

# Artificial Intelligence in Banking Training Course

## Professional Development Training Course Outline

|          |                                         |               |                         |
|----------|-----------------------------------------|---------------|-------------------------|
| Category | Artificial Intelligence And Block Chain | Duration      | 5 Days                  |
| Base Fee | \$1,500 USD                             | Delivery Mode | Online / On-site Hybrid |

### Course Introduction

The banking sector is undergoing a profound transformation driven by **Artificial Intelligence (AI)** and **Machine Learning (ML)**. Artificial Intelligence in Banking Training Course is designed to equip banking and financial professionals with the knowledge and practical skills necessary to navigate this **digital transformation**. We'll delve into the core **AI applications** that are revolutionizing banking, from enhancing **customer experience** and **operational efficiency** to fortifying **fraud detection** and **risk management**. You'll gain a comprehensive understanding of how these **intelligent technologies** can be strategically implemented to create **competitive advantages** and drive **sustainable growth**.

This course focuses on moving beyond theoretical concepts to real-world applications. We'll explore how banks can leverage **predictive analytics**, **Generative AI**, and **Natural Language Processing (NLP)** to make data-driven decisions, automate complex workflows, and deliver personalized financial services. By the end of this program, you will be proficient in identifying **AI opportunities**, evaluating **AI solutions**, and leading **AI implementation** projects within your organization, ensuring your institution stays at the forefront of the **Fintech** revolution.

### Programme Curriculum

#### Artificial Intelligence in Banking Training Course

##### Introduction

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### Course Duration

5 days

### Course Objectives

Upon completion of this course, participants will be able to:

- Strategize AI adoption for digital transformation in banking.
- Implement Generative AI for enhanced customer service and communication.
- Apply machine learning models for predictive analytics and credit scoring.
- Deploy AI-driven solutions for real-time fraud detection and prevention.
- Harness AI to automate Know Your Customer (KYC) and Anti-Money Laundering (AML) processes.
- Optimize operational efficiency through Robotic Process Automation (RPA).
- Enhance cybersecurity using AI-powered threat intelligence.
- Personalize customer experiences with AI-driven recommendations.
- Analyze market trends and optimize investment strategies with AI analytics.
- Navigate the ethical and regulatory landscape of AI in banking.
- Develop AI governance frameworks to ensure responsible AI implementation.
- Interpret and communicate AI outputs to non-technical stakeholders.
- Build a data-driven culture within your banking institution.

### Organizational Benefits

- Automating repetitive and time-consuming tasks leads to significant cost reductions and improved productivity.
- AI-driven predictive models allow for proactive identification and mitigation of financial, credit, and operational risks.
- Delivering hyper-personalized products and 24/7 support through chatbots and virtual assistants boosts customer satisfaction and loyalty.
- Advanced AI algorithms enhance fraud detection, cybersecurity, and regulatory compliance, minimizing financial and reputational losses.
- Fostering a workforce skilled in AI empowers the organization to innovate faster and respond to changing market demands.
- The ability to analyze vast datasets provides actionable insights, leading to better strategic and tactical decisions.
- Staying ahead of competitors and attracting top talent by demonstrating a commitment to technological leadership.

### Target Audience

- Banking Executives and Senior Managers
- Financial Analysts and Data Scientists
- Risk and Compliance Officers
- Product Managers in banking and fintech
- IT and Technology Leaders
- Investment Professionals and Wealth Managers
- Loan Officers and Underwriters
- Customer Service and Operations Managers

## Course Modules

### Module 1: Foundations of AI in Banking

- Introduction to AI & ML
- Data as the New Currency.
- AI Use Cases in Banking.
- Ethical AI and Bias.
- **Case Study: J.P. Morgan's COiN (Contract Intelligence).** How NLP automates the review of legal documents, saving thousands of man-hours and reducing errors.

### Module 2: AI for Risk Management & Compliance

- Credit Risk Assessment
- Fraud Detection Systems:
- AI-Powered Regulatory Compliance
- Cybersecurity with AI.
- **Case Study: Standard Chartered Bank's Financial Crime Detection.** How AI is used to analyze vast transaction data to flag suspicious activities for money laundering with greater accuracy.

### Module 3: AI for Enhanced Customer Experience

- Conversational AI
- Hyper-Personalization
- AI in Customer Segmentation.
- Sentiment Analysis
- **Case Study: Bank of America's Erica Virtual Assistant.** A detailed look at how an AI-powered assistant provides personalized financial guidance and automates routine queries for millions of users.

### Module 4: AI in Banking Operations & Efficiency

- Robotic Process Automation (RPA).
- Intelligent Document Processing (IDP).
- Predictive Maintenance.
- AI-Driven Workflow Optimization.
- **Case Study: Wells Fargo's AI-Powered Document Analysis.** How the bank uses machine learning to process thousands of mortgage documents, reducing processing time and improving accuracy.

### Module 5: AI in Lending and Wealth Management

- AI-Based Loan Underwriting.
- Robo-Advisors.
- Algorithmic Trading.

- Alternative Data for Credit.
- **Case Study: Schwab's Intelligent Portfolios.** How robo-advisory services use algorithms to build and manage diversified investment portfolios for clients at a lower cost.

## **Module 6: Generative AI for Banking**

- Introduction to Generative AI.
- Content Generation.
- AI-Assisted Code Development.
- Enhanced Customer Service
- **Case Study: Morgan Stanley's AI-Powered Financial Advisor Assistant** How the bank's advisors use a custom LLM, trained on internal research and data, to find information and generate summaries.

## **Module 7: Building an AI Strategy & Ecosystem**

- Formulating an AI Strategy.
- Data Governance and Infrastructure.
- Building an AI Team.
- Vendor Selection.
- **Case Study: Capital One's AI Transformation.** An analysis of their journey from a traditional bank to a tech company by building a strong data infrastructure and embedding AI into their core business.

## **Module 8: The Future of AI in Banking**

- Emerging AI Technologies.
- AI and Open Banking.
- The Augmented Banker
- Future Regulatory Landscape.
- **Case Study: Ant Group's AI-Powered Financial Inclusion.** How the company uses AI and alternative data to provide small loans to millions of underserved individuals in China, a model for the future of inclusive banking.

## **Training Methodology**

- Instructor-Led Sessions.
- Interactive Workshops.
- Case Study Analysis.
- Group Discussions and Collaborative Projects.
- Role-Playing Scenarios:

## **Register as a group from 3 participants for a Discount**

Send us an email: [info@fineskilltrainingcenter.com](mailto:info@fineskilltrainingcenter.com) 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   |
|-------------|-------------|----------|---------|
| 07 Sep 2026 | 11 Sep 2026 | Online   | \$1,100 |
| 14 Sep 2026 | 18 Sep 2026 | Online   | \$1,100 |
| 21 Sep 2026 | 25 Sep 2026 | Online   | \$1,100 |
| 28 Sep 2026 | 02 Oct 2026 | Online   | \$1,100 |
| 05 Oct 2026 | 09 Oct 2026 | Online   | \$1,100 |
| 12 Oct 2026 | 16 Oct 2026 | Online   | \$1,100 |
| 19 Oct 2026 | 23 Oct 2026 | Online   | \$1,100 |
| 26 Oct 2026 | 30 Oct 2026 | Online   | \$1,100 |

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

Register Online Now

Email: [info@fineskilltrainingcenter.com](mailto:info@fineskilltrainingcenter.com) | Website: [www.fineskilltrainingcenter.com](http://www.fineskilltrainingcenter.com)