



Professionalism and Ethics CPD 2021 Q3



Important – Action required for all NatWest Group members

Continuing Professional Development (CPD) 2021

Dear X

We hope that you are continuing to enjoy our more flexible approach to completing your CPD and that you found the content from quarters one and two interesting and engaging.

We're delighted to share with you our Professionalism & Ethics CPD newsletter for Quarter 3 with a range of options to support you with your professional development. As you know you are required to complete 2.5 hours annually to maintain, improve and broaden your professional knowledge. This also entitles you to ongoing membership and the permission to use the designatory letters CCBI after your name.

What do I need to do?

1. Review the options below and select the activities you would like to complete
2. Aim to complete between 30 – 60 minutes of these activities this quarter
3. **Important!** Complete your **CPD log** to demonstrate that have completed your CPD



What makes a banking experience stand out today?


The major UK banks are trying to compete on customer experience (CX), but a look at the published data suggests that none of them are managing to stand out from the crowd. So, what do the scale UK banks need to do to differentiate – from each other and from the ‘new’ banks that have emerged in recent years? This blog explores these key questions, allow **5 minutes** to read.

Read here 



First Impressions

In this module we explore how impressions are formed, how to ensure you make a good first impression and the steps you can take to recover when things go wrong. **5 minute video.**


Read here 

Webcasts and Podcasts



The importance of CDFIs and Credit Unions in supporting responsible finance


This interesting **60 minute** webcast builds on customers' potential for vulnerability and the importance of knowing your customer. Product design that aligns with the FCA's Guidance on the Fair Treatment of Vulnerable Customers and why "building back better" and "levelling up" will require different business models to flourish are also explored). Click the below button to watch the recording on YouTube from any device.

Watch here 



Chartered Banker Magazine Special Report – Strong Foundations


With a surge in bank lending and regulators keeping a close eye on the operational resilience of our financial institutions, the pandemic is forcing banks along a thorny path. Here, we explore how they are equipping themselves to manage the difficult balance between supporting customers and surviving themselves. Want to listen for **35 minutes** "on the go"? Just open from outlook on your phone and click [here](#) to listen (you may be prompted to register/ login to SoundCloud to open this resource) or read the report [here](#) in **40 minutes**.

Read here 



How professional was I?

Use this self-assessment to assess how professional you were in any given situation and what you need to work on for next time. Allow **30 minutes** to complete.


[Access here](#) 

Responsible Banking Toolkit



Discovery Session: Building a Culture of Integrity


In this **30 minute** eLearning module you will get the chance to think about what it really means for someone to have integrity. You will also think about this on an organisational level: What makes an organisation the kind of place where people have, and act with integrity? And what can you do, as an employee, to make your organisation a place like that?

[Access here](#) 



Dilemmas: Duty of Confidentiality Ethical

Customer confidentiality is the principle that an organisation should not reveal information about their clients to a third party, without the client's consent. A question to ask yourself is: Do you think it should have an impact on lending decisions? Explore the issues arising from Matthew's story in this interactive self- study e-learning module that takes **15 minutes** to complete.

[Access here](#) 

Recording your CPD



Remember to record your CPD in your Chartered Banker **CPD logbook.**

Please click the PDF below for an example of how to complete your CPD entry.



[NatWest Example CPD log v4.pdf](#)

Where can I access Q1 & Q2 CPD?

Visit [NatWest Professionalism and Ethics CPD](#) for all your CPD 2021 materials.



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Chartered Banker Institute, Drumsheugh House, 38b Drumsheugh Gardens,
Edinburgh, EH3 7SW
Charitable Body No SC013927