



The EUROPEAN SUPERVISOR EDUCATION INITIATIVE (ESE)

presents the seminar on

**“INSPECTION SKILLS FOR EUROPEAN SUPERVISORS”**

hosted by: De Nederlandsche Bank

Date: 23 - 25 September 2019

Venue: Amsterdam

SAP-Nr. 3008 7378



## OBJECTIVES

This seminar 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.

The general aims of this seminar are:

- Understanding the supervisory approach 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

## FORMAT

While relevant theoretical models are presented, 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

Monday, 23 September 2019

09:15 a.m. – 05:00 p.m.

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|------------|---|
| 09:00 a.m. | <p>Introduction<br/>Welcoming<br/>- Explanation of “Supervisory approach and discussion model”,<br/>with relevant skills (risk identification, risk appraisal, risk<br/>mitigation)</p>   |
| 10:45 a.m. | Coffee Break  |
| 11.00 a.m. | Defining individual learning objectives   |
| 12:30 p.m. | Lunch   |
| 01:30 p.m. | <p>Introduction to interviewing techniques<br/>Emphasis on two skills:</p> <ul style="list-style-type: none"><li>• Interviewing and questioning techniques</li><li>• Suspension of judgement<br/>Emphasis on following skills:<br/>Listening skills</li><li>• How to postpone judgment and why</li><li>• The art of asking open questions that lead information</li><li>• Summarizing and probing questions</li></ul> |
| 03:00 p.m. | Coffee Break  |
| 03:15 p.m. | Continuation program  |
| 05:00 p.m. | End of Day 1  |
| 05:30 p.m. | Meeting in the Foyer/Pick-up for Social Event incl. dinner  |
| 10.30 p.m. | Back to the hotel   |



Tuesday, 24 September 2019

09:00 a.m. - 05:00 p.m.

- 09.00 a.m.            Practicing Risk identification  
(1<sup>st</sup> phase of the supervisory approach model)  
With role-play/actor; emphasis on following skills:
- Interviewing techniques
  - Building a relationship
  - Suspension of judgment
- 10.30 a.m.            Coffee Break
- 11.00 a.m.            Practicing Mitigation interview (3<sup>rd</sup> phase of supervisory Model)  
with roleplay/actor. Focus on following skills:
- Handling resistance and emotions
  - Applying feedback and confrontation
  - Enforce cooperation
  - Bringing bad news
- 12:30 p.m.            Lunch
- 01:30 p.m.            Continuation morning program
- 03:00 p.m.            Coffee Break
- 03:30 p.m.            Individual Program
- Choice of various workshops:  
i.e. influencing behaviour, questioning/ interrogation  
techniques, how to create internal pressure
  - Practicing individual situations in roleplay  
With actor 1 on 1 (30mins)
  - Personal coaching sessions of 30mins with trainer.
- 05.00 p.m.            End of Day 2



## PROGRAMME

Wednesday, 25 September 2019

09:00 a.m. - 2:00 p.m.

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| 9.00 a.m.  | <p>Continuation of individual programs to work on personal learning objectives</p> <ul style="list-style-type: none"><li>• Choice of various workshops:<br/>i.e. dealing with intended frustration behaviour, dominant status behaviour</li><li>• Practicing individual situations in roleplay with actor 1 on 1 in 30mins</li><li>• Personal coaching sessions of 30mins with trainer</li></ul> |
| 10.00 a.m. | Coffee Break   |
| 10.30 p.m. | Evaluation of personal learning objectives   |
| 12:30 p.m. | End of workshop<br>Lunch (optional)  |
| 13.30 p.m. | Departure  |



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## ORGANISATIONAL INFORMATION

### Accommodation and venue

Seminar Venue:

Hotel The Manor  
Bernd room (first floor)  
Linnaeusstraat 89  
1093 EK Amsterdam  
Phone +31207008400  
Website: <https://www.themanorhotelamsterdam.com/en/>

A block booking for accommodation has been booked in the same hotel by De Nederlandsche Bank. The block booking is available until 22 July 2019, arrival 22 September and departure 25 September (3 nights). The rate for double room, single use is 148 Euro p.p.p.n., including breakfast (excluding 7% City tax). Please mention "DNB seminar" in your hotel booking. Participants are requested to book accommodation by themselves after receipt of a confirmation of participation from the hosting institution. For networking reasons it is expected that participants will stay in this hotel.

### Seminar fee and registration

Seminar fee: 1.800 EUR (excl. accommodation)

Throughout the seminar, accommodation and food will be provided. One Social Event with a welcome dinner is included in the fee. The Social Event is considered as an integral part of the seminar.

Please register via our website until 8 July 2019  
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. In case a registration already confirmed by ESE is cancelled after the registration deadline and no replacement for this place can be found, the complete seminar fee is due and will be invoiced by ESE.

### Seminar Organisation

ESE Secretariat  
at Deutsche Bundesbank, Central Office Frankfurt  
Email: [ese-initiative@bundesbank.de](mailto:ese-initiative@bundesbank.de)  
Phone: + 49 69 9566-3093/-7809



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### Questions regarding logistics and the venue

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### 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.