



The EUROPEAN SUPERVISOR EDUCATION INITIATIVE (ESE)

presents the seminar on

**“ONLINE INSPECTION SKILLS FOR FINANCIAL
SUPERVISORS”**

Hosted online by:

De Nederlandsche Bank

Date of training:

2 and 16 March 2022



OBJECTIVES

This online training is aimed at supervisory staff who regularly take the lead in external discussions with institutions. The course has been developed as a means to support supervisory officers in acquiring the skills needed to conduct such discussions effectively, while special focus is placed on online discussions and situations.

The general aims of this seminar are:

- Understanding the supervisory approach model (“supervisory approach and discussion model”) and ability to apply it in interviews
- Timely steering and intervention in an ongoing discussion and influencing interlocutors’ “obstinate” behaviour
- Effective cooperation with fellow supervisory officers during external discussions

The focus of this intensive training is to integrate the specific particularities involved in the online conduction of the supervisory tasks and online communication.

TARGET GROUP

Staff Members dealing with on-site supervision related tasks, heads of missions, on-site inspectors with few experience, but also senior supervisors are invited to register and improve their skills in this field.

There will be a maximum number of 8 attendees in this highly participative training.

FORMAT

Additional to relevant theoretical models, most effort goes into role playing opposite trained actors. Participants re-enact real-world cases from their own experience and are given immediate feedback.

TRAINERS

Gooiconsult, Netherlands



PROGRAMME

Tuesday, 2 March 2021

09:00 a.m. - 01:00 p.m.

- 09:00 a.m. Welcome - *ESE representative and trainers*
- Start with introduction
Explanation of “Supervisory approach and discussion model”
(risk identification, risk appraisal, risk mitigation)
- 10:00 a.m. Coffee Break
- 10.15 a.m. Introduction to interviewing techniques and structuring interviews. Emphasis on the following skills:
- How to postpone judgment and why
 - The art of asking open questions that lead to information
 - Summarizing and probing questions
 - Dealing with difficult (online) behaviour and resistance such as avoidance, being vague, non-cooperative
- Practicing with the actor, working with live situations.
- 01:00 p.m. End of session 1

Tuesday, 16 March 2021

09:00 a.m. - 01:00 p.m.

- 09.00 a.m. Review of past experiences
- 09.30 a.m. Dealing with emotions and tensions in interviews
- 10.00 a.m. Dealing with resistance as a strategy or frustration - understanding the difference
- Delivering a difficult message
 - Applying feedback and confrontation
- Practicing with the actor, working with live situations
- 01:00 p.m. End of session 2 and end of training



EUROPEAN SUPERVISOR EDUCATION INITIATIVE

ORGANISATIONAL INFORMATION

Training fee and registration

Seminar fee: 700 - 900 EUR (depending on final number of attendees)

Please register via our website until Monday, 22 February 2021
at <https://www.ese-initiative.org/ese-en> or use this direct [link](#)

Please note that nominating institutions will be charged via an invoice afterwards. Confirmations of participation will be sent after the registration deadline. Cancellation is free of charge until registration deadline. For any cancellations after the registration deadline the complete training fee is due.

Seminar organisation

ESE Secretariat
at Deutsche Bundesbank, Central Office Frankfurt
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Questions regarding the hosting

Email: dnb-academie@dnb.nl

ABOUT ESE

The European Supervisor Education Initiative (ESE) is an alliance of central banks and supervisory authorities in Europe with the objective to qualify financial supervisors in Europe. Its members are Bank of Slovenia, Banque centrale du Luxembourg, Czech National Bank, De Nederlandsche Bank, Deutsche Bundesbank, German Federal Financial Supervisory Authority and Oesterreichische Nationalbank.

ESE is committed to high level training based on uniform standards to enhance financial supervisors' knowledge and skills and to promote a common European supervisory culture and practice. The initiative offers a modular seminar programme for banking, insurance and securities and markets supervisors, financial stability analysts and economists from central banks and supervisory authorities in Europe.

ESE is always open to new members or cooperations. Any contribution by European central banks, supervisory authorities or other institutions in the field of financial supervision sharing the idea that training is crucial to the success of financial supervision is highly appreciated.