

FUTURE TRANSFORMATIONS IN FINANCIAL AND BANKING SERVICES



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TRAINING CENTER



Introduction

The Future Transformations in Financial and Banking Services Training Course prepares financial professionals to anticipate how banking will change over the coming decade. Financial services face simultaneous shifts in technology, regulation, customer behaviour, and competition. Institutions that read those shifts early gain advantage; those that wait react to someone else's strategy. This course examines the forces reshaping payments, credit, wealth, and risk functions. Furthermore, it applies scenario planning and strategic foresight methods. As a result, participants learn to separate durable trends from noise and prepare their institutions for what comes next.

Future Transformations in Financial and Banking Services Course Objectives

- Explain the structural forces reshaping financial and banking services.
- Apply scenario planning and strategic foresight frameworks to banking.
- Assess digital currency, real-time payments, and settlement evolution.
- Evaluate AI, automation, and their effect on banking roles and processes.
- Analyse platform ecosystems, embedded finance, and open data models.
- Assess climate, ESG, and sustainability pressures on financial institutions.
- Evaluate demographic, behavioural, and inclusion trends in finance.
- Interpret regulatory trajectories, supervision models, and digital rules.
- Design business model options for a changing competitive landscape.
- Build a transformation roadmap with capability and talent planning.

Course Methodology

- Interactive lectures with futures and banking transformation case studies.

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- Scenario planning workshops using structured foresight methods.
- Business model and strategic option design exercises.
- Simulation of strategy review and investment prioritisation decisions.
- Structured peer discussion with facilitator feedback on transformation options.

Who Should Take This Course

- Banking strategy, planning, and transformation leaders.
- Senior managers across retail, corporate, and operations.
- Innovation and product development teams.
- Risk, compliance, and regulatory affairs professionals.
- Central bank and supervisory authority staff.
- Consultants advising financial institutions on strategy.

Future Transformations in Financial and Banking Services Course Outlines

Day 1: Forces Reshaping Financial Services

- Technology, regulation, demographics, and customer expectation.
- Strategic foresight concepts and horizon scanning methods.
- Scenario planning: axes, drivers, and narrative construction.
- Signals, wildcards, and early indicators of change.
- Structural shifts in competition and market boundaries.
- Financial inclusion, inequality, and public policy pressures.
- Case study: how a bank prepared for two divergent futures.





Day 2: Payments, Digital Currency, and Settlement

- Real-time payments and instant settlement expectations.
- ISO 20022 and cross-border payment modernisation.
- Central bank digital currency, stablecoins, and tokenised deposits.
- Programmable money and conditional payment models.
- Open banking, APIs, and account-to-account payment growth.
- Payment security, fraud, and authentication evolution.
- Workshop: scenario planning for the future payments landscape.

Day 3: AI, Platforms, and the Future Operating Model

- Artificial intelligence across credit, service, and compliance.
- Automation and its effect on banking roles and skills.
- Platform ecosystems, marketplaces, and embedded finance.
- Open data models and third-party distribution.
- Cloud, core modernisation, and resilience expectations.
- Talent, culture, and capability transformation.
- Workshop: designing a future banking operating model.

Day 4: Risk, Regulation, and Sustainability Trajectories

- Regulatory direction: digital rules, conduct, and consumer protection.
- Supervision technology and data-driven oversight.
- Climate risk, ESG disclosure, and sustainable finance growth.
- Financial stability implications of new business models.
- Cyber resilience, third-party risk, and concentration concerns.

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- Ethical AI, fairness, and customer trust expectations.
- Workshop: assessing regulatory scenarios for banking business models.

Day 5: Strategy, Roadmap, and Readiness

- Option design: defend, partner, diversify, or transform.
- Business model economics under alternative futures.
- Investment prioritisation and portfolio approaches.
- Capability building, partnerships, and talent planning.
- Governance, KPIs, and transformation assurance.
- Building a future-readiness roadmap with decision triggers.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Future Transformations in Financial and Banking Services, participants will gain a thorough understanding of the forces reshaping banking, scenario planning methods, digital currency and platform trends, regulatory trajectories, and strategic options. They will also acquire practical skills in foresight analysis, business model design, roadmap construction, and readiness assessment. In addition, the course prepares them to lead strategic response with confidence. Gentex Training Center delivers this programme with a strong focus on real banking practice and measurable strategic readiness.

FAQs for Future Transformations in Financial and Banking Services course





Q1 What is the "Future Transformations in Financial and Banking Services" course about?

It is a five-day programme on how banking and financial services will change and how to prepare. It covers foresight and scenario planning, payments and digital currency evolution, AI and platform models, regulatory and sustainability trajectories, and strategic option design.

Q2 What are the key benefits of the "Future Transformations in Financial and Banking Services" course?

Participants gain a structured way to think about uncertainty instead of reacting to headlines. The course improves strategic planning quality, sharpens investment prioritisation, identifies capability gaps early, strengthens regulatory and climate readiness, and helps leadership act on trends before competitors do.

Q3 What skills will I gain from the "Future Transformations in Financial and Banking Services" course?

Participants gain strategic foresight and scenario planning, payments and digital currency evolution assessment, AI, platform and operating model design, and regulatory, sustainability and future-readiness roadmap development. These four skills cover the path from interpreting trends to acting on them.



Q4 What tools, methods, or standards are covered in the "Future Transformations in Financial and Banking Services" course?

The course covers horizon scanning and scenario planning methods, driver and axis mapping, wildcards and early indicator tracking, real-time payment rails and ISO 20022, central bank digital currency and stablecoin models, open banking APIs, AI application mapping across credit and compliance, platform ecosystem and embedded finance models, cloud and core modernisation approaches, climate risk and ESG disclosure frameworks, digital regulation and conduct rules, supervisory technology, cyber resilience requirements, investment prioritisation models, and future-readiness roadmap design with decision triggers.

Q5 How is the "Future Transformations in Financial and Banking Services" course applied in real-world practice?

Participants apply the methods to their own institutions. They run horizon scans, build scenarios, assess business model options, map capability gaps, evaluate regulatory and climate exposures, and sequence a readiness roadmap with decision triggers. Many leave with a scenario set and a prioritised strategic option paper ready for executive review.