

LEADERSHIP MASTERY IN BANKING



GENTEX[®]
TRAINING CENTER



Introduction

The Leadership Mastery in Banking Training Course develops the leadership capability that banking professionals need to lead teams, functions, and change in a demanding sector. Banking leadership combines commercial pressure with regulatory duty, and both require sound judgement. This course builds the personal, team, and strategic leadership skills that make that balance possible. It covers communication, coaching, decision-making, and stakeholder influence. Furthermore, it applies change leadership, ethical conduct, and performance management in banking contexts. As a result, participants lead with clarity, credibility, and measurable impact.

Leadership Mastery in Banking Course Objectives

- Explain the leadership demands specific to banking and financial services.
- Apply situational leadership and adaptive leadership models.
- Build clear vision, priorities, and communication routines for teams.
- Coach and develop talent using structured feedback frameworks.
- Lead high-performing teams through performance management cycles.
- Make sound decisions under pressure using structured decision frameworks.
- Influence senior stakeholders and manage upward communication.
- Lead change initiatives and handle resistance constructively.
- Build an ethical, risk-aware, and conduct-focused team culture.
- Manage personal resilience, time, and leadership presence.

Course Methodology

- Interactive lectures with real banking leadership case studies.
- Role-play simulations of coaching, feedback, and difficult conversations.
- Leadership self-assessment and development planning exercises.

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- Team problem-solving and change leadership workshops.
- Structured peer discussion with facilitator feedback on leadership practice.

Who Should Take This Course

- Banking managers and heads of function.
- Team leaders and supervisors in banks.
- Senior specialists moving into leadership roles.
- Branch and department managers.
- Project and change leaders in banking.
- High-potential professionals on leadership tracks.

Leadership Mastery in Banking Course Outlines

Day 1: The Banking Leadership Context

- Leadership demands in a regulated, competitive industry.
- Balancing commercial targets with risk and conduct duties.
- Leadership styles and situational leadership application.
- Emotional intelligence and self-awareness in leadership.
- Personal values, integrity, and leadership credibility.
- Leadership presence, communication, and influence basics.
- Case study: a leader who rebuilt a struggling banking team.

Day 2: Leading and Developing Teams

- Team formation, roles, and psychological safety.
- Setting direction, priorities, and clear operating rhythms.



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- Delegation, empowerment, and accountability design.
- Coaching models: GROW and structured feedback frameworks.
- One-to-one meetings, huddles, and team communication routines.
- Managing underperformance fairly and constructively.
- Workshop: conducting a coaching and feedback conversation.

Day 3: Decision-Making and Stakeholder Influence

- Structured decision frameworks and risk-aware judgement.
- Recognising cognitive bias in banking decisions.
- Prioritisation under conflicting demands and deadlines.
- Influencing without authority and managing upward.
- Stakeholder mapping and engagement planning.
- Negotiation and conflict resolution in teams.
- Workshop: presenting a difficult recommendation to senior leaders.

Day 4: Leading Change and Transformation

- Change models including Kotter's eight steps and ADKAR.
- Building the case for change and communicating vision.
- Handling resistance and managing transition periods.
- Leading through technology, process, and organisational change.
- Embedding new behaviours and sustaining momentum.
- Measuring change adoption and benefits.
- Workshop: designing a change plan for a banking initiative.

Day 5: Culture, Conduct, and Leadership Sustainability



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- Building an ethical, risk-aware, and conduct-focused culture.
- Setting expectations, role modelling, and accountability.
- Talent development, succession, and capability planning.
- Personal resilience, stress management, and wellbeing.
- Time management and leadership prioritisation.
- Personal leadership development plan and peer coaching.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Leadership Mastery in Banking, participants will gain a thorough understanding of leadership in banking, team development, decision-making, stakeholder influence, and change leadership. They will also acquire practical skills in coaching, performance management, change delivery, and cultural leadership. In addition, the course prepares them to lead with credibility and sustained impact. Gentex Training Center delivers this programme with a strong focus on real banking leadership practice and measurable capability growth.

FAQs for Leadership Mastery in Banking course

Q1 What is the "Leadership Mastery in Banking" course about?

It is a five-day programme on leading effectively in banking. It covers leadership context and styles, team development and coaching, structured decision-making, stakeholder influence, change leadership, cultural and conduct leadership, and personal leadership sustainability.





Q2 What are the key benefits of the "Leadership Mastery in Banking" course?

Participants gain practical leadership capability that improves team performance and retention. The course raises engagement and productivity, strengthens coaching and feedback quality, improves decision quality under pressure, increases success rates in change initiatives, embeds ethical and conduct-focused culture, and prepares leaders for greater responsibility.

Q3 What skills will I gain from the "Leadership Mastery in Banking" course?

Participants gain situational and adaptive leadership practice, team coaching and performance management, structured decision-making and stakeholder influence, and change leadership with cultural and conduct stewardship. These four skills cover the leadership capabilities most needed in banking roles.

Q4 What tools, methods, or standards are covered in the "Leadership Mastery in Banking" course?

The course covers situational leadership and adaptive leadership models, emotional intelligence frameworks, team roles and psychological safety concepts, the GROW coaching model and structured feedback frameworks, one-to-one and team communication routines, performance improvement planning, structured decision frameworks and cognitive bias checks, stakeholder mapping and engagement planning, negotiation and conflict resolution techniques, Kotter's eight-step change model and the ADKAR framework, resistance management approaches, change adoption and benefits measurement, conduct and ethics culture frameworks, succession and capability planning tools, and personal resilience and time management practices.



Q5 How is the "Leadership Mastery in Banking" course applied in real-world practice?

Participants apply the methods to their own teams and responsibilities. They run coaching conversations, set team priorities and rhythms, chair difficult meetings, present recommendations to senior leaders, design change plans, and build development plans for their staff. Many leave with a personal leadership development plan and a change initiative outline ready to act on.