04 A

TRAINING, UPSKILLING & COACHING

AURORA ACADEMY

AURORA

YOUR BUSINESS GOALS, OUR BUSINESS KNOWLEDGE

We're a London-based boutique consultancy with global reach.
–
With decades of real life business and technology expertise, we're by your side to help shape and deliver your biggest business ideas.
–
Former Financial Services leaders rather than consultants, with decades of experience across all customer segments and spanning functions including COO, Strategy, Technology, Change Delivery, Sales and Risk
–
We help businesses shape their strategic vision by partnering to define their future – Mission, Objectives, Values, Culture and Operational Leadership.
–
We deliver change across technology, process, operations, and people applying rigorous governance, planning and structure.
–
Our team combined with the latest strategy and technology tools can help shape and deliver your biggest business ideas effectively.

We don't operate like a normal consultancy, we focus on honest advice, using real-life examples and experience to drive real value.

JIWAN LALY
Managing Partner

"What I get when I speak to the Aurora team is experience, pragmatism and solutions. They never come across as Consultants, more like experienced colleagues or mentors."

–
GLOBAL COO
Tier 1 Investment Bank

WHY WORK WITH AURORA?

THE CONSULTANCY LANDSCAPE

Strategic partner to global consultancies, providing deep industry knowledge to help shape the way you engage with Financial Institutions

–

Leveraging our experience as senior industry veterans, we help share knowledge from large and complex businesses to help transform how our customers work

–

We have engaged and appointed Tier 1 and Tier 2 consultancies, working directly with EY, PwC, Accenture, Deloitte, Capco, Genpact and Virtusa to name a few

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Through RFI and RFP processes we have seen these organisations structure their pitch and shape their delivery to ensure success. We have also been part of Deal Pursuit teams more recently through Aurora
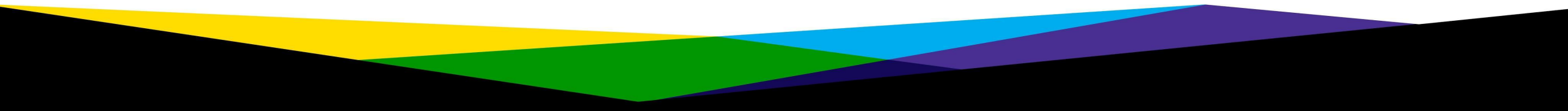
INVESTMENT BANKING EXPERIENCE

Former Financial Services leaders rather than consultants, with decades of experience across all customer segments and spanning functions including COO, Strategy, Technology, Change Delivery, Sales and Risk

–

Trusted advisor, applying decades of senior industry expertise to drive critical operating model changes, transformation initiatives and technology implementation.

–

Large-scale experience with enterprise level technology in multinational organisations, from vendor assessment and qualification, through to implementation and post-delivery assessment

–

Deep domain knowledge of regulation and control requirements, managing large operations and stringent regulatory requirements

Aurora is a very strong KYC / Client Lifecycle Management boutique, who we are keen to partner with in the UK

–

SENIOR PARTNER
Top 4 Consultancy

OUR EXPERIENCE

Do your teams fully understand the different banking personas (CEO, COO, CFO, CTO), their buying patterns and the questions they ask?

–

Does your current curriculum truly reflect and address the learning needs and outcome of your teams?

–

Do you sell to Financial Services' companies but struggle to effectively tailor your message?

–

Do your teams need a greater understanding of banking and banking products?

Have your sales team asked for external help with their pitches so they can compete and win more?

–

Do you need experiential training to help drive specific behavioural traits and effective use of language?

–

Do you want to expose your teams to c-suite professionals/budget owners to better understand language and buying patterns?

–

Are your sales teams lacking confidence and depth in their sales pitches?

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SOUND FAMILIAR?

IDENTIFYING GAPS AND ISSUES WITHIN YOUR CURRICULUM

Is your training curriculum aligned to deliver your business objectives?   If not, do you have a critical path to address?

Do your external training providers have the knowledge, industry experience and quality to deliver effective learning today, aligned to your business objectives (generic vs specialised)?

Are the programmes you're currently running delivering on what they promised? Is there good delegate referrer scores from the course feedback?

Any feedback from your teams that they're satisfied the curriculum provides the skills and knowledge required to do their role?

Is the roll-out, delivery and implementation of training done following a structured development plan and role-specific curriculum?

Do you have a continuous feedback loop from your employees in relation to role and personal development and how does this feed into the training curriculum?

Concerns?
How would you answer?
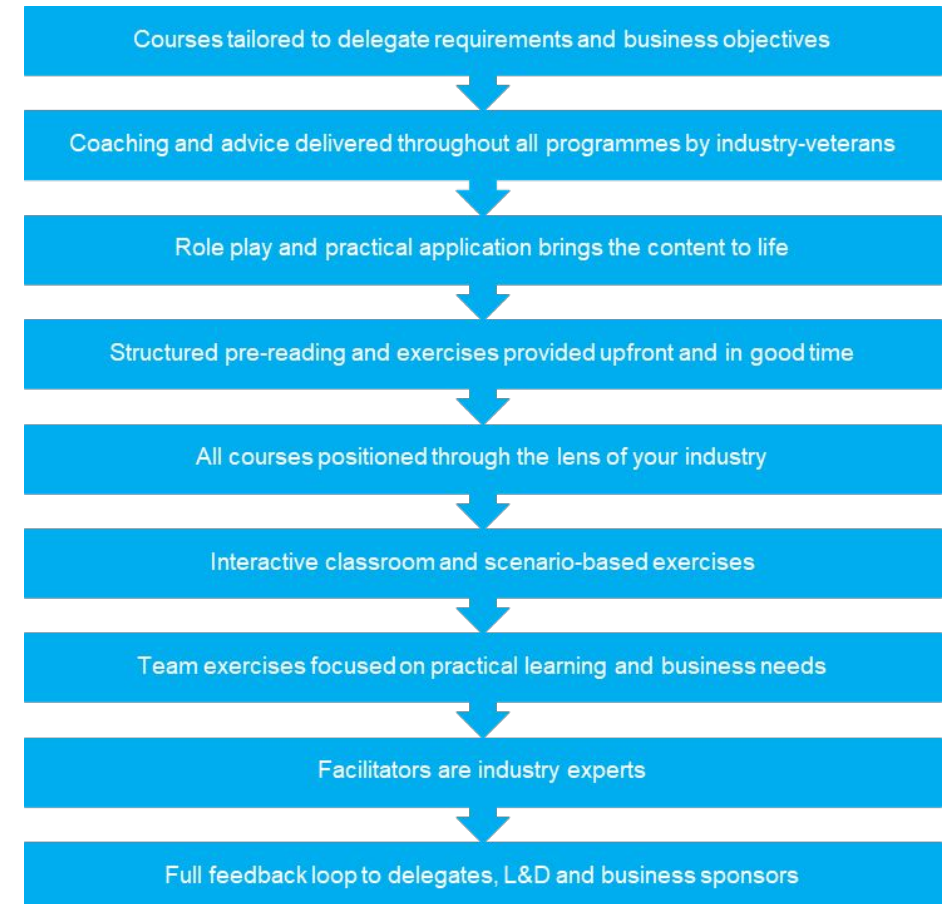**How would your team members answer?**

CURRICULUM GAPS

COMMON PROBLEMS WITH EXTERNAL EDUCATION PROGRAMMES

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Common Problems	Aurora
The specific delegate needs are not identified at the outset	Courses tailored to delegate requirements and business objectives
Generic training does not allow time for coaching or advice	Coaching and advice delivered throughout all programmes by industry-veterans
Training teaches the theory but not the application of the new skills and knowledge	Role play and practical application brings the content to life
Time constraints make it difficult to prepare for or participate in learning events	Structured pre-reading and exercises provided upfront and in good time
Often there is not enough on-the-job/industry examples	All courses positioned through the lens of your industry
Text-heavy online corporate training overload or lose participant interest	Interactive classroom and scenario-based exercises
There is a lack of group collaboration exercises to fully engage delegates	Team exercises focused on practical learning and business needs
Generic facilitators do not truly understand the industry, it's inherent problems and known solutions	Facilitators are industry experts
No assessment of the training to track results, capture course data and feedback, and to understand if training effective	Full feedback loop to delegates, L&D and business sponsors

WHY WE'RE DIFFERENT

Example: Chief Operating Officer

What's their role in the organisation?

Who do they report to?

Who reports into them?

What do they want from your organisation?

Who/which functional areas may they have political or internal conflict with?

How do I find common ground quickly to build trust?

How best do I build better ways of working with them?

DRIVING GREAT CONVERSATIONS

- **Working with the key C-Suite players around the table we'll explore:**

    - Personas
    - Anticipated requirements from the client
    - Motivations
    - Personal and professional drivers
    - Better ways of working
    - Win/Wins and common ground
    - Their team and how to work and influence across all levels
    - Relationship management
    - Politics
    - Internal Conflict

- **Suggested roles (and their teams)**
    - COO
        - Head of Operations
        - Head of Middle Office
            - Head of Exits
            - Regional Heads
            - Product Owner
        - Global Head of KYCS
    - CFO
    - CTO/CIO
    - Chief Legal Advisor
    - Head of Compliance

THE VIRTUAL BOARDROOM APPROACH

I understand overall client expectation after this course

The fact that the trainers are so experienced in the exact subject matter is so good

This should form part of a wider learning approach to consulting

We should think about applying similar training specifically to R&D

Really great course – very interactive and 100% relevant

Role playing exercises give great insight into different types of clients

The workbook will have a place on my desk permanently

Best course I've been on in years!

The Aurora team bring deep Financial Services and customer insight to the table, along with a wealth of practical knowledge around operating models, the regulatory environment and risk.

–
DIRECTOR
Strategy, Reg-Tech Vendor

COMPELLING OUTCOMES

Teams equipped with critical financial services knowledge holistically across banking & banking operations
–

Credibility in discussion with customers, using their language and context, examples and identifying with their concerns
–

Focused on the needs, pain points and user stories of financial services, not functionality and features
–

Increased efficiency through effective scoping, positioning , dialogue and governance
–

Teams equipped to proactively engage and consult with senior client stakeholders allowing them to respond to client demands and 'speak the language of the Bankers'
–

Teams equipped with facilitation 'hints and tips' and practical experience to apply to real-life scenarios
–

A stronger more coherent workforce aligned to the goals and USP of the client

"Leveraging our experience as senior industry veterans, we help share knowledge from large and complex businesses to help transform how our customers work."

SEAN VICKERS
Managing Partner

ORGANISATIONAL OUTCOMES

01

Whether you want an established course delivered at a venue of your choice, or an entirely new training package crafted to your specific needs, Aurora's training can help your organisation meet new challenges and address the knowledge and skill gaps in your workforce.

02

We design custom, dynamic learning solutions to increase performance within your organisation. Like any bespoke training, your learning solution should suit your organization and your team perfectly.

03

Let us take the hassle out of training with our team of industry veterans who will manage everything from start to finish, ensuring minimal disruption and delivering excellent results. Catering to audiences of all sizes or providing invaluable one-to-one executive coaching.

BESPOKE SOLUTIONS

DEFINED TRAINING SOLUTIONS

A

Two-day Banking Masterclass that talks holistically and laterally across all elements of Banking and Banking Operations.

This is not focused on a specific technology solution or industry but on true Banking sector knowledge, following the crisis in 2008.

OUTCOMES FOR YOU

01 Teams equipped with critical banking background and knowledge that talks holistically across all elements of banking & banking operations

02 Credibility in discussion with customers, using their language, examples and identifying with their concerns

03 This is not focused on the product solution but specifically on educating on the Banking domain knowledge

04 Increased efficiency through effective positioning, scoping and discussion

OUTCOMES FOR YOUR TEAM

01 Exposure to ex-Financial Services Professionals with real life experience in Banking, Onboarding and CLM

02 A new critical introduction to training curriculum addressing banking and banking domain

03 A comprehensive programme that within a succinct and crisp time window elevates knowledge and experience with the banking industry

04 Confidence in talking to banks, being able to cite examples in discussions and convey greater knowledge and credibility

02 DAYS   02 MODULES

TIMEFRAME & FORMAT
Two days / Classroom

AUDIENCE
FinTech / RegTech Professionals
Banking Analysts
Newly appointed Consultants

MODULE O1
The Banking Environment
Bank Operating Models
The Financial Crisis
The Regulatory Environment
Addressing Financial Crime Risk
The Evolution of CLM
Banking Personas

MODULE O2
Banking Functions & Controls
Banking Operations
AML & KYC
Risk Ratings & FATF
Regulations
Data
Banking Products

BANKING MASTERCLASS

B

One-day Product/R&D-specific training programme targeted at exposing the team to key elements of onboarding methodology, the way the client thinks, their buying trends based on pain points in the industry and the ability to push back, based on their technical know-how.

OUTCOMES FOR YOU

R&D professionals with a much clearer sense of context of their product and the key drivers and focus for Financial Services. Allowing them to:

01 More quickly and effectively react to requests to change the application

02 Be able to suggest more cost/time-effective development solutions for business problems

03 Provide contextual push-back on requirements where solutions/alternatives already exist within the application

04 Potential for R&D professionals to be client-facing to develop specific solutions, reducing documentation/translation effort Ability for technical staff to talk the same language as the solutions consultants and ultimately the customer

OUTCOMES FOR THE INDIVIDUAL

01 Having a more complete understanding of the industry and the challenges your solution solves for Financial Institutions

02 Greater engagement in the development process through ability to contribute relevant ideas in the right language

03 Increased comfort in discussing and contextualising requests for changes/new functionality

03 Empowered to ensure that the right solution is sought rather than solely working to detailed functional specifications

05 Exposure to former clients and ability to resolve industry questions and sandbox ideas Greater understanding of the sales/development cycle and the pressure exerted by clients

01 DAY   01 MODULE
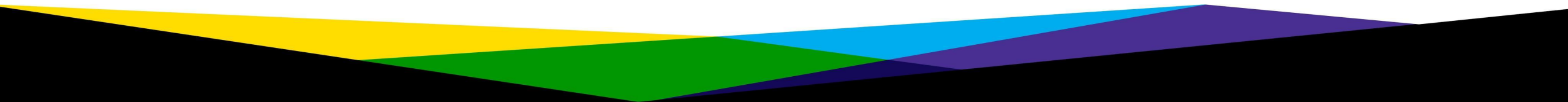
TIMEFRAME & FORMAT
One Day / Classroom

AUDIENCE
FinTech / RegTech Professionals
Research and Development Teams

MODULE 01
Introduction and Background to Financial Services
Key Challenges – CLM & KYC
Vendor Value & Differences
Developing Principles
Pushing Back
Consolidation

BANKING FOR TECH PROFESSIONALS

C

One-day training programme targeted at understanding the competition, their strengths, their weaknesses and how to compete and win.

Individual pitch coaching and ideas testing to improve tone, language, behaviour, and style.

Providing a safe environment for testing ideas and building confidence.

OUTCOMES FOR YOU

01 The team is equipped to proactively engage and consult with senior client stakeholders allowing them to respond to client demands and 'speak the language of the Bankers'

02 Gains in confidence, empathy and tenacity as well as self-belief that the team can compete against the perceived strength of the Big 4

03 A stronger more coherent workforce aligned to your goals and USP

04 A facilitated session that drives industry knowledge around your competitors designed to drive confidence in your team(s) that they have the ambition and right to win when they pitch

05 Feedback on the strength and ongoing development needs of the team

OUTCOMES FOR THE INDIVIDUAL

01 The sense of investment from hiring industry professionals to drive forward this programme

02 Behaviour and approach...articulating how the competition sell and how to re-navigate the pitch for greater success

03 How to be more strategic and less transactional.

04 Assess their client pipeline against the sales cycle, providing key advice about how language and tone changes as the pitch progresses

05 How to bring senior stakeholders to alignment around their objectives including a facilitation guide for use in their day-to-day meetings

06 Define the habits that will enable the team to achieve their goals and targets, elevated by: Speaking their language; acting with confidence, commitment and courage; relationship building; 100% client focus; responsive and attentive

01 DAY   01 MODULE

TIMEFRAME & FORMAT
One Day / Classroom

AUDIENCE
FinTech / RegTech Professionals
Consultancy
Recruitment

MODULE 01
Introduction and Background to Financial Services
Understanding Competition and How to Compete
Understanding Client Objectives & Aligning Outcomes, Language and Tone
Interactive Session: Pitch & Coaching Practice

METHODOLOGY

VIRTUAL
BOARDROOM

PITCHING & COACHING

D

One-day experiential programme to strengthen the ability of your project and product consultants to engage and consult with senior bank stakeholders for improved outcomes of your product implementation process.

By the end of the workshop, participants will be able to:

01 Use a set of standard artefacts to agree the structure, products and processes of the client organisation and the language the client uses to describe this

02 Set and describe scope from a client perspective while being able to challenge from a Vendor point of view

03 Bring senior stakeholders to alignment around their objectives through practising the key engagement behaviours of rapport building, curiosity, confidence and tenacity

04 Proactively engage and consult with senior client stakeholders allowing them to respond to client demands and 'speak the language of the Bankers'

05 Use the Aurora Infograms to keep the client honest and keep the Project Managers updated/primed

01 Purpose and Objectives Meta Planning Simulation/Role Play to agree and align the clients objectives for the initial and longer term project. Confidence to hold the client to their defined Onboarding Principles

02 Building a Team Charter Facilitation simulation to establish shared ways of working with the Client and understand the business drivers of COO/CIO

03 Operating Principles Simulation to establish an agreed set of 'technical' principles that both you and the Client will work to throughout the project and prioritise, however using the language of the COO/CIO rather than your internal product language

04 Aligning Language Simulation using 'BlockBusters' to establish a common set of language and understand the structure of the clients organization

05 Aligning Scope Follow-on exercise to set the scope based on 'BlockBusters' and ensuring the Client is in agreement at this initial stage

01 DAY   01 MODULE

TIMEFRAME & FORMAT
One Day / Classroom / Role Play

AUDIENCE
Sales Professionals
Analysts and Associates
Product Consultants

MODULE 01
The Banking Environment
The Regulatory Landscape
The Evolution of CLM
Role Play #1: Setting the tone
Role Play #2: The SteerCo
Role Play #3: Global stakeholders

METHODOLOGY

VIRTUAL
BOARDROOM

THE CLIENT JOURNEY

E

2 day session, focused on strengthening your teams' consultancy skills, enabling them to understand the key client stakeholder personas, motivations and drivers in relation to the different client stakeholders.

Enable your teams to be more effective at managing stakeholders throughout the project lifecycle.

OUTCOMES FOR YOU

01 Teams equipped with critical banking background and knowledge that talks holistically across all elements of banking & banking operations

02 Credibility in discussion with customers, using their language, examples and identifying with their concerns

03 Increased efficiency through effective positioning, scoping and discussion

04 Teams equipped to proactively engage and consult with senior client stakeholders allowing them to respond to client demands and 'speak the language of the Bankers'

05 Address conflicts using an operating model example to show conflict between stakeholders, and work through how to influence and negotiate to get agreement across a diverse set of players

06 Facilitate workshops that requires the delegate to bring a group of diverse stakeholders to a decision / consensus

OUTCOMES FOR YOUR TEAM

01 Leveraging *The Virtual Boardroom* to identify key stakeholders and their personas. Heightened awareness of reporting lines and why people behave the way they do.

02 Exposure to ex-Financial Services Professionals with real life experience in Banking, Onboarding and CLM

03 A comprehensive programme that within a succinct and crisp time window elevates knowledge and experience with the banking industry

04 Confidence in talking to banks, being able to cite examples in discussions and convey greater knowledge and credibility

05 Increased comfort in discussing and contextualising requests for changes/new functionality

06 Empowered to ensure that the right solution is sought rather than solely working to detailed functional specifications

07 Define the habits that will enable the team to achieve their goals and targets, elevated by: Speaking their language; acting with confidence, commitment and courage; relationship building; 100% client focus; responsive and attentive

02 DAYS

02 MODULES

TIMEFRAME & FORMAT
2 days / Classroom

AUDIENCE
FinTech / RegTech Professionals
Newly appointed Consultants

MODULE 01
The Virtual Boardroom
Personas and Requirements
Motivations and Drivers
Learning the Language of Stakeholders

MODULE 02
Better Ways of Working and Relationships
Politics and Internal Conflict
Facilitation Vs Management
Win/Win and Common Ground

METHODOLOGY

VIRTUAL BOARDROOM

ENHANCED CONSULTANCY SKILLS

F

One day session to equip your teams with a strong understanding of conduct risk, how it has evolved and the implications to individuals and financial institutions of non-compliance.

OUTCOMES FOR YOUR TEAM

01 Teams fully understand and appreciate the impact of misconduct at both an individual and company level.

02 Teams are able to identify misconduct more readily, bringing a deeper level of clarity around conduct risk issues.

03 Greater ability to develop conduct risk strategies, governance and controls to ensure FCA compliance.

04 Empowered with employees who are able to develop a conduct risk mitigation strategy through the use of a core framework and deploy it effectively as a company.

05 Ability to disseminate learnings and understanding of conduct risk across the Bank, utilising real-life examples of misconduct and reference to specific regulations.

01 DAY   01 MODULE

TIMEFRAME & FORMAT
1 day / Classroom

AUDIENCE
FinTech / RegTech Professionals
Banking Analysts
Newly appointed Consultants

MODULE O1
Background and Fines
Defining Conduct Risk
The Regulatory Environment
Conduct Risk Strategy, Culture and Governance
Getting Your Conduct Journey on Track

CONDUCT RISK

AURORA
STRATEGY, DESIGN & EXECUTION

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