Banking Change Management Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The banking industry is undergoing unprecedented digital transformation, driven by artificial intelligence (AI), fintech innovation, digital banking, regulatory compliance, cybersecurity, cloud banking, ESG initiatives, customer experience, automation, and data-driven decision-making. Banking Change Management Training Course equips banking professionals with the practical knowledge, frameworks, and leadership capabilities required to manage organizational change across retail banking, corporate banking, investment banking, digital banking, and financial services.

This course provides participants with globally recognized best practices, practical tools, industry frameworks, and real-world banking case studies to successfully plan, execute, monitor, and sustain change initiatives. Participants will develop actionable strategies to increase employee adoption, reduce resistance, improve customer satisfaction, optimize operational efficiency, and create sustainable competitive advantage in an increasingly digital financial ecosystem.

Programme Curriculum

Banking Change Management Training Course

Introduction

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5 days

Course Objectives

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

1. Understand Banking Change Management Frameworks and global best practices.
2. Lead Digital Transformation initiatives across banking operations.
3. Develop effective Change Leadership strategies for organizational success.
4. Apply Agile Change Management methodologies in banking projects.
5. Strengthen Stakeholder Engagement and communication planning.
6. Manage Regulatory Change and compliance transformation effectively.
7. Implement AI and Automation Adoption strategies within banking operations.
8. Improve Customer Experience (CX) through strategic change initiatives.
9. Integrate Fintech Innovation into banking business models.
10. Manage organizational resistance using Behavioral Change Management techniques.
11. Enhance Operational Resilience and business continuity during transformation.
12. Measure Change Readiness, Change Adoption, and ROI using modern performance metrics.
13. Develop a comprehensive Enterprise Banking Change Management Roadmap aligned with strategic business goals.

Target Audience

1. Banking Executives and Senior Management
2. Branch Managers and Operations Managers
3. Change Managers and Transformation Leaders
4. Digital Banking and Innovation Professionals
5. Project Managers and PMO Professionals
6. Risk, Compliance, and Governance Officers
7. Human Resource and Organizational Development Professionals
8. Business Analysts, Process Improvement Specialists, and Fintech Professionals

Course Modules

Module 1: Banking Change Management Fundamentals

- Banking transformation drivers and emerging trends
- Change management principles and international frameworks
- Organizational culture and change readiness assessment
- Change governance and strategic alignment
- **Case Study:** Leading a successful digital banking transformation in a multinational bank

Module 2: Digital Banking Transformation

- Digital banking strategy development
- AI, automation, and intelligent banking technologies

- Fintech partnerships and innovation management
- Cloud banking transformation
- **Case Study:** Mobile banking transformation and customer adoption strategy

Module 3: Change Leadership and Stakeholder Management

- Executive sponsorship and leadership alignment
- Stakeholder identification and influence mapping
- Communication planning for organizational change
- Employee engagement and change champions
- **Case Study:** Managing employee resistance during core banking system implementation

Module 4: Regulatory Change and Risk Management

- Basel regulations and banking compliance
- Operational risk during transformation
- Governance and regulatory reporting
- Cybersecurity change management
- **Case Study:** Regulatory compliance transformation following new financial regulations

Module 5: Agile Change Management in Banking

- Agile transformation principles
- Scrum and Kanban for banking projects
- Continuous improvement methodologies
- Business process optimization
- **Case Study:** Agile implementation in retail banking operations

Module 6: Customer-Centric Banking Transformation

- Customer journey mapping
- Customer experience (CX) improvement strategies
- Omnichannel banking transformation
- Service excellence and customer loyalty
- **Case Study:** Improving customer satisfaction through digital service transformation

Module 7: Measuring Change Success

- Change performance indicators (KPIs)
- Employee adoption measurement
- Benefits realization and ROI analysis
- Continuous monitoring and improvement
- **Case Study:** Measuring transformation success using banking performance dashboards

Module 8: Enterprise Change Strategy and Future Banking

- Enterprise-wide transformation roadmap
- AI governance and responsible innovation
- ESG and sustainable banking transformation
- Future trends in banking and financial services
- **Case Study:** Enterprise transformation strategy for a digital-first bank

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com