

Creating the Right Culture for Lending Environments

Date: 21 November 2018

Time: 11:00am – 12:00pm

CPD: 1 hour



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Webinar – Creating the Right Culture for Lending Environments

Topic Outline

You may have heard the term “Culture Eats Strategy for Breakfast”? Both are important; however a strong performance culture is what brings strategy to life. This is particularly important for Mutuals that have lending growth as a key strategic objective. In these Webinars, Organisational Culture is defined as “Representing the collective values, beliefs and principles of organisational members, and is a product of factors such as history, product, market, technology, strategy, type of employees, management style and national culture; culture includes the organisations vision, values, norms, systems, symbols, language, assumptions, environment, location, beliefs and habits” (Needle 2004).

This webinar will explore Organisational Culture as it relates to Lending Team Environments within Mutual organisations. People often consider work around culture to be somewhat ‘Warm and Fuzzy’, however this webinar will demonstrate that managing and improving culture involves working in areas that people often park in the ‘too hard’ basket.

The Webinar will provide thought leadership around the key elements that contribute to a healthy and productive Lending Team Culture and Environment, with specific focus on:

- The Team Vision and Mission (That drives and underpins proactive focus and activity).
- Making sure that the ‘Right People are in the ‘Right Jobs’.
- Ensuring performance expectations are clearly aligned with organisational objectives and accepted and understood by team members.
- Challenging team members limiting beliefs around what constitutes ‘well balanced’ credit risk, and breaking ‘traditional views’.
- Hindsight Review Processes and links to monitoring credit quality/providing ‘value add’ feedback linked to team development activities.
- Tracking and managing team and individual performance from the perspectives of productivity and quality.
- Implementing systems and processes that support the achievement of desired performance objectives.
- Translating your organisations risk appetite into day-to-day credit decision making.



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Who is this for?

Industry Senior and Lending Managers interested in investing in a collaborative effort to help small – medium sized mutuals bring fresh thinking to growing the Loan Book.

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Cost: \$110.00 incl. of GST. Note: *\$55.00 incl. of GST for additional registrations.*

Cancellations and Transfers

A 50% refund is available for cancellations received with one weeks' notice of the webinar start date. Cancellations received within one week of the webinar will receive no refund. Registrations however can be transferred to an alternative participant at any time.

Payment Options

Payment can be made via EFT or credit card via the Online Registration Process (note: 2% surcharge for card payments). The Online Registration Process will generate a tax invoice, which in the case of EFT payments must be forwarded to the registrants Accounts Payable area to ensure payment. Please note all card transactions are processed immediately.

Where an authentication code is requested, please contact Alannah Bailey. Email: alannab@ism.nsw.edu.au. Phone: 02 9744 5717.





Webinar – Creating the Right Culture for Lending Environments

Our presenter



Scott Dargan – Principal, Natural Mind Concepts

Scott has over 25 years experience in the corporate world, primarily in banking and finance. He has also been operating as a management consultant, speaker and facilitator in the corporate, government and community environments for the last seven years.

He has practical experience in Strategy Development, Frontline Sales and Service, Sales and Service Management, Operational and Risk Management, Change Management, Contact Centre Management, and Recruitment and Cultural Change. Scott is MBA qualified in the fields of People, Organisational and Change Management.

Scott also brings significant facilitation experience in a dedicated Cultural Transformation environment with a proven track record in developing high-performance environments through increasing the use of emotional intelligence to increase staff engagement, individual and team effectiveness, and overall productivity.



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