Financial Adviser Client Discovery and Recommendation Training Course

19 – 23 July 2027
Addis Ababa

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Ref: 1120_224283 **Date:** 19 – 23 July 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Financial Adviser Client Discovery and Recommendation Training Course is a one-week foundation course for new advisers and client-facing finance staff, who leave with a Client Advisory Foundation File. Participants apply client engagement scope, financial position analysis, goal priority mapping, risk profile discussion and recommendation rationale to create a traceable advisory record. The course separates education and process skills from regulated-product authorization or individualized advice promises. Agile Leaders Training Center develops financial adviser client discovery and recommendation skills.

Who Should Attend

- Teams responsible for opening and defining client advisory relationships
- Teams responsible for gathering client financial and personal information
- Teams responsible for mapping goals, priorities and constraints
- Teams responsible for discussing risk preferences and financial capacity
- Teams responsible for preparing and presenting recommendation records
- Teams responsible for documenting client decisions and review actions

The course assumes participants communicate with clients and handle financial information at work, and it leaves out regulated-product authorization, individualized advice promises and sales quotas.

Departments and Industries

The course supports departments and industries where structured client discovery and documented recommendations are required.

- Retail banking and wealth-support operations
- Insurance and employee-benefit service teams
- Professional services and client relationship functions
- Corporate finance and financial-wellness teams
- Technology platforms supporting financial service journeys
- Nonprofit financial guidance and community service operations

Learning Objectives

By the end of this course, participants will be able to:

- Apply an engagement framework to define scope and responsibilities
- Use discovery tools to gather quantitative and qualitative information
- Build a financial position, cash-flow and goal map
- Analyze risk ability, willingness and capacity
- Compare strategy alternatives and document recommendation rationale
- Evaluate client feedback, implementation handoffs and review needs

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Course Agenda

Day 1: Advisory Engagement Foundations

- Client Relationship and Engagement Scope Map
- Adviser Role, Competence and Referral Boundary
- Ethical Principles and Conflict Disclosure Checklist
- Client Information Privacy and Document Control Log
- Advisory Process and Responsibility Chart

Day 2: Client Discovery and Financial Position

- Client Discovery Question Framework
- Quantitative and Qualitative Information Checklist
- Income, Expense and Cash-Flow Map
- Asset, Liability and Resource Position Statement
- Information Gap and Assumption Register

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Day 3: Goals, Priorities and Risk Profile

- Personal Goal Definition and Priority Matrix
- Goal Feasibility and Time-Horizon Table
- Risk Ability, Willingness and Capacity Profile
- Opportunity, Constraint and Contingency Map
- Client Decision Factor Summary

Day 4: Recommendation and Communication

- Strategy Alternative Comparison Matrix
- Recommendation Rationale and Evidence Record
- Client Presentation and Informed Decision Structure
- Feedback, Revision and Agreement Log
- Implementation Handover and Review Plan

Day 5: Client Advisory Practice

- Exercise: Define an Advisory Engagement
- Exercise: Build a Client Position Map
- Exercise: Discuss Goals and Risk Profile
- Exercise: Present a Recommendation Rationale
- Capstone Exercise: Client Advisory Foundation File

Practical Exercises

The course uses suggested activities to connect advisory methods with client-facing work.

- Suggested activity: define scope, responsibilities and referral boundaries for a client engagement
- Suggested activity: convert discovery information into a position, cash-flow and goal map
- Suggested activity: compare strategy alternatives and record the supporting rationale
- Suggested activity: present a recommendation, capture feedback and prepare a review handoff

FAQs

Who suits financial adviser client discovery training, and what does it assume?

New advisers, relationship staff and finance-support professionals suit the training. It assumes routine client communication and information handling, but no authority to recommend regulated products.

How does financial adviser foundation training differ from investment product training?

Financial adviser foundation training develops discovery, analysis, goal, risk, recommendation and documentation processes; investment product training focuses on the features, risks and suitability considerations of particular product types.

What should a client discovery framework capture?

A client discovery framework should capture relationship scope, quantitative and qualitative information, financial position, cash flow, goals, priorities, constraints, risk factors, assumptions and information gaps.

How should a recommendation rationale be documented?

A recommendation rationale should connect verified client information and goals to considered alternatives, stated assumptions, tradeoffs, client feedback, agreed responsibilities and a review plan.

Why does a risk profile discussion separate ability, willingness and capacity?

Separating these factors helps participants record what a client can financially withstand, prefers to accept and can sustain over the relevant time horizon without treating one answer as the entire profile.

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Conclusion

Participants take back a Client Advisory Foundation File containing scope, discovery, position, goal, risk, recommendation, decision and review records. The file makes the reasoning behind client conversations easier to trace and hand over. It supports consistent documentation, clear responsibility boundaries and scheduled review.