MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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DIGITAL TRANSFORMATION IN BANKING INDUSTRY FOR MANAGERS

"Empower Your Bank's Future Through Strategic Digital Innovation and Leadership."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► **Available delivery methods:** In-House Training

Introduction

The **Digital Transformation in the Banking Industry for Managers** course provides banking leaders with a deep understanding of the key technologies, frameworks, and leadership strategies driving digital transformation. Designed specifically for decision-makers, this course helps participants assess digital readiness, plan strategic initiatives, lead cultural change, and implement next-generation banking models to ensure competitiveness and customer-centricity in the digital era.

Objectives

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

- Understand the core components of digital transformation in banking
- Lead organizational change and foster a digital culture
- Evaluate and implement digital technologies such as AI, cloud, blockchain, and automation
- Improve customer experience through data-driven innovation
- Develop a comprehensive digital transformation roadmap

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Why Attend

Digital transformation is not just about technology—it’s about leadership, customer value, and business model innovation. This course equips managers with the strategic mindset and practical tools needed to champion and govern successful digital transformation in their institutions.

Target Audience

- Banking Executives and Senior Managers
- Department Heads (Retail, Corporate, Operations, IT, Risk, etc.)
- Transformation and Innovation Leaders
- Digital Banking and Strategy Teams
- FinTech Collaboration and Partnership Leads

Individual Benefits

- Gain clarity on digital banking models and customer journeys
- Learn how to lead digital innovation projects
- Build skills in governance, risk, and transformation oversight
- Enhance career progression into digital leadership roles

Organizational Benefits

- Improve customer satisfaction through digital innovation
- Increase agility and efficiency in operations
- Reduce legacy system risks and modernize service delivery
- Build competitive advantage through digital-first strategy

Instructional Methodology

- Executive briefings and interactive lectures
- Case studies from global banks and FinTechs
- Group workshops on transformation planning
- Scenario-based simulations and leadership coaching

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: The Digital Banking Landscape

Module 1: The Drivers and Pillars of Digital Transformation (07:30 – 09:30)

Module 2: Digital Banking Models and Ecosystems (09:45 – 11:15)

Module 3: Global Case Studies of Digital-First Banks (11:30 – 01:00)

Module 4: Group Exercise: Digital Maturity Assessment (02:00 – 03:30)

Day 2: Core Technologies Behind Transformation

Module 1: Cloud, API, and Core Banking Modernization (07:30 – 09:30)

Module 2: Artificial Intelligence and Robotic Process Automation (09:45 – 11:15)

Module 3: Data Analytics, Personalization & Customer Insight (11:30 – 01:00)

Module 4: Workshop: Evaluating Tech for Competitive Advantage (02:00 – 03:30)

Day 3: Customer-Centric Digital Strategy

Module 1: Omnichannel Experiences & Digital Touchpoints (07:30 – 09:30)

Module 2: Journey Mapping and UX Design Principles (09:45 – 11:15)

Module 3: Building Trust: Digital Identity, KYC, and Cybersecurity (11:30 – 01:00)

Module 4: Simulation: Improving the End-to-End Customer Journey (02:00 – 03:30)

Day 4: Change Management & Digital Leadership

Module 1: Leading Culture Change and Agile Mindsets (07:30 – 09:30)

Module 2: Managing Resistance and Legacy Challenges (09:45 – 11:15)

Module 3: Governance, KPIs, and Risk in Digital Projects (11:30 – 01:00)

Module 4: Leadership Coaching: Communication for Transformation (02:00 – 03:30)

Day 5: Planning & Executing the Transformation Roadmap

Module 1: Digital Roadmap Development and Prioritization (07:30 – 09:30)

Module 2: Budgeting, Vendor Management & Partnerships (09:45 – 11:15)

Module 3: Group Work: Presenting a Transformation Strategy (11:30 – 01:00)

Module 4: Wrap-Up, Final Presentations, Certification Ceremony (02:00 – 03:30)

Certification

Participants will be awarded a **Certificate in Digital Transformation in the Banking Industry** upon successful completion of all course activities and group exercises. This certification signifies strategic competence in planning and leading digital initiatives in the financial sector.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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