

## Understanding the FCA's Resilience Driver

The Financial Conduct Authority acknowledge Resilience as a driver of vulnerability. Their definition of resilience in this context is a low ability to withstand financial and/or emotional shocks.

**However, resilience is so much more than this.**

Recognising the crucial role resilience plays in navigating life's challenges, this course explores the underlying causes of low resilience and its impact on customers' well-being and decision-making.

The 3-hour course will equip delegates with practical strategies tailored to build trust, foster a supportive environment, and empower customers to build their resilience.

Delegates will have the opportunity to reflect, share good practices and participate in course activities and case study discussions.

### **Benefits to your organisation**

- ~ Trained staff can navigate difficult conversations and reduce customer frustration by offering appropriate solutions and support
- ~ Training enhances employees' ability to empathise with customers, creating a more compassionate and understanding customer service culture
- ~ Training reduces the risk of mishandling interactions with customers, minimising potential negative consequences and maintaining a positive organisational image
- ~ Timely and proactive support reduces the likelihood of customer complaints and escalations
- ~ Staff can guide customers to relevant support services and resources that can further help them build resilience and cope with challenges

### **Learning outcomes**

- ~ Understand the FCA resilience driver
- ~ Recognise a range of situations that lower resilience and how this impacts customers
- ~ Know how to support a customer experiencing low resilience emotionally and practically
- ~ Understand the importance of signposting

### **Who should attend training**

- ~ Customer facing staff
- ~ Claims handlers
- ~ Complaints handlers
- ~ Vulnerability Champions and leads
- ~ Customer Service Team Leaders

## **Course Content**

### Understanding Resilience

- ~ Definition
- ~ Types of resilience
- ~ The importance of resilience

### Resilience in Vulnerability

- ~ The FCA Driver
- ~ Financial resilience
- ~ Emotional resilience
- ~ The impacts of low resilience

### Supporting Resilience

- ~ Managing the conversation
- ~ Emotional support
- ~ Practical support
- ~ Recording resilience

### **In summary**

Investing in training staff to support customers with low resilience not only benefits individual customers but can also contribute to the overall success and reputation of the organisation.