

Executive Change Leadership, Organizational Transformation and Business Process Reengineering

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Kuala Lumpur

AGILE LEADERS
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Overview

The Executive Change Leadership, Organizational Transformation and Business Process Reengineering Training Course is a one-week advanced executive program designed for C-Suite executives, senior business leaders, transformation directors, and technology leadership teams responsible for managing complex organizational and operational change.

Major banking transformation initiatives require more than successful technology implementation. Changes to core banking systems, enterprise databases, and business processes also affect organizational structures, decision-making responsibilities, employee roles, operational controls, and customer service delivery. Without effective executive leadership and cross-functional coordination, organizations may struggle to achieve the expected business benefits of transformation.

This program addresses the organizational and strategic challenges associated with large-scale banking modernization, database redesign, and Business Process Reengineering BPR. It focuses on helping senior executives move beyond technology implementation to lead enterprise-wide organizational change, improve business processes, strengthen governance, and achieve sustainable operational improvements.

Participants will examine executive change leadership strategies, evaluate organizational readiness, prioritize banking process redesign initiatives, establish business–IT accountability, manage operational transformation risks, and develop an actionable executive transformation roadmap.

Through banking-focused case studies, executive discussions, and facilitated decision-making workshops, participants will develop practical frameworks to lead organizational transformation, strengthen stakeholder alignment, and achieve measurable business improvements.

Agile Leaders Training Center delivers this program through a seniority-aligned, practical learning approach emphasizing strategic decisions, transformation governance, and executive accountability rather than introductory change management theory or technical database implementation.

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Who Should Attend

- **C-Suite Executives and Executive Management Teams** responsible for strategic direction, organizational transformation, and enterprise-wide change.
- **Chief Information Officers and Senior IT Leaders** coordinating technology modernization with business requirements and organizational priorities.
- **Heads of Banking Operations and Business Functions** responsible for branch operations, back-office processes, and operational improvement.
- **Transformation and Strategy Directors** leading enterprise transformation programs, organizational redesign, and strategic change initiatives.
- **Senior Risk, Compliance, and Governance Leaders** overseeing operational resilience, regulatory requirements, internal controls, and transformation risks.
- **Business Process Owners and Senior Transformation Sponsors** responsible for process redesign decisions, stakeholder alignment, and business performance.
- **Senior Technology Partner and Project Leaders** coordinating technology delivery, organizational dependencies, and business transformation outcomes.

The course assumes participants hold senior management, executive leadership, or enterprise transformation responsibilities. It emphasizes strategic decision-making and organizational leadership rather than basic change management concepts, software development, or technical database administration.

Departments and Industries

The course applies executive transformation and Business Process Reengineering principles across banking, financial services, and technology-driven organizations.

- Commercial banking and financial services institutions
- Core banking transformation and digital banking divisions
- Enterprise strategy and organizational transformation departments
- Banking operations, branch management, and back-office functions
- Information technology and enterprise data governance departments
- Business process excellence and operational improvement divisions
- Corporate governance, risk management, and regulatory compliance functions
- Financial technology companies and banking technology service providers

Learning Objectives

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

- **Analyze** the organizational, operational, and strategic implications of core banking modernization, database redesign, and business process transformation.
- **Evaluate** executive change leadership approaches to address stakeholder resistance, strengthen organizational alignment, and support adoption of redesigned banking processes.
- **Prioritize** banking processes for reengineering based on operational efficiency, customer impact, implementation complexity, and business risk.
- **Design** an executive governance and accountability framework that aligns business leadership, IT functions, and technology partners during transformation.
- **Evaluate** transformation risks and proposed controls to protect operational continuity, data integrity, regulatory compliance, and customer service.
- **Develop** an executive transformation roadmap incorporating strategic priorities, stakeholder engagement, measurable KPIs, accountability, and implementation milestones.

Course Agenda

Day 1: Strategic Change Leadership and Transformation Direction

- Strategic implications of core banking modernization, database redesign, and enterprise-wide organizational transformation
- Business case development for operational efficiency, customer experience, and sustainable transformation value
- Organizational impact analysis across banking functions, departmental responsibilities, and decision-making structures
- Executive evaluation of strategic transformation choices, resource priorities, and business trade-offs
- Organizational readiness analysis covering leadership alignment, business capabilities, and transformation dependencies
- Prioritization of executive transformation outcomes aligned with strategic business objectives

Day 2: Leading Organizational Change and Stakeholder Alignment

- Executive change leadership strategies for complex banking and enterprise transformation initiatives
- Stakeholder influence analysis, organizational resistance, and competing departmental interests
- Organizational culture assessment and leadership barriers affecting transformation adoption
- Executive sponsorship models and stakeholder engagement actions for cross-functional change
- Strategic communication, conflict resolution, and leadership responses to organizational uncertainty
- Change adoption indicators, executive intervention criteria, and corrective leadership strategies

Day 3: Strategic Business Process Reengineering in Banking

- Business Process Reengineering principles and evaluation of fundamental process redesign opportunities
- End-to-end banking process analysis covering operational inefficiencies, approval delays, duplication, and handovers
- Customer-centric future-state process design and evaluation of workflow simplification alternatives
- Business data requirements, data ownership, and database redesign dependencies affecting process transformation
- Evaluation of BPR alternatives based on operational efficiency, customer impact, implementation complexity, and business risk
- Prioritization of high-impact banking processes using structured reengineering decision criteria

Day 4: Transformation Governance, Data Accountability and Operational Risk

- Enterprise transformation governance models, executive oversight structures, and steering committee responsibilities
- Business–IT–technology partner decision rights and accountability for process redesign, technology delivery, and business outcomes
- Executive data ownership, information governance responsibilities, and business data quality requirements
- Cross-functional transformation risk evaluation covering operational, organizational, technology, and compliance exposures
- Business continuity safeguards, operational readiness requirements, and executive change approval controls
- Executive decision-making, risk escalation, and governance reporting frameworks for transformation oversight

Day 5: Transformation Roadmap, Execution and Business Value Realization

- Evaluation of transformation rollout strategies, implementation sequencing, and organizational readiness requirements
- Executive transformation roadmap design covering strategic priorities, implementation phases, and business milestones
- Transformation benefits identification and value realization measures for financial, operational, and customer outcomes
- Executive KPI development, performance baselines, reporting responsibilities, and transformation dashboards
- Execution progress evaluation, performance gap analysis, and corrective executive leadership actions
- Development of a 90-day executive transformation action plan integrating priorities, accountability, governance, and performance measurement

Practical Exercises

The course uses a connected, realistic banking transformation scenario involving core banking modernization, database redesign, business process reengineering, and organizational change. Activities focus on executive decisions, organizational challenges, and practical business outcomes.

- **Suggested activity: Executive Transformation Impact Analysis** — Analyze the organizational implications of database and process transformation, identify critical business dependencies, and develop an Executive Transformation Priorities Statement.
- **Suggested activity: Change Leadership and Stakeholder Engagement Simulation** — Evaluate resistance to redesigned banking workflows and formulate executive sponsorship, communication, and stakeholder engagement actions.
- **Suggested activity: Banking Process Reengineering Prioritization** — Compare customer onboarding, loan approval, and back-office reconciliation processes using business value, operational risk, complexity, and customer impact criteria.
- **Suggested activity: Transformation Governance and Accountability Design** — Develop a decision-rights matrix clarifying responsibilities across business leadership, IT departments, and external technology partners, including data ownership and risk escalation.
- **Capstone exercise: Executive Transformation Roadmap Development** — Consolidate strategic priorities, BPR recommendations, stakeholder engagement actions, governance responsibilities, and performance indicators into a proposed 90-day executive transformation roadmap.

FAQs

Who should attend the Executive Change Leadership, Organizational Transformation and Business Process Reengineering Training Course?

The course is designed for C-Suite executives, senior business leaders, transformation directors, IT leadership teams, banking operations executives, and governance professionals responsible for directing enterprise transformation initiatives. It is particularly relevant to senior leaders managing the organizational impact of major banking technology and business process changes.

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How does this course differ from conventional Change Management training?

Traditional Change Management training often focuses on change models, communication, and employee adoption. This advanced executive program extends those concepts into strategic transformation leadership, Business Process Reengineering, executive decision-making, business–IT alignment, governance, and value realization. It is designed to build on previous Change Management learning rather than repeat introductory concepts.

How does the course address Business Process Reengineering in banking?

The course examines end-to-end banking workflows, identifies operational inefficiencies, evaluates future-state process alternatives, and prioritizes redesign initiatives. Practical scenarios include customer onboarding, loan approval, and back-office reconciliation, with emphasis on executive decisions concerning business value, customer impact, implementation complexity, and operational risk.

How does the course support enterprise database redesign and banking transformation projects?

The program addresses the organizational and business implications of database redesign, including business data ownership, process dependencies, cross-functional responsibilities, governance, and operational continuity. It helps senior leaders coordinate business requirements and technology delivery without requiring technical database engineering knowledge.

Which transformation and leadership frameworks are covered?

The program draws on established executive change leadership, organizational transformation, Business Process Reengineering, stakeholder analysis, and enterprise governance approaches. Relevant concepts from Kotter's change leadership framework, Prosci ADKAR, business process analysis, and banking operational risk and resilience principles support the practical discussions and workshops.

What practical outcomes will participants develop during the course?

Participants will develop an Executive Transformation Priorities Statement, Stakeholder Engagement and Change Leadership Plan, BPR Prioritization Matrix, Governance and Accountability Matrix, and a proposed 90-Day Executive Transformation Roadmap supported by measurable KPIs and performance reporting requirements.

Conclusion

The Executive Change Leadership, Organizational Transformation and Business Process Reengineering Training Course equips senior leaders with the strategic decision-making capabilities and practical frameworks required to direct complex banking and organizational transformation initiatives.

By connecting executive change leadership, Business Process Reengineering, organizational alignment, governance, and business value realization, the program enables participants to evaluate transformation priorities, guide stakeholder adoption, establish accountability, and manage operational risks.

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The course provides a structured executive learning experience aligned with the challenges of enterprise modernization and large-scale operational change. Participants will leave with a proposed executive transformation roadmap and practical decision-making tools to support coordinated implementation, stronger business–technology collaboration, and measurable organizational performance improvements.