



Bank HR Change Management and Workforce Transition Training Course

20 – 24 September 2027
Milan

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Ref: 475_138080 **Date:** 20 – 24 September 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Bank HR Change Management and Workforce Transition Training Course is a five-day professional course for banking HR, talent, workforce-planning, employee-relations, and change teams who leave with a Bank Workforce Change Delivery File. Participants connect workforce impact, stakeholder alignment, readiness, communication, capability transition, resistance, adoption evidence, and people-risk controls. The course converts transformation plans into governed workforce actions. Agile Leaders Training Center presents bank HR change management through people-side delivery tools and evidence.

Who Should Attend

- HR business-partner functions responsible for workforce alignment
- Talent and development functions responsible for capability transitions
- Workforce-planning functions responsible for role and capacity impacts
- Employee-relations functions responsible for workforce concerns and escalation
- Change functions responsible for readiness, communication, and adoption
- HR managers responsible for people-risk governance

The course assumes participants support workforce decisions in banking and leaves out general bank operations, enterprise strategy, and technical system implementation.

Departments and Industries

The course supports departments and industries that manage workforce impacts during regulated service transformation.

- Human resources, talent, organization development, and workforce planning
- Retail banking, corporate banking, payments, and shared services
- Risk, compliance, operations, and customer-service functions
- Financial technology, insurance, and professional-services organizations
- Technology, transformation, internal communication, and program offices

Learning Objectives

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



- Analyze workforce impacts across banking transformations
- Build stakeholder alignment and readiness evidence
- Apply change communication and engagement controls
- Diagnose resistance and capability transition needs
- Evaluate adoption measures and people risks
- Use governance routines to sustain workforce change

Course Agenda

Day 1: Workforce Change Context

- Bank Transformation Workforce Impact Map
- Operating-Model Role Change Matrix
- People-Risk Identification Register
- Transformation Dependency Mapping Method
- HR Change Governance Charter

Day 2: Stakeholders and Readiness

- Stakeholder Influence and Impact Grid
- Leadership Alignment Interview Guide
- Workforce Readiness Assessment Canvas
- Change-Agent Network Design Map
- Employee Voice Evidence Log

Day 3: Communication and Capability Transition

- Audience-Based Change Communication Matrix
- Manager Conversation Briefing Pack
- Role-to-Capability Gap Analysis
- Learning Transition Pathway Plan
- Workforce Mobilization Schedule

Day 4: Resistance, Adoption, and Control

- Resistance Signal Diagnostic Tree
- People Issue Escalation Protocol
- Adoption Behavior Evidence Dashboard
- Workforce Transition Risk Heat Map
- Change Sustainment Review Cycle



Day 5: Bank HR Change Delivery Practice

- Suggested Exercise: Analyze a Digital Role Impact
- Suggested Exercise: Test Workforce Readiness Evidence
- Suggested Exercise: Plan a Capability Transition
- Suggested Exercise: Resolve a Resistance and Adoption Scenario
- Capstone Exercise: Bank Workforce Change Delivery File

Practical Exercises

The course uses suggested activities to connect banking transformation scenarios with controlled workforce decisions.

- Suggested activity: map employee impacts for a branch-service or operating-model change.
- Suggested activity: test readiness evidence across HR, operations, risk, and technology stakeholders.
- Suggested activity: convert role changes into capability actions, communication messages, owners, and checkpoints.
- Suggested activity: review resistance signals, adoption evidence, people risks, and sustainment actions in the capstone file.

FAQs

What is bank HR change management?

Bank HR change management governs workforce impacts, readiness, communication, capability transitions, resistance, adoption evidence, and people risks during banking transformation.

Who suits bank HR change management training, and what does it assume?

HR partners, talent teams, workforce planners, employee-relations professionals, change leads, and HR managers suit the training. It assumes they support workforce decisions in a banking environment.

How does bank HR change management differ from general change management?

Bank HR change management centers on roles, capabilities, employee relations, workforce risk, and adoption evidence in regulated financial services. General change management may address any industry and may not examine HR control responsibilities.

How can HR assess workforce readiness for bank transformation?

HR can assess workforce readiness by mapping affected roles, stakeholder alignment, employee voice, capability gaps, manager preparedness, communication reach, unresolved issues, and observable adoption behavior.



What evidence shows workforce change is being adopted?

Adoption evidence includes new-role behavior, use of revised processes, completion of capability actions, manager follow-through, issue resolution, employee feedback, and sustained performance at defined checkpoints.

Conclusion

Participants take back a Bank Workforce Change Delivery File linking impacts, stakeholders, readiness, communication, capabilities, resistance, adoption, and people risks. It changes disconnected HR activities into governed workforce transition decisions. The file gives banking HR teams shared evidence, owners, escalation routes, measures, and sustainment checkpoints for transformation delivery.