b>BANKING Challenge® (a bank Management Simulation course)</b><br>• The Financial Services Sector<br>• Bank Profitability and Value Creation<br>• Macro Economic Indicators<br>• Investment, Private and Retail Banking<br>• Distribution Channel Management<br>• Commercial & Retail Lending<br>• Funds Management<br>• Risk Management<br>• Asset & Liability Management<br>• Capital Management<br>• Managing Off-Balance Sheet Activities | 19 - 23 July<br>18 - 20 October | Accra<br>Accra |
| <b>RETAIL BANKING SCHOOL MasterClass®</b><br>• Successful Retail Banking and the Environment<br>• Retail Banking Products & Services<br>• Retail Bank Marketing, Sales and Service Delivery<br>• Developing Product Marketing Plans<br>• Banking Small Business - Key success factors<br>• Retail Banking Implementation<br>• Retail Banking Loan Scoring and Risk Management<br>• Retail Banking Channels Management                          | 27 -29 October                  | Accra          |

### Target Audience

Treasurers, ALCO Members, Inspection and Control Officers, Bank Management Staff, Officers preparing for bank management responsibilities, Retail Banking & Branch Managers.

### Fee

|   |       |
|---|-------|
| • Treasury Management                       | c1091 |
| • <b>BANKING Challenge®</b>                 | c864  |
| • <b>RETAIL BANKING SCHOOL MasterClass®</b> | c1094 |

## Softskills

The purpose behind every business venture is to produce goods and services designed to satisfy needs in society. However, it is not enough to design these useful products and services as a myriad of organizations are doing same. Business development, sales and marketing are the means by which such goods and services produced are positioned to meet the public demand. Organizations and businesses thus need to equip their personnel with the skills necessary to succeed in this regard.

Our soft skill offerings are tailored to meet these needs.

| Course  | Date   | Venue |
|---|--|-------|
| <b>SELLING AND NEGOTIATION SKILLS®</b><br>• Effective Selling Skills<br>• Identifying Sales Opportunities<br>• Customer Prospecting<br>• The Process of Negotiation<br>• How Negotiation differs from Selling<br>• When Selling stops and Negotiation begins<br>• How to Close the deal | 4 - 6<br>11 - 13<br>18 - 20<br>13-17<br>27 - 30<br>27 - 29 |       |
| <b>CUSTOMER SERVICE EXCELLENCE®</b><br>• The financial Impact of Service<br>• Interpersonal Service Skills<br>• Customers and their Personality Styles<br>• Managing Challenging Customers<br>• Conflict Management & Resolution  | 12 - 14<br>9 - 11<br>15 - 16<br>21-24<br>14 - 18           |       |

### Target Audience

All customer interfacing staff.

### Fee

|  |      |
|--|------|
| • <b>SELLING AND NEGOTIATION SKILLS®</b> | c518 |
| • <b>CUSTOMER SERVICE EXCELLENCE®</b>    | c489 |

## Corporate Governance

Our one day corporate governance seminar is targeted at providing avenues for corporate governance experts to enlighten participants on best-practice approaches to corporate governance as well as rub minds with participants on current market demands and challenges.

| Course  | Date       | Venue |
|---|------------|-------|
| <b>Corporate Governance</b><br>• Explain various Models and Mechanism of Corporate Governance<br>• Recognizing shareholder/stakeholder rights and responsibilities<br>• Explain the critical role of the Audit committee<br>• Summarize the Legislations on Corporate Governance and Responsibility<br>• Analyze various Corporate Scandals along with Corporate Best Practices | 21st April | Accra |

### Target Audience

Senior Management staff of all financial institutions

H. PIERSON

2010 PUBLIC COURSE CALENDAR

| S/N | Course                            | No. of Days | Feb | Mar | Apr | May     | Jun | Jul     | Aug | Sept    | Oct     | Nov | Dec. |
|-----|-----------------------------------|-------------|-----|-----|-----|---------|-----|---------|-----|---------|---------|-----|------|
| 1.  | Enterprise Wide-Risk Management   | 3           |     |     |     | 17 - 19 |     |         |     |         |         |     |      |
| 2.  | Credit Risk Management            | 2           |     |     |     | 20 - 21 |     |         |     |         |         |     |      |
| 3.  | Operational Risk Management       | 2           |     |     |     | 24 - 25 |     |         |     |         |         |     |      |
| 4.  | Market Risk Management            | 3           |     |     |     |         |     | 12 - 14 |     |         |         |     |      |
| 5.  | Risk-based Internal Audit         | 3           |     |     |     |         |     | 9 - 11  |     |         |         |     |      |
| 6.  | Basel II & Capital Management     | 2           |     |     |     |         |     | 15 - 16 |     |         |         |     |      |
| 7.  | Assets and Liabilities Management | 3           |     |     |     |         |     |         |     |         | 4 - 6   |     |      |
| 8.  | Treasury Management               | 3           |     |     |     |         |     |         |     |         | 11 - 13 |     |      |
| 9.  | Banking Challenge                 | 5           |     |     |     |         |     |         |     | 13-17   | 18 - 20 |     |      |
| 10. | Project Finance                   | 4           |     |     |     |         |     |         |     | 27 - 30 | 27 - 29 |     |      |
| 11. | Retail Banking Masterclass        | 5           |     |     |     |         |     |         |     |         |         |     |      |
| 12. | Credit Analysis                   | 5           |     |     |     |         |     |         |     |         |         |     |      |
| 13. | Loan and Remedial Management      | 3           |     |     |     |         |     |         |     |         |         |     |      |
| 14. | Selling and Negotiation           | 3           |     |     |     |         |     |         |     |         |         |     |      |
| 15. | Customer Service Excellence       | 3           |     |     |     |         |     |         |     |         |         |     |      |
| 16. | Corporate Governance Seminar      | 1           |     |     | 21  |         |     |         |     |         |         |     |      |
| 17. | Oil & Gas Lending                 | 3           |     |     |     |         |     |         |     |         |         |     |      |

For enquiries, please contact



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