



## Living With The New Consumer Duty An Employee Perspective

Opinions on how best to change cultural have, and continue, to vary but the FCA provided a template for 'top down' change by laying out the three cross-cutting rules and four consumer outcomes they expect firms to adhere to. These will create new policies, practices and processes in firms and, so the protagonists of 'top down' change would argue, these changes will engender behaviour change and so cultural change. However, this 'top down' approach to change skirts over the fundamentals that drive behaviour, i.e. values and beliefs, and while their working practices may have changed, will this create the mindset change in employees that will deliver deep-seated and lasting change expected by the FCA?

Click [here](#) to read the full article by Julie Pardy Worksmart's Director of Regulation, which was published in PIMFA's Winter Journal 2023.

## What you might have missed....



### Consumer Duty information sharing and the April milestone

In the latest episode in a series of podcast interviews dedicated to the Consumer Duty, FCA Head of Competition Policy Ed Smith talks to Ozge Ibrahim about the FCA's expectations for manufacturers to complete and share their products and services reviews by 30 April 2023, and the reasons behind this milestone.

[Listen now](#)



### Consumer Duty Through a Training & Competence Lens

Would your organisation be confident to hand over their Training & Competence (T&C) records to the regulator? Would being asked to demonstrate "role relevant" training on conduct rules to staff make you start to feel a little uncomfortable? Regardless of whether you might answer Yes/No/Don't know to any one of those questions, we think your input and perspective would add value to our debate on the topic, so, join PIMFA and the Worksmart team.

[Read more](#)

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