Banking Performance Analytics for Banks Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's rapidly evolving financial landscape, Banking Performance Analytics has become a strategic capability for banks seeking to improve profitability, operational efficiency, regulatory compliance, customer experience, and enterprise risk management. The increasing adoption of Artificial Intelligence (AI), Machine Learning (ML), Predictive Analytics, Business Intelligence (BI), Big Data Analytics, Real-Time Dashboards, Cloud Banking, ESG Reporting, Digital Transformation, and Data-Driven Decision Making has fundamentally transformed how banks measure and optimize performance. Financial institutions are leveraging advanced analytics to monitor key performance indicators (KPIs), assess branch and employee productivity, forecast financial outcomes, optimize lending portfolios, enhance customer profitability, detect fraud, and improve operational resilience. Banking executives require accurate, timely, and actionable insights to remain competitive in today's highly regulated and customer-centric environment.

This comprehensive Banking Performance Analytics Training Course equips banking professionals with practical knowledge and analytical tools to measure, monitor, and enhance institutional performance using global best practices and modern analytics technologies. Participants will gain expertise in financial performance management, risk-adjusted profitability, customer analytics, digital banking metrics, operational excellence, predictive modeling, data visualization, balanced scorecards, business performance management (BPM), regulatory reporting, ESG performance measurement, AI-powered banking analytics, and strategic decision intelligence. Through practical exercises, industry case studies, dashboards, and real-world banking scenarios, participants will develop the competencies required to transform banking data into strategic business value.

Programme Curriculum

Banking Performance Analytics Training Course

Introduction

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Course Duration

10 days

Course Objectives

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

1. Apply Advanced Banking Performance Analytics frameworks for strategic decision-making.
2. Develop Real-Time KPI Dashboards for monitoring banking performance.
3. Utilize Artificial Intelligence and Machine Learning Analytics for banking insights.
4. Measure Risk-Adjusted Performance using global banking standards.
5. Optimize Customer Profitability and Customer Lifetime Value (CLV) analytics.
6. Analyze Digital Banking Performance Metrics and omnichannel customer engagement.
7. Improve Operational Efficiency Analytics using Lean Banking principles.
8. Implement Predictive Analytics for lending, deposits, and revenue forecasting.
9. Design Balanced Scorecards and Enterprise Performance Management (EPM) systems.
10. Strengthen Fraud Detection and Financial Crime Analytics using data-driven techniques.
11. Integrate ESG Performance Metrics and Sustainable Banking Analytics into business reporting.
12. Enhance Business Intelligence (BI), Data Visualization, and Executive Reporting capabilities.
13. Develop a comprehensive Banking Performance Analytics Strategy aligned with organizational objectives.

Target Audience

1. Bank Executives and Senior Management
2. Branch Managers and Regional Managers
3. Performance Management Professionals
4. Risk Management Officers

5. Financial Analysts and Business Analysts
6. Operations and Process Improvement Managers
7. Digital Banking and Innovation Teams
8. Internal Auditors, Compliance Officers, and Strategy Professionals

Course Modules

Module 1: Fundamentals of Banking Performance Analytics

- Banking performance measurement frameworks
- Banking value creation models
- Performance indicators and benchmarking
- Data-driven banking strategies
- Global banking analytics trends
- **Case Study:** Building a performance measurement framework for a commercial bank.

Module 2: Banking KPIs and Performance Measurement

- Financial KPIs
- Operational KPIs
- Customer KPIs
- Digital banking KPIs
- Executive dashboard development
- **Case Study:** Designing KPIs for a multi-branch banking network.

Module 3: Financial Performance Analytics

- Profitability analysis
- Cost-to-income ratio optimization
- Return on Assets (ROA)
- Return on Equity (ROE)
- Economic Value Added (EVA)
- **Case Study:** Improving bank profitability through financial analytics.

Module 4: Customer Analytics

- Customer segmentation
- Customer Lifetime Value (CLV)
- Customer profitability
- Customer churn prediction
- Personalization analytics
- **Case Study:** Increasing customer retention using predictive analytics.

Module 5: Credit Risk Analytics

- Loan portfolio analytics
- Credit scoring models
- Probability of default analysis
- Expected credit loss analytics
- Stress testing
- **Case Study:** Predictive credit risk management for retail lending.

Module 6: Operational Performance Analytics

- Process efficiency measurement
- Branch productivity analysis
- Workforce analytics
- Process automation KPIs
- Operational benchmarking
- **Case Study:** Reducing branch operating costs using Lean Analytics.

Module 7: Digital Banking Analytics

- Mobile banking analytics
- Internet banking performance
- Digital adoption metrics
- Customer journey analytics
- Omnichannel performance
- **Case Study:** Measuring digital banking transformation success.

Module 8: AI and Machine Learning in Banking Analytics

- AI-driven decision support
- Machine learning models
- Predictive banking analytics
- Intelligent automation
- Generative AI applications
- **Case Study:** AI-powered customer profitability prediction.

Module 9: Business Intelligence and Data Visualization

- Power BI dashboards
- Tableau reporting
- Executive scorecards
- Interactive visualization
- Data storytelling
- **Case Study:** Executive banking dashboard implementation.

Module 10: Fraud Detection Analytics

- Fraud risk indicators
- AML analytics
- Transaction monitoring
- Behavioral analytics
- Real-time fraud detection
- **Case Study:** Detecting suspicious transactions using analytics.

Module 11: Enterprise Performance Management (EPM)

- Balanced Scorecard
- Strategic performance planning
- Performance governance
- Benchmarking
- Continuous improvement

- **Case Study:** Implementing enterprise-wide banking scorecards.

Module 12: Regulatory and ESG Analytics

- Basel performance indicators
- Regulatory reporting
- ESG banking metrics
- Sustainability reporting
- Climate risk analytics
- **Case Study:** ESG performance reporting for financial institutions.

Module 13: Predictive and Prescriptive Analytics

- Forecasting models
- Scenario analysis
- Decision optimization
- Revenue prediction
- Prescriptive recommendations
- **Case Study:** Forecasting loan growth using predictive models.

Module 14: Banking Data Governance and Data Quality

- Data governance frameworks
- Master data management
- Data quality assessment
- Metadata management
- Banking data security
- **Case Study:** Improving analytics through data governance.

Module 15: Banking Performance Analytics Capstone Project

- Enterprise analytics strategy
- Performance dashboard development
- Executive reporting
- Action planning
- Performance improvement roadmap
- **Case Study:** Developing an integrated Banking Performance Analytics framework for a leading commercial bank.

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org 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
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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