

Course Description for Delivering and Supporting Supervisory Messages (DSSM)

Course Catalog Detail



Delivering and Supporting Supervisory Messages Course Description

Type of Participant Targeted

Delivering and Supporting Supervisory Messages (DSSM) is designed for any System examiner in the Examiner Commissioning Program (ECP), regardless of specialty. The course should ideally be taken no more than a month before an examiner conducts his/her first examination closing meeting or other major management meeting.

Prerequisites

Learners should complete all Examiner's Orientation Core modules (including Examination Interviewing Strategies) and the Banking and Supervision Elements course before attending DSSM.

Course Overview

This course is designed to help examiners (1) effectively present examination results and other pertinent information to Reserve Bank supervisors to confirm appropriateness of supervisory findings and conclusions and (2) deliver supervisory messages to financial institution management in a manner that gains commitment for corrective action.

The course is highly interactive and requires substantial participant involvement.

Learning Objectives

After completing this 2½-day course, the participant, at a minimum, will be able to accomplish the following objectives:

- Compare and contrast key attributes of examination interviews with those of vetting and closing meetings.
- Describe the importance of gaining commitment.
- Apply action steps for gaining commitment.
- Identify verbal and nonverbal cues.

- Respond to something that has been said in a way that shows it was heard and understood.
- Identify nonverbal behaviors, vocal characteristics and environmental factors that may impact the delivery of a supervisory message.
- Apply the "MOST" feedback model to provided effective feedback.
- Develop and plan effective supervisory messages, including those involving adverse findings and difficult situations.
- Effectively present examination results and other pertinent information to Reserve Bank supervisors to confirm appropriateness of supervisory findings and conclusions.
- Deliver supervisory messages to financial institution management in a manner that gains commitment for corrective action.
- Effectively handle difficult situations in meetings so that goals are achieved and relationships are preserved.
- Identify his/her own and others' conflict management style and apply the most appropriate style to a given situation.

Course Overview

Subject	Approximate Class Hours
Communication Skills	1.0
Giving Feedback	0.5
Vetting Sessions	8.0
Delivering Difficult Messages and Managing Conflict	1.0
Closing Meetings	8.0
Total	18.5

Class Size

The minimum number of learners is eight and the maximum is 24. There should be a maximum of eight learners per instructor to ensure that course objectives are met and that each learner has an opportunity for practice and feedback.

Instructors

The success of the course depends on the instructors' ability to model the behaviors and skills that are introduced in the course and to provide learners with actionable feedback on practice exercises. Instructor candidates will be selected by the content management group.

Post-Course Intervention

Post-course intervention will be required to enhance the knowledge and skills gained by participants during the course. After completing the course, each participant should be given individualized, on-the-job assignments involving closing meetings, which will improve the retention of the knowledge and refinement of skills gained in the course.