MAWA EVENTS

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

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DIGITAL TRANSFORMATION COURSES FOR BANKS

"Lead Innovation and Stay Ahead in the Evolving Digital Banking Landscape."

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

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

Introduction

Digital transformation is no longer optional in the banking industry. This course equips banking leaders and professionals with a strategic framework to successfully lead and implement digital transformation initiatives. From emerging technologies to customer-centric design, regulatory agility to agile delivery, this course will help you reimagine how financial services can be delivered more effectively, securely, and efficiently.

Objectives

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

- Understand the core components of digital transformation in banking
- Design customer-driven digital strategies and journeys
- Identify, evaluate, and adopt enabling technologies (AI, blockchain, APIs)
- Manage organizational change, digital culture, and agile teams
- Comply with evolving digital regulations, security, and governance

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Why Attend

This course is tailored for banking professionals who must align strategy with modern technologies and digital innovation. Learn how to future-proof your financial institution and deliver value in a digital-first world.

Target Audience

- Bank Executives and Senior Managers
- Digital Transformation Officers
- IT Managers, Risk and Compliance Officers
- Innovation, Strategy, and Product Development Teams
- Fintech Consultants and Project Leaders

Individual Benefits

- Gain a solid foundation in digital banking strategy
- Enhance leadership in cross-functional, agile teams
- Build innovation capabilities and fintech collaboration models
- Stay competitive in a digitally driven market

Organizational Benefits

- Streamline operations through automation and technology
- Boost customer satisfaction with personalized, digital-first services
- Foster a culture of innovation and rapid experimentation
- Ensure compliance with digital risk, data privacy, and cybersecurity standards

Instructional Methodology

- Case studies from leading digital banks and fintechs
- Interactive strategic planning workshops
- Role-play and stakeholder simulation sessions
- Digital tools demonstrations and group assignments

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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: Foundations of Digital Banking Transformation

Module 1: The Case for Digital Transformation in Banking (07:30 – 09:30)

Module 2: Industry Trends: Fintech, Neobanks, Open Banking (09:45 – 11:15)

Module 3: Defining Vision, Mission, and Digital Strategy (11:30 – 01:00)

Module 4: Organizational Readiness & Digital Maturity Assessment (02:00 – 03:30)

Day 2: Customer-Centric Digital Banking

Module 1: Designing Digital Customer Journeys (07:30 – 09:30)

Module 2: Leveraging Data for Personalization & Retention (09:45 – 11:15)

Module 3: Omni-Channel Banking Experience (11:30 – 01:00)

Module 4: Customer Trust, Ethics, and Experience Metrics (02:00 – 03:30)

Day 3: Enabling Technologies for Banking Innovation

Module 1: Artificial Intelligence and Machine Learning in Banking (07:30 – 09:30)

Module 2: Blockchain, Smart Contracts & Use Cases (09:45 – 11:15)

Module 3: APIs, Open Banking & Fintech Integration (11:30 – 01:00)

Module 4: Cloud Computing & Big Data Analytics (02:00 – 03:30)

Day 4: Agile Delivery & Digital Governance

Module 1: Agile and DevOps in Financial Services (07:30 – 09:30)

Module 2: Building and Leading Cross-functional Teams (09:45 – 11:15)

Module 3: Change Management & Digital Culture (11:30 – 01:00)

Module 4: Governance, Cybersecurity, and Regulatory Compliance (02:00 – 03:30)

Day 5: Roadmap Development and Implementation

Module 1: Developing a Digital Transformation Roadmap (07:30 – 09:30)

Module 2: Investment Planning & KPIs for Transformation (09:45 – 11:15)

Module 3: Final Group Presentations – Strategic Action Plans (11:30 – 01:00)

Module 4: Wrap-Up, Feedback & Certification Awarding (02:00 – 03:30)

Certification

Participants who successfully complete the course will receive a **Certificate in Digital Transformation Strategy for Banks**, demonstrating their readiness to lead and implement future-focused digital banking strategies.

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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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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