Integrated Bank Management and Performance Training Course

10 – 14 May 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 408_223626 **Date:** 10 – 14 May 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Integrated Bank Management and Performance Training Course is a one-week advanced course for banking managers and specialists who leave with an Integrated Bank Performance Decision Pack. The course connects bank business models, customer economics, balance-sheet drivers, credit and liquidity risk, operations, digital channels, governance, and profitability. Participants diagnose tradeoffs through performance bridges and cross-functional decision records. Agile Leaders Training Center delivers this course on integrated bank management.

Who Should Attend

- Business functions responsible for customer segments, products, pricing, and revenue
- Credit functions responsible for underwriting, portfolio quality, provisions, and risk-adjusted return
- Finance functions responsible for income, costs, profitability, and management reporting
- Treasury and risk functions responsible for funding, liquidity, capital use, and exposure
- Operations and digital functions responsible for service flows, controls, channels, and efficiency
- Governance functions responsible for oversight, escalation, and performance decisions

The course assumes participants already manage or analyze a banking function and can read bank financial statements, and it leaves out introductory banking, detailed capital calculations, specialist asset-liability modeling, treasury dealing, and enterprise strategy design.

Departments and Industries

The course supports integrated performance decisions across banking and other regulated financial-services organizations.

- Retail, commercial, corporate, transaction, and investment banking businesses
- Credit, deposits, payments, cards, and customer-experience functions
- Finance, treasury, risk, compliance, and internal assurance departments
- Operations, technology, data, digital-channel, and shared-services teams
- Financial groups coordinating banks, finance companies, and payment businesses
- Advisory functions supporting bank performance and operating decisions

Learning Objectives

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

- Analyze bank business models, customer segments, and funding choices
- Build balance-sheet, income, cost, and profitability driver bridges
- Evaluate credit, liquidity, capital-use, and operational tradeoffs
- Diagnose customer, process, payment, and digital-channel performance
- Apply governance, control, escalation, and decision-rights tools
- Use integrated dashboards to prioritize management actions

Course Agenda

Day 1: Business Models and Customer Economics

- Bank Business Model Classification Grid
- Customer Segment and Value-Pool Map
- Product, Channel, and Revenue Mix Bridge
- Deposit and Lending Proposition Canvas
- Business Model Sustainability Diagnostic

Day 2: Balance Sheet and Profitability

- Bank Balance-Sheet Driver Map
- Net Interest Margin Decomposition Bridge
- Fee Income and Operating Revenue Analysis
- Cost-to-Income and Productivity Driver Tree
- Risk-Adjusted Profitability Decision Matrix

Day 3: Risk, Funding, and Resilience

- Credit Portfolio Quality and Provisioning Dashboard
- Funding Mix and Liquidity Position Map
- Capital-Use and Return Tradeoff Grid
- Operational Risk and Control Exposure Register
- Integrated Bank Resilience Scenario Map

Day 4: Operations, Digital, and Governance

- Customer Onboarding and Service Flow Blueprint
- Lending Operations and Exception-Control Map
- Payments, Clearing, and Settlement Process Map
- Digital Channel Economics and Adoption Dashboard
- Governance, Decision-Rights, and Escalation Matrix

Day 5: Integrated Bank Management Practice

- Suggested Exercise: Business Model and Value-Pool Diagnosis
- Suggested Exercise: Profitability Driver and Margin Review
- Suggested Exercise: Risk, Funding, and Resilience Tradeoffs
- Suggested Exercise: Operations and Digital Performance Review
- Capstone Exercise: Integrated Bank Performance Decision Pack

Practical Exercises

The course uses suggested activities to turn cross-functional banking evidence into management decisions and accountable actions.

- Suggested activity: compare bank business models, customer value pools, funding choices, and income structures.
- Suggested activity: trace changes in margin, fees, cost, credit losses, capital use, and risk-adjusted profitability.
- Suggested activity: assess funding, liquidity, credit, operational, and service-resilience tradeoffs under a scenario.
- Suggested activity: present a dashboard linking customer, financial, risk, operations, digital, and governance evidence.

FAQs

Who suits integrated bank management and performance training, and what does it assume?

Integrated bank management and performance training suits managers and specialists who already analyze or lead a banking function and can read bank financial statements.

How does integrated bank management training differ from introductory banking training?

Integrated bank management training evaluates cross-functional decisions and performance tradeoffs, while introductory banking training explains institutions, products, transactions, and basic financial concepts.

How should bank managers connect profitability and risk?

Bank managers should connect revenue and cost drivers with credit losses, funding and liquidity needs, capital use, operational exposure, and the risk-adjusted return of customer segments and products.

What belongs on an integrated bank performance dashboard?

An integrated bank performance dashboard should combine customer, volume, margin, fee, cost, credit quality, liquidity, capital-use, service, digital, control, and decision indicators with owners and thresholds.

How do digital channels affect bank performance decisions?

Digital channels affect acquisition, service volume, transaction cost, customer behavior, process exceptions, data use, fraud exposure, adoption, and the operating capacity required across physical and digital journeys.

Conclusion

Participants leave with an Integrated Bank Performance Decision Pack containing business-model analysis, customer economics, profitability bridges, risk and funding diagnostics, operations maps, digital evidence, governance records, and an executive dashboard. The pack changes isolated functional metrics into connected management decisions. It supports accountable action across business, credit, finance, treasury, risk, operations, digital, and governance functions.