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AI Readiness for Banking Professionals

From awareness to action, making AI practical, responsible, and valuable in modern banking - 2 days

FA-0077 · 2 days

Agentic & Generative AI · Data & Analytics

Introduction

Artificial intelligence is rapidly becoming a defining capability in the financial sector, influencing everything from customer engagement to risk management and operational efficiency. For banking professionals, the real challenge lies not in building AI systems, but in understanding how to use, evaluate, and govern them effectively. This course is designed to remove ambiguity around AI and translate it into practical knowledge that non-technical professionals can apply immediately within their roles.

Led by an instructor with over 30 years of industry experience, this program emphasizes real-world, industry-relevant applications over purely academic concepts. Participants will explore how AI works at a conceptual level, how leading tools are used in practice, and how to approach AI adoption responsibly within a banking environment.

Learning outcomes

- Understand the fundamentals of artificial intelligence in clear, non-technical terms
- Differentiate between various types and classifications of AI
- Gain a conceptual understanding of machine learning, deep learning, and neural networks
- Identify practical AI use cases within banking operations and services
- Explore leading AI tools and platforms from OpenAI, Google, Anthropic, Meta, and Hugging Face
- Apply prompt engineering and context engineering techniques effectively

- Understand agentic AI concepts and the role of Model Context Protocol (MCP)
- Evaluate AI risks, limitations, and ethical implications
- Understand governance, compliance, and data privacy considerations
- Compare cloud, on-premises, and hybrid AI deployment strategies

Prerequisites

- No programming or technical background required
- Basic understanding of banking processes and operations
- Familiarity with general workplace digital tools
- Willingness to engage with new concepts and technologies

Training outline

1. Foundations of Artificial Intelligence

1. Definition and evolution of artificial intelligence
2. Distinction between automation, analytics, and AI
3. Role of AI in transforming the banking sector
4. Common misconceptions and myths about AI
5. Key terminology and concepts

2. Types and Classification of AI

1. Narrow AI, General AI, and emerging concepts
2. Reactive systems vs learning systems
3. Symbolic AI vs data-driven AI
4. Generative AI vs predictive AI
5. Overview of large language models (LLMs)

3. Introduction to Machine Learning

1. Concept of learning from data
2. Supervised learning fundamentals
3. Unsupervised learning fundamentals
4. Reinforcement learning basics

5. Practical ML use cases in banking

4. Introduction to Deep Learning

1. What differentiates deep learning from traditional machine learning
2. Importance of large datasets and computational power
3. High-level training process overview

5. Neural Networks (Conceptual Understanding)

1. Structure of neural networks (inputs, layers, outputs)
2. How patterns are recognized
3. Simplified explanation of learning and adjustment
4. Applications in financial services

6. AI Applications in Banking

1. Customer support and conversational AI
2. Fraud detection and anomaly identification
3. Credit scoring and risk modeling
4. Document processing and automation
5. Personalization and recommendation systems

7. Process Optimization Using AI

1. Identifying inefficiencies in operational workflows
2. Mapping processes suitable for AI augmentation
3. Human-AI collaboration models
4. Measuring efficiency and performance gains
5. Change management considerations

8. AI Tools Ecosystem

Tools and platforms from OpenAI

1. Conversational AI systems
2. API-based integrations

Tools and platforms from Google

1. Enterprise AI solutions

    2. AI development environments

   Tools and platforms from Anthropic

    1. Safety-oriented AI systems

   Tools and platforms from Meta

    1. Open-weight models and research innovations

   Exploration via Hugging Face

    1. Model repositories and experimentation

6. Proprietary vs open-source AI considerations

9. Prompt Engineering

1. Importance of effective prompting
2. Structuring prompts for clarity and precision
3. Role-based and task-based prompting
4. Iterative refinement techniques
5. Common errors and how to avoid them

10. Context Engineering

1. Difference between prompts and context
2. Structuring context for improved outputs
3. Managing memory and continuity
4. Data grounding and reference techniques
5. Ensuring consistency and reliability

11. Agentic AI

1. Definition and characteristics of agentic AI
2. Autonomous vs guided AI agents
3. Workflow orchestration using AI agents
4. Use cases in banking operations
5. Risk considerations and controls

12. Model Context Protocol (MCP)

1. Overview and purpose of MCP
2. Connecting AI systems to tools and data sources

3. Enterprise integration considerations
4. Practical use cases in banking environments

13. Risks and Limitations of AI

1. Hallucinations and output inaccuracies
2. Bias and fairness concerns
3. Data quality dependencies
4. Over-reliance on AI systems
5. Operational and reputational risks

14. Governance and Compliance

1. Importance of AI governance in banking
2. Regulatory landscape and expectations
3. Model explainability and transparency
4. Audit and monitoring mechanisms
5. Internal policy development

15. Data Protection and Privacy

1. Handling sensitive financial data
2. Data residency and sovereignty
3. Privacy risks in AI systems
4. Secure data usage practices
5. Compliance with relevant standards and regulations

16. Deployment Strategies

Cloud-based AI solutions

1. Scalability and accessibility
2. Vendor dependency considerations

On-premises deployment

1. Data control and security advantages
2. Infrastructure and maintenance challenges

Hybrid approaches

1. Combining flexibility with control

    2. Use cases in regulated environments
4. Cost, risk, and performance comparisons

17. Future of AI in Banking

1. Emerging AI trends and technologies
2. Strategic adoption considerations
3. Building an AI-ready organization
4. Workforce transformation and upskilling

Disclaimer

This course outline is intended to serve as a structured guideline for training delivery. The trainer reserves the right to modify, refine, or adjust the content, sequence, and emphasis of topics based on participant requirements, organizational priorities, and evolving industry developments, without prior notice.

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