Professionalism and Excellence in Banking: A 1-Week Course

2027 □□□□□ 23 – 19
Lisbon (Portugal)



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Ref: 20221738_139469 Location: Lisbon (Portugal) Fees: 5200 GBP

Course Description

This intensive 1-week course is designed to equip banking professionals with the essential skills and knowledge needed to excel in today's dynamic financial sector. Participants will explore key aspects of banking professionalism, ethical practices, customer service excellence, and operational efficiency. Through interactive sessions and practical exercises, attendees will develop a comprehensive understanding of modern banking standards and best practices.

Learning Objectives

- Understand and apply ethical principles in banking operations
- Develop advanced customer service skills for enhanced client relationships
- Master risk management and compliance strategies in banking
- Improve operational efficiency and decision-making skills
- Enhance leadership and teamwork abilities in a banking environment

Course Modules

Day 1: Foundations of Banking Professionalism

- Introduction to banking ethics and integrity
- Regulatory framework and compliance essentials
- Professional conduct and personal branding
- Building trust in financial services

Day 2: Customer Service Excellence in Banking

- Understanding customer needs and expectations
- Effective communication strategies for bankers
- Handling difficult customers and conflict resolution
- Digital banking and customer experience

Day 3: Risk Management and Compliance

- Overview of banking risks and mitigation strategies
- Anti-money laundering AML and Know Your Customer KYC procedures
- Data protection and information security
- Ethical decision-making in risk scenarios



Day 4: Operational Excellence and Innovation

- Streamlining banking processes for efficiency
- Technology adoption and digital transformation
- Problem-solving and critical thinking for bankers
- Innovation and continuous improvement in banking operations

Day 5: Leadership and Team Management in Banking

- Effective leadership styles in financial institutions
- Building and managing high-performance teams
- Change management in the banking sector
- Career development and professional growth strategies

Practical Wins for Participants

- Enhanced ability to navigate ethical dilemmas in banking
- Improved customer satisfaction and relationship management skills
- Increased operational efficiency and risk management capabilities
- Strengthened leadership and teamwork competencies for career advancement

