Generative AI Applications in Banking Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Generative AI in Banking Training Course is designed to equip financial professionals with cutting-edge knowledge and practical skills in Artificial Intelligence (AI), Machine Learning (ML), Large Language Models (LLMs), and Generative AI technologies transforming the global banking ecosystem. As banks accelerate their digital transformation, hyper-personalization, automation, fraud detection, and intelligent decision-making, Generative AI is emerging as a game-changer in delivering customer-centric, data-driven, and scalable banking solutions. This course explores how advanced AI models such as ChatGPT, AI copilots, and generative analytics are reshaping operations, risk management, compliance, and customer experience.

Participants will gain deep insights into AI-powered banking innovation, including predictive analytics, conversational banking, robo-advisory, automated credit scoring, fraud prevention, and regulatory technology. Through real-world case studies, hands-on applications, and strategic frameworks, the course empowers learners to implement secure, ethical, and high-impact AI solutions. It also addresses critical concerns such as AI governance, data privacy, bias mitigation, cybersecurity, and model risk management, ensuring sustainable and responsible AI adoption in modern banking environments.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand Generative AI fundamentals and LLM applications in banking
2. Explore AI-driven digital banking transformation strategies
3. Implement AI-powered customer experience and personalization models
4. Analyze fraud detection and anti-money laundering (AML) using AI
5. Develop intelligent automation and AI-driven process optimization
6. Apply AI in credit risk assessment and predictive analytics
7. Integrate chatbots, virtual assistants, and conversational AI systems
8. Strengthen cybersecurity and AI-based threat detection frameworks
9. Evaluate AI governance, ethics, and regulatory compliance
10. Utilize data analytics, big data, and AI insights for decision-making
11. Design AI-enabled financial products and innovation strategies
12. Understand model risk management and AI validation techniques
13. Build future-ready AI transformation roadmaps in banking

Target Audience

1. Banking and Financial Institution Executives
2. Risk Management and Compliance Professionals
3. Digital Banking and Innovation Teams
4. Data Scientists and AI/ML Engineers
5. IT and Technology Managers in Banking
6. Fraud Analysts and AML Specialists
7. FinTech Professionals and Consultants
8. Operations and Customer Experience Managers

Course Modules

Module 1: Introduction to Generative AI in Banking

- Overview of AI, ML, and Generative AI
- Evolution of AI in financial services
- Key use cases in banking operations
- AI tools: ChatGPT, copilots, automation platforms
- **Case Study:** AI adoption in global banks

Module 2: AI-Powered Customer Experience & Personalization

- Hyper-personalization using AI
- Customer data platforms and analytics
- Conversational banking and chatbots
- AI-driven customer insights
- **Case Study:** AI chatbots improving customer engagement in retail banking

Module 3: Fraud Detection & AML with AI

- AI-based fraud detection models
- Transaction monitoring using ML
- AML compliance and suspicious activity detection
- Behavioral analytics in fraud prevention
- **Case Study:** AI reducing fraud losses in digital payments

Module 4: Credit Risk & Predictive Analytics

- AI in credit scoring and loan approvals
- Alternative data for risk assessment
- Predictive modeling techniques
- Risk-based pricing strategies
- **Case Study:** FinTech lending platforms using AI scoring

Module 5: Intelligent Automation & Process Optimization

- Robotic Process Automation (RPA) with AI
- Workflow automation in banking operations
- AI-driven document processing
- Cost reduction and efficiency gains
- **Case Study:** Automation of loan processing systems

Module 6: AI Governance, Ethics & Compliance

- Responsible AI frameworks
- Bias detection and fairness in AI
- Regulatory requirements
- AI audit and model validation
- **Case Study:** Ethical AI challenges in financial institutions

Module 7: Cybersecurity & AI Risk Management

- AI-powered threat detection
- Cyber risk analytics
- Data privacy and protection strategies
- Model risk management frameworks
- **Case Study:** AI in preventing cyber fraud attacks

Module 8: Future Trends & AI Strategy in Banking

- Generative AI trends and innovations
- Open banking and AI integration

- AI in digital currencies and blockchain
- Building AI transformation roadmaps
- **Case Study:** Future-ready AI-driven banking ecosystems

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	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com