

## Conflict of interest: Essential knowledge for transparent decision-making

### GOALS

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Conflicts of interest in the financial world occur when the interests of an individual or entity conflict with the interests of their clients, investors, or other stakeholders. In this training, we will delve deeper into the importance of identifying and disclosing conflicting interests, legal requirements and compliance considerations, and the crucial role of transparency in conflict management. By understanding different strategies for ethical decision-making in complex situations and exploring practical examples, participants will gain a deeper insight into more effective conflict of interest management.

The objectives of this training are:

- increase participants' awareness of what conflicts of interest are, how they manifest, and why they can be harmful to both clients and the integrity of financial markets;
- recognize situations where conflicts of interest may arise, such as proprietary trading, investment advice, and compensation structures;
- provide knowledge of relevant laws and regulations;
- understand the requirements for compliance with regulations regarding conflicts of interest and how to apply them in daily practice;
- promote an ethical culture within financial institutions by emphasizing why honesty, integrity, and transparency are crucial in dealing with conflicts of interest.

The course is tailored to an organization's practice and offers a successful mix of practice and theory.

### SUMMARY

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**Category:**

- Compliance & audit

**Difficulty level:**

Basic

**Certification type:**

E-learning

**Price:**

- Member: € 95.00
- Non member: € 115.00
- Partner BZB: € 95.00
- Incompany: custom tailored, prices on demand

**CPD hours:**

- Bank: **1h** general
- Insurances: **1h** general
- Consumer loans: **1h** general
- Mortgages: **1h** general
- Compliance: **1h**

### INTENDED AUDIENCE

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This training course can be followed by multiple target groups:

- professionals in finance and banking;
- compliance employees;
- private bankers;
- relationship managers bank-insurance;
- any individual or professional seeking to enhance their understanding of conflict of interest and practices, regardless of their specific role or industry sector;
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## FOREKNOWLEDGE

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**Basic level training:** this training requires no prior knowledge and covers the basics of the subject.

## CONTENT

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### CONTENT

This E-learning consists of a theoretical part, supplemented with videos, exercises, and practical examples so that you can learn interactively.

- Intro: the importance of identifying and disclosing conflicts of interest
- Understanding conflicts of interest
- Laws and regulations
- Case studies via personas for reducing conflicts and maintaining transparency
- Main obligations for financial institutions
- First aid when faced with a conflict of interest
- Lessons learned

### PRACTICAL INFORMATION

- **Duration:** 1 hour
- **Location:** This training will be given online.
- **Language:** This training will be given in English
- **CPD hours:** Each module includes an online test consisting of multiple-choice questions. CPD hours will only be granted if you pass the test. You are entitled to 2 attempts to pass the test. If you do not pass (result lower than 60%), CPD hours will not be granted for this (sub)module. We therefore recommend that you take the test only when you are sure you master the subject matter.

## METHODOLOGY

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An **'E-learning'** is 100% self-study. You log in individually on the MyFA learning platform and process, at your own pace, learning content that is provided to you via an interactive presentation. You can follow this online training wherever, whenever and as often as you want. The teaching material consists of a digital format with text, video, images, animations, test questions and/or references to relevant documents and/or websites.

**Training material:** Interactive module.