

## Biography and training credentials: Dr Ariane Chapelle

Dr Ariane Chapelle has a PhD in Economics and is a former holder of the Chair of International Finance at the University of Brussels. She has been active in operational risk management since 2000, and has worked closely with ING Group and Lloyds Banking Group. She is Associate Professor (Honorary Reader) at University College London for the course 'Operational Risk Measurement in the Financial Services' and is a Fellow of the Institute of Operational Risk and a trainer for the Professional Risk Managers' International Association (PRMIA), for whom she designed the Certificate of Learning and Practice in Advanced Operational Risk Management. She is also a member of the editorial board of the *Journal of Operational Risk* and a columnist for *Risk* magazine. Since 2006, Dr Chapelle has run her own training and consulting practice in risk management. Her clients include Tier 1 financial organisations and international financial institutions.



### Books:

- **Operational Risk Management: Best practices for the financial services industry, Wiley, 2018**
- **Reflections on Operational Risk Management, Risk Books, 2017**

### Training specialities:

Tailored Operational Risk Management courses all levels, Key Risks Indicators. Risk appetite and Risk Management Framework, Operational Risk Measurement

- In-house programmes:
  - Courses on risk management, risk appetite, risk assessment, key risk indicators, scenario assessment, ICAAP, conduct and risk culture
  - Board level risk awareness and risk appetite workshops
- Short open courses:
  - Key Risk Indicators and Risk Appetite, Essentials of Operational Risk and best practice, Advanced Operational Risk Management, in Europe, US and Asia.
- Certifying ORM / ERM programme
  - Advanced Operational Risk Management (designed for and certified by PRMIA)

### Training awards and rating

Has won two years in a row the award of Outstanding MBA speaker from Warwick University. All her training ratings range 4.5/5 and 5/5.

### Testimonials

- *The course is very educating, enlightening and interesting*
  - *Hadiza, ORM Course, Dubai.*
- *The speaker did an amazing job making a dry subject entertaining and engaging. She was lively and explained concepts in a way that was applicable to all the people in the room. I learned a lot from this training.*
  - *Puja Shah, Essentials of ORM course, NYC*
- *Ariane is an exceptional trainer, engaging and she brings her subject to life with lots of examples from many different organisations.*
  - *Eamon Mullholland, Head of Reporting & Events, Lloyds Banking Group,*

- *I enjoyed the class very much and can't say enough about how effective the lessons were. I am already applying what I learned during the course and implementing a lot of your ideas. Thanks !*
    - Brian, Investment Management , New York KRI course/
  - *I enjoyed the KRI course last week and I found it very enlightening and eye opening especially as I am building the KRI framework for my company. I found your rich experience in the industry very useful, the many real life experiences on the subject*
    - Israel M, Director, Corporate Operational Risk, New York KRI course.
  - *Extremely well delivered with very relevant content and worked example*
    - Justin Lovell, AON.
  - *Comprehensive and highly relevant course. Would recommend it to anyone in the field of ORM. Ariane is an excellent trainer, highly knowledgeable, passionate about her topic, using plenty of examples and using a very fresh, entertaining style – you stay on the tip of your toes*
    - Wolfgang Schuetz, Head of Internal Controls and Deputy Compliance Officer, Geneva.
  - *Ariane's knowledge of Risk management was exceptional, and she had a fabulous way of bringing a dry subject to life by using real life examples and current news stories which added interest and clarity. Her credibility and expertise were without question..*
    - Jo, Head of training and development, Financial Services UK,
  - *“Excellent! Incredibly knowledgeable trainer, who was engaging & inspirational in her delivery. Very practical course.”*
    - Steve Mc Queen, Barclays, Operational Risk Manager.
  - *Dr. Chapelle is a knowledgeable, experienced, practical, engaging and ultimately very effective instructor. Two thumbs up.*
    - Rei Shinozuka, Director of Strategic, Operational and Model Risk Management, Federal Home Loan Bank of New York,.
  - *“Ariane is fantastic and always gives practical examples”*
    - Tim L., UK,
  - *Ariane's personal style and knowledge is visible throughout all training aspects. Materials are good, benefiting from a vast experience and documentation, and atmosphere is very open and relaxed.*
    - Raz Van, ING Bank, Head of ORM.
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