TOPIC-SPECIFIC LEARNING JOURNEY

COURSE PACKAGE:

"MARKET INTEGRITY & CONDUCT"



ENTRIMA's Learning Platform lists a wide range of courses, all related to markets & trading. Some of these courses have been bundled to form a course package, as they all concerns the same field of expertise.

The Course Package "**Market Integrity & Conduct**" consists of only one course, namely:

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This course ends with an exam. Upon passing the exam the learner will be certified instantly.
The contents, duration and level of tthe course is set out on the next page.

Duration
Total duration*) of all seven (**7**) courses together: **165** minutes (i.e. -approximately- **3** hours)

- **Study hours:** 3
- **CPD points:** 3

*) *Excluding examination*

COURSE:
MARKET INTEGRITY

This training concerns the the concept of market integrity. An ethical attitude is key to well functioning markets. This programme covers the appearance of dilemmas due to conflicts of interest. Attention is also given to a person's own integrity and responsibility.

This training covers the following video lessons:

1. Economic stability, consumer confidence & smooth functioning of markets
2. Business ethics & behaviour
3. The concepts ethics & integrity
4. Moral dilemmas
5. Personal integrity & responsiblity
6. Black & white versus the grey zone

A. Examination
B. Certification

❖ Level:	Basic	No prerequisites
❖ Intensity:	10 minutes	Excluding examination
❖ Language:	Voice & text	English
❖ Including:	Examination	Certification upon passing

COURSE:
MORALITY

Morality relates to ethics,, whereas ethics is related to commandments and prohibitions. It concerns activities which are allowed or not allowed. Analogously, integrity involves conduct and misconduct. It concerns behaviour and misbehaviour. Ethical or unethical decisions relate to the debate about desirable and undesirable behaviour. It involves the discussion about right or wrong. Ethics deals with moral dilemmas.

This course includes the following video lessons:

1. Evil
2. Moral development
3. Moral disengagement
4. Optimising morality
5. Moral stretching

A. Examination
B. Certification

❖ Level:	Basic	No prerequisites
❖ Intensity:	15 minutes	Excluding examination
❖ Language:	Voice & text	English
❖ Including:	Examination	Certification upon passing

COURSE:
DECISION-MAKING & BEHAVIOUR

Emotions often play a crucial role in the decision-making process. The fear factor can be one of the drivers impacting choices. Typically, this leads to underperformance. Eventually, it may even lead to unethical or non-integer behaviour.
Stress is another relevant aspect that sets context. For some professionals this element is an important part of their profession. However, one could doubt whether enough attention is given to this factor. Is the individual conscious of this matter?

This course includes the following video lessons:

1. Rationality versus irrationality
2. Performance
3. Multi-disciplinary approach
4. The human brain
5. Hormones
6. Pressure & stress
7. Market analysis
8. Behaviour & conduct
9. Deviation from rationality
10. Cognitive errors

A. Examination
B. Certification

❖ Level:	Basic	No prerequisites
❖ Intensity:	25 minutes	Excluding examination
❖ Language:	Voice & text	English
❖ Including:	Examination	Certification upon passing

COURSE:
ETHICAL BLINDNESS

People often have an inappropriate view on reality. In addition, they could have difficulty interpreting reality, which leads to misconceptions or misperceptions, and, eventually, even to ethical blindness. After all, when making decisions, people are embedded in context. This context may be so strong that one feels forced to take certain decisions. Some of these feelings may be experienced only unconsciously, leading to a certain automatic acting, as if someone is on autopilot. This way, one can become ethically blind, meaning that one is unaware of making wrong decisions.

This course includes the following video lessons:

1. Environmental influences
2. Subjectivity of ethicalness
3. Ethical versus unethical cultures
4. Complexity of today's world
5. Complexity brings dilemmas
6. Culture sets context
7. Rationality versus mental traps
8. A strong context
9. Pressure
10. Fear
11. Drivers of ethical blindness

A. Examination
B. Certification

❖	Level:	Basic	No prerequisites
❖	Intensity:	25 minutes	Excluding examination
❖	Language:	Voice & text	English
❖	Including:	Examination	Certification upon passing

COURSE:
CONDUCT MANAGEMENT

Conduct management refers to the set of procedural skills that organisations and professionals employ in their attempt to address and resolve discipline problems at work. It includes acknowledgment of responsible behaviours, correction of irresponsible and inappropriate behaviour, gentle verbal reprimands, time-out for employees, notification of colleagues, reinforcement systems and a corporate code of conduct.

This course includes the following video lessons:

1. Emotional decisions & behaviour
2. Free will
3. Situationalism
4. Dominating themes
5. Mental framework
6. The mental environment
7. Abandon fear
8. Darwinism
9. Stress blocks information
10. Mental spiral

A. Examination
B. Certification

❖ Level:	Basic	No prerequisites
❖ Intensity:	25 minutes	Excluding examination
❖ Language:	Voice & text	English
❖ Including:	Examination	Certification upon passing

COURSE:
PSYCHOLOGY

Both rationale and emotions relate to the decision-making process of human beings. This automatically implies that both ratio and feelings impact our actions or behaviour. Psychological aspects, including mental traps, can impact a professional's performance, as well as one's attitude.
The decision-making process of human beings is optimised by various natural strategies. Heuristics are examples of these; they are cognitive strategies. Framing concerns another mental strategy to optimise the decision-making process. Other anomalies lead to the same. All these cognitive biases impact our behaviours.

This course includes the following video lessons:

1. Cognitive anomalies
2. Heuristics
3. A list of heuristics
4. An example of heuristics: Gambler's fallacy
5. An example of heuristics: Loss aversion
6. An example of heuristics: Self-serving bias
7. Framing
8. Language & culture create frames
9. The thinking-speaking-acting connection
10. An example of framing:
11. Tversky & Kahneman's research experiment
12. Anomalies
13. An example of an anomaly: Greed & fear
14. An example of an anomaly: Herd behaviour
15. An example of an anomaly: Sunk cost fallacy
16. Coping with mental traps & biases

A. Examination
B. Certification

❖	Level:	Basic	No prerequisites
❖	Intensity:	40 minutes	Excluding examination
❖	Language:	Voice & text	English
❖	Including:	Examination	Certification upon passing

COURSE:
LEADERSHIP FEATURES & PERFORMANCE RULES

Leaders help themselves and others to do the right things. They set direction, build an inspiring vision, and create something new. The qualification 'leadership' involves the mapping of where an organisation or team needs to go in order to perform optimally. Leaders bring dynamics and excitement and they are inspiring.
Although leaders set the direction, they must also use management skills to guide members of staff to the right destination, in a smooth and efficient way. Above all, leaders need to manage themselves, before managing others.

This course includes the following video lessons:

1. Leadership requires mental management
2. Leadership requires continuous learning
3. Leadership requires pro-activity
4. Leadership requires operational excellence
5. Leaders could face patterns of irrationality
6. Leadership requires throrough preparation
7. Operational excellence requires a professional environment
8. Leadership requires discipline
9. Leadership requires control & avoidance of recklessness
10. Leadership requires interpretation & anticipation
11. Leadership requires a working plan
12. Leadership features & performance rules

A. Examination
B. Certification

❖	Level:	Basic	No prerequisites
❖	Intensity:	25 minutes	Excluding examination
❖	Language:	Voice & text	English
❖	Including:	Examination	Certification upon passing