Banking Culture Change and Behaviour Alignment Training Course

2 – 6 November 2026
Addis Ababa

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Ref: 420_223638 **Date:** 2 – 6 November 2026 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Banking Culture Change and Behaviour Alignment Training Course is a one-week advanced course for banking, transformation, HR, organizational-development, operations, and culture sponsors who leave with a Bank Culture Change Blueprint. The course connects culture evidence, risk appetite, target behaviours, leadership signals, incentives, accountability, stakeholder segmentation, sponsor and manager routines, people processes, operating mechanisms, speak-up, adoption, cultural indicators, and governance. Agile Leaders Training Center delivers this course on banking culture change and behaviour alignment.

Who Should Attend

- Executive and transformation functions responsible for culture priorities, sponsorship, and business outcomes
- Human-resources functions responsible for leadership, performance, reward, talent, and employee experience mechanisms
- Organizational-development functions responsible for culture diagnostics, behaviour design, and change architecture
- Risk and compliance functions responsible for risk culture, conduct, accountability, and speak-up evidence
- Branch and operations functions responsible for translating target behaviours into customer and control routines
- Internal-communication functions responsible for change narratives, dialogue, feedback, and manager enablement

The course assumes participants already support organizational change, people practices, operations, or risk governance and leaves out regulatory legal advice, remuneration calculation, employee-investigation procedure, and generic project management.

Departments and Industries

The course supports banking culture change across financial institutions and adjacent service organizations with conduct, trust, and risk responsibilities.

- Strategy, transformation, human resources, and organizational-development departments
- Risk, compliance, internal audit, conduct, and ethics functions
- Retail, corporate, digital, investment, and transaction-banking businesses
- Payments, lending, insurance, wealth-management, and FinTech organizations
- Branch networks, contact centers, operations, and shared services
- Technology, data, cybersecurity, and third-party management teams

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Learning Objectives

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

- Analyze banking culture using behavioural, operational, risk, and employee evidence
- Build target-behaviour definitions linked to values, strategy, and risk appetite
- Prioritize stakeholders, sponsors, managers, and change barriers
- Align incentives, people processes, controls, and operating routines with target behaviours
- Use adoption and culture indicators to diagnose progress and unintended effects
- Build a governed culture-change blueprint with ownership, actions, and review triggers

Course Agenda

Day 1: Banking Culture Diagnosis

- Culture Evidence Source and Reliability Map
- Stated Values-to-Behaviour Gap Analysis
- Risk Appetite and Decision Pattern Review
- Customer, Conduct and Control Signal Dashboard
- Culture Strength and Vulnerability Heat Map

Day 2: Target Behaviours and Leadership

- Target Behaviour Definition Template
- Leadership Signal and Role-Modelling Audit
- Sponsor Coalition and Accountability Matrix
- Manager Conversation and Reinforcement Guide
- Change Narrative and Meaning Framework

Day 3: Stakeholders and Adoption

- Stakeholder Impact and Influence Segmentation
- Behaviour Barrier and Enabler Diagnostic
- Speak-Up and Psychological-Safety Channel Map
- Local Change Network Operating Model
- Adoption Risk and Resistance Response Plan

Day 4: Culture Embedding and Measurement

- Performance and Reward Alignment Checklist
- Talent, Learning and Promotion Mechanism Map
- Policy, Process and Control Reinforcement Review
- Culture Indicator and Leading-Signal Scorecard
- Culture Governance and Escalation Cadence

Day 5: Banking Culture Change Practice

- Suggested Exercise: Culture Evidence and Vulnerability Diagnosis
- Suggested Exercise: Target Behaviour and Leadership Alignment
- Suggested Exercise: Stakeholder and Adoption Response Design
- Suggested Exercise: Embedding and Culture-Indicator Review
- Capstone Exercise: Bank Culture Change Blueprint

Practical Exercises

The course uses suggested activities to connect cultural evidence, target behaviour, organizational mechanisms, and accountable change decisions.

- Suggested activity: combine employee, customer, conduct, risk, control, and operating signals into a culture diagnosis.
- Suggested activity: define observable target behaviours and align leadership, sponsor, manager, and communication actions.
- Suggested activity: identify stakeholder impacts, behaviour barriers, speak-up needs, adoption risks, and local responses.
- Suggested activity: integrate incentives, people practices, policies, routines, indicators, ownership, and review triggers in the capstone blueprint.

FAQs

Who suits banking culture change and behaviour-alignment training, and what does it assume?

Banking culture change training suits professionals who already support transformation, people practices, operations, risk, compliance, conduct, or leadership and need an evidence-led behaviour approach.

How does banking culture change differ from generic change management?

Banking culture change connects behaviour to customer trust, risk appetite, conduct, controls, accountability, incentives, speak-up, and governance, while generic change management may address any organizational initiative.

How can banking culture be measured?

Banking culture can be assessed through combined evidence from employee experience, customer complaints, conduct events, internal fraud, control breaches, decision patterns, risk reporting quality, speak-up, incentives, and management actions.

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What makes a target behaviour useful in banking culture change?

A useful target behaviour is observable, specific to a recurring work situation, linked to values and risk appetite, reinforced by leaders and systems, measurable through evidence, and clear about unacceptable alternatives.

How can incentives support banking culture change?

Incentives support culture when performance goals, reward, recognition, promotion, consequences, workload, and management attention consistently reinforce responsible behaviour and do not encourage short-term results at the expense of customers or controls.

Conclusion

Participants leave with a Bank Culture Change Blueprint containing evidence, vulnerabilities, behaviours, stakeholder actions, leadership routines, embedding mechanisms, indicators, and governance records. The blueprint changes abstract culture statements into observable and reviewable change decisions. It supports consistent leadership signals, aligned systems, accountable adoption, and timely intervention when cultural risks emerge.