QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1080

Generative AI for Banking Professionals

DIGITAL BANKING, FINTECH & AI
FINANCE, INVESTMENT & BANKING

DURATION
5 Days

DELIVERY
Classroom

LOCATION
Online, Online

DATES
11 – 15 Oct 2026

Scheduled Event Details

CITY	Online, Online
DATE	11 – 15 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€1,700

Course Overview

Generative AI for Banking Professionals is a comprehensive professional training course designed to equip banking executives, managers, specialists, and financial professionals with the knowledge and practical skills required to leverage Generative Artificial Intelligence (Generative AI) to enhance banking operations, improve decision-making, strengthen customer engagement, and accelerate digital transformation. As Generative AI rapidly transforms the financial services industry, banks are increasingly adopting intelligent technologies to automate knowledge-intensive tasks, personalize customer interactions, improve productivity, and support innovation while maintaining regulatory compliance and effective governance.

This course provides participants with a practical understanding of Generative AI technologies, including Large Language Models (LLMs), intelligent virtual assistants, AI-powered content generation, document analysis, knowledge management, conversational AI, code assistance, workflow automation, predictive insights, and advanced decision-support systems. Participants will explore how Generative AI can improve retail banking, corporate banking, treasury operations, compliance, risk management, customer service, financial analysis, fraud prevention, and internal business processes while creating measurable business value.

The program also examines the integration of Generative AI with Digital Banking Transformation, Financial Technology (FinTech), Artificial Intelligence governance, Enterprise Risk Management, Regulatory Compliance, Cybersecurity, Data Governance, Responsible AI, Customer Experience (CX), Customer Relationship Management (CRM), Operational Excellence, and Strategic Innovation. Participants will gain practical knowledge of AI governance frameworks, ethical considerations, data privacy requirements, model risk management, and implementation strategies that enable organizations to adopt Generative AI responsibly and effectively.

Through interactive workshops, real-world banking case studies, prompt engineering exercises, AI solution design sessions, business simulations, and implementation planning activities, participants will develop the capabilities required to identify high-impact AI opportunities, design secure and compliant AI use cases, improve operational efficiency, support knowledge workers, and create intelligent banking solutions. By the end of the course, participants will be prepared to lead responsible Generative AI initiatives that strengthen organizational performance, improve customer value, increase productivity, accelerate innovation, and support sustainable digital transformation across banking institutions.

Objectives

- Analyze Generative AI concepts and evaluate their impact on banking operations, customer experience, productivity, and organizational performance by the end of the course.
- Develop strategic approaches for adopting Generative AI within banking business functions and digital transformation initiatives.
- Evaluate Large Language Models (LLMs), conversational AI, intelligent assistants, and AI-powered automation solutions for financial institutions.
- Apply prompt engineering techniques and Generative AI tools to improve knowledge management, customer service, document processing, and operational efficiency.
- Design secure, customer-centric AI use cases that support banking innovation and business growth.
- Improve decision-making through AI-assisted analysis, intelligent content generation, and advanced business insights.
- Strengthen governance by implementing Responsible AI principles, regulatory compliance, cybersecurity, model risk management, and data governance practices.
- Implement Key Performance Indicators (KPIs), AI adoption metrics, productivity measures, customer engagement indicators, and operational efficiency metrics to evaluate AI initiatives.
- Assess the business impact of Generative AI on customer service, lending, compliance, treasury, financial analysis, fraud prevention, and enterprise productivity.
- Align Generative AI initiatives with enterprise strategy, Digital Banking Transformation, innovation management, customer experience, operational excellence, and sustainable organizational growth before course completion.

Who Should Attend

This course is designed for banking executives, Chief Digital Officers, Chief Information Officers, Innovation Managers, Digital Transformation Managers, Artificial Intelligence Managers, Banking Operations Managers, Customer Experience Managers, Compliance Managers, Risk Managers, Information Technology Managers, Data Analytics Professionals, Product Managers, Financial Analysts, Treasury Professionals, Internal Auditors, Fraud Prevention Specialists, Project Managers, Business Analysts, and professionals responsible for digital innovation and technology adoption within financial institutions.

The program is equally valuable for retail banking managers, corporate banking managers, central bank professionals, government financial institution leaders, public sector executives, FinTech professionals, consultants, cybersecurity specialists, regulatory professionals, operational excellence managers, learning and development professionals, and decision-makers responsible for implementing AI-powered business transformation, improving institutional performance, strengthening governance, and preparing their organizations for the future of intelligent banking.

Learning Outcomes

- By the end of this course, participants will be able to:
- Develop strategic Generative AI implementation roadmaps for banking organizations.
- Evaluate Generative AI opportunities across banking operations and identify high-value business applications.
- Apply prompt engineering techniques to improve productivity, customer communication, knowledge management, and operational processes.
- Design AI-powered banking solutions that enhance customer experience and service delivery.
- Utilize Large Language Models (LLMs), conversational AI, and intelligent assistants to support banking operations and decision-making.
- Strengthen governance through Responsible AI practices, cybersecurity, regulatory compliance, model risk management, and data governance.
- Prepare executive dashboards using AI adoption metrics, productivity indicators, operational KPIs, and customer experience measurements.
- Integrate Generative AI with Digital Banking Transformation, FinTech, Enterprise Risk Management, Customer Experience, Operational Excellence, and Strategic Planning.

- Assess the organizational impact of intelligent automation, AI-assisted knowledge management, document intelligence, and advanced analytics within banking environments.
- Develop a practical implementation roadmap that accelerates responsible AI adoption, improves operational efficiency, enhances employee productivity, strengthens customer engagement, supports innovation, and enables sustainable digital transformation.

Course Outline

DAY 01

Foundations of Generative AI in Banking

- Introduction to Generative AI and Large Language Models (LLMs)
- Evolution of Artificial Intelligence in financial services
- Generative AI opportunities across banking functions
- Responsible AI principles and industry trends

> **PRACTICAL APPLICATION OR DISCUSSION**
> Identifying Generative AI opportunities within banking operations

DAY 02

Practical Applications of Generative AI

- AI-powered customer service and virtual assistants
- Intelligent document processing and knowledge management
- Prompt engineering for banking professionals
- AI-assisted financial reporting and business communication

> **PRACTICAL APPLICATION OR DISCUSSION**
> Designing effective prompts for banking use cases

DAY 03

AI-Driven Productivity and Business Innovation

- Generative AI for lending, compliance, and financial analysis
- AI-assisted fraud detection and financial crime support
- Intelligent workflow automation and operational efficiency
- AI-enhanced customer personalization and relationship management

PRACTICAL APPLICATION OR DISCUSSION

Developing AI-powered banking solutions

DAY 04

Governance, Risk, and Responsible AI

- AI governance frameworks and organizational policies
- Regulatory compliance and data privacy considerations
- Model risk management and cybersecurity controls
- Measuring AI performance using KPIs, productivity metrics, and business value indicators

PRACTICAL APPLICATION OR DISCUSSION

Building a Responsible AI governance framework for financial institutions

DAY 05

Building the Future AI-Enabled Bank

- Enterprise AI strategy and implementation planning
- Organizational change management and workforce readiness
- Future trends in Generative AI and intelligent banking
- Continuous innovation and business transformation

DAY 05 — CONTINUED

> **FINAL WORKSHOP**
>
> Developing a comprehensive Generative AI implementation roadmap for banking institutions that includes AI strategy, prompt engineering practices, intelligent assistants, document automation, customer service enhancement, knowledge management, regulatory compliance, Responsible AI governance, cybersecurity, model risk management, AI performance measurement, organizational change management, employee capability development, and continuous innovation initiatives to improve operational excellence, strengthen competitiveness, increase productivity, accelerate digital transformation, and support sustainable banking growth.

Register or Request More Information

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