

Creative Compliance

Meeting FCA expectations!

This workshop is for those who need to address some of the trickier aspects of the FCA survey results: customer feedback, role-plays and staff suggestions.

It is aimed at managers, supervisors and directors and deals with their responsibilities for producing meaningful management information, identifying training issues and pre-empting business risks.

You will leave this workshop with:

- ✓ A client feedback survey that ticks all your boxes
- ✓ Productive role play outlines
- ✓ Staff motivating suggestion methods
- ✓ An easy record keeping methodology to keep the FCA happy

Location:

Venue in North Leeds easily accessible from Harrogate, Leeds and Bradford.

The Leodiensian Club, Crag Lane, Alwoodley, Leeds LS17 5PR

Time & Date: 09.00 – 12.30 Tuesday 28th January 2014

Agenda

09:00 Registration and refreshments

09:30 Introduction

Customer feedback: the problem & Customer feedback: the solution

Role-play fun

Break

Role-play serious

Getting the most out of your staff: suggestions

Recording it all

Questions?

Presented by two Industry experts:

Karen Malin FCII CeRCC of TheGIConsultant.com Limited

Beverley Lyn MBA FCII of Lyn Consulting Limited

Places will be reserved strictly on a first come basis, please email:

Beverley@lynconsulting.co.uk

The cost for this great value seminar is £45.00 per head (non-refundable on booking)

Three hours CPD.