

## Banco de Portugal - Federal Reserve System

### Effective Communication for Financial Institution Supervisors

October 21-24, 2024

Lisbon, Portugal

Time	Monday October 21, 2024	Tuesday October 22, 2024	Wednesday October 23, 2024	Thursday October 24, 2024
9:00    To   12:30	Opening Remarks (9:00 – 9:15)	Morning Recap Check-In (9:00 – 9:30)	Morning Recap Check-In (9:00 – 9:30)	Morning Recap Check-In (9:00 – 9:30)
	Initial Check-In (9:15 – 9:45) <i>Federal Reserve Instructors</i>	Giving and Receiving Feedback  (9:30 – 10:45) <i>Crystal Fernandes</i>	Team Dynamics  (9:30 – 10:30) <i>Crystal Fernandes</i>	Bank Examinations Exit Meetings & Role Play  (9:30 – 10:30) <i>Jose Pignano</i>
	Overview & Objectives (9:45 – 10:30) <i>Jose Pignano, Federal Reserve Board</i>			
	Break (10:30 – 11:00)	Break (10:45 – 11:15)	Break (10:30 – 11:00)	Break (10:30 – 11:00)
	Baseline Check – Expectations and Priorities (11:00 – 11:45) <i>Jose Pignano</i>	The Micros  (11:15 – 12:30) <i>Jose Pignano</i>	Questioning Techniques  (11:00 – 11:45) <i>Jose Pignano</i>	Role Play (continued) & Fishbowl Exercise / Debrief  (11:00 – 12:30) <i>All Instructors</i>
Difficult Conversations (11:45 – 12:30) <i>Jose Pignano</i>	Managing Effective Meetings  (11:45 – 12:30) <i>Crystal Fernandes</i>			
12:30 to 2:00	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>
2:00   To   4:30	Effective Communication  (2:00 – 3:00) <i>Crystal Fernandes, Federal Reserve Bank of Atlanta</i>	Personal Communication Style  (2:00 – 3:00) <i>Crystal Fernandes</i>	Knowing/Speaking to Your Audience  (2:00 – 3:00) <i>Jose Pignano</i>	Closing Ceremony and Presentation of Completion Certificates (2:00 – 2:30)
	Break (3:00 – 3:15)	Break (3:00 – 3:15)	Break (3:00 – 3:15)	
	Effective Communication - Continued (3:15 – 4:00) <i>Crystal Fernandes</i>	Divergent Views  (3:15 – 4:00) <i>Jose Pignano</i>	Q&A Session and Special Problem Clinic (3:15 – 3:45) <i>All Instructors</i>	<b>FREE</b>
Check Out (4:00 – 4:30)	Check Out (4:00 – 4:30)	Check Out (3:45 – 4:15)		