

# **BANKING AND FINANCIAL SERVICES MANAGEMENT**

Kuala Lumpur - Malaysia  
24 - Aug 2026 - 28 - Aug 2026  
\$5,800



**GENTEX<sup>®</sup>**  
TRAINING CENTER



## Introduction

The banking and financial services industry is a dynamic and ever-evolving sector that plays a critical role in the global economy. Effective management is essential for navigating this complex landscape and ensuring the success of financial institutions. This intensive five-day program, offered by Gentex Training Center, equips participants with a comprehensive understanding of core banking functions, key financial service offerings, and essential management principles. Through interactive workshops, engaging case studies, and real-world simulations, you'll gain the knowledge and practical skills needed to excel in today's competitive financial environment. By the program's conclusion, you'll be empowered to contribute to the strategic growth and profitability of financial institutions.

## Banking and Financial Services Management Course Objectives:

- Master the core functions of commercial banking, including deposit taking, lending, and cash management.
- Develop a strong understanding of key financial services offered by banks, such as wealth management, investment banking, and trade finance.
- Explore essential risk management principles and strategies employed by financial institutions.
- Gain insights into regulatory frameworks governing the banking and financial services industry.
- Learn key strategies for customer relationship management and building a strong client base.
- Develop effective leadership and communication skills for success in a financial services environment.
- Analyze real-world case studies of successful banking and financial services management practices.

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- Formulate a well-informed strategy to enhance your skills and contribute to the strategic direction of a financial institution.

## Course Methodology

This interactive program utilizes a participant-centered approach. It blends lectures from leading banking and financial services experts with engaging workshops, group discussions, case study analysis, simulations of real-world banking scenarios, risk management exercises, and opportunities to develop and present strategic plans for financial institutions. Participants actively engage in evaluating loan applications, analyzing financial performance metrics, and debating best practices for managing a successful financial services portfolio. Through experiential learning, participants gain the practical tools and theoretical knowledge needed to thrive in the ever-changing world of banking and financial services.

## Who Should Take This Course

- Banking and financial services professionals seeking to enhance their management skills.
- Branch managers, loan officers, and financial advisors looking to advance their careers.
- Recent graduates and individuals seeking a comprehensive introduction to banking and financial services management.
- Anyone interested in developing the knowledge and skills needed to navigate the complexities of the financial services industry and contribute to organizational success.

## Banking and Financial Services Management Course Outline:





## Day 1: The Heart of the Economy: Understanding Core Banking Functions

- Unveiling the Importance of Banks in Facilitating Financial Transactions and Supporting Economic Growth
- Exploring Key Banking Functions: Deposit Taking, Lending, Cash Management, and Payment Systems
- Delving into Different Types of Banks: Commercial Banks, Investment Banks, Central Banks

## Day 2: Beyond Traditional Banking: A Spectrum of Financial Services

- Examining Key Financial Services Offered by Banks: Wealth Management, Investment Banking, Trade Finance, Insurance
- Exploring the Role of Financial Technology (FinTech) in Reshaping the Financial Services Landscape
- Analyzing Customer Segmentation and Tailoring Financial Products and Services to Diverse Needs

## Day 3: Managing Risk and Ensuring Stability: A Pillar of Success

- Understanding Different Types of Risks Faced by Financial Institutions: Credit Risk, Market Risk, Operational Risk
- Exploring Strategies for Risk Mitigation and Maintaining Financial Stability
- Analyzing Regulatory Frameworks for Banking and Financial Services and Ensuring Compliance





## Day 4: Building Relationships, Leading Teams: The Human Element

- Mastering the Art of Customer Relationship Management and Building Client Loyalty
- Developing Effective Communication Skills for Leading and Motivating Teams in a Financial Services Environment
- Exploring Ethical Considerations and Responsible Banking Practices

## Day 5: Charting the Course: Strategic Planning and the Future of Banking

- Analyzing Real-World Case Studies of Successful Banking and Financial Services Management Strategies
- Discussing Future Trends in Banking and Financial Services, Including Innovation and Digital Transformation
- Formulating a Personalized Action Plan to Enhance Skills and Contribute to the Strategic Direction of a Financial Institution

## Conclusion

By successfully completing this comprehensive program offered by Gentex Training Center, participants gain a valuable toolkit for navigating the complexities of banking and financial services management. They will be equipped to analyze financial data, manage risk, lead teams effectively, and contribute to the strategic success of financial institutions in a dynamic and evolving marketplace.