Artificial Intelligence in Banking: Opportunities, Risks and the Future Training

Duration: **1 Day**

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Artificial Intelligence, Generative AI and Large Language Models (LLMs) are transforming banking across a wide range of areas, from customer experience and risk management to fraud detection and operational efficiency.

The **Artificial Intelligence in Banking: Opportunities, Risks and the Future** training program is designed to help participants understand the fundamentals of AI, explore its key use cases in the banking industry, and identify AI opportunities relevant to their own roles and business processes.

The program also covers critical topics for the financial sector, including**AI Agents, Agentic Banking, AI-assisted decision-making, data privacy, model risk, bias and human oversight**.

Who Should Attend

Head Office Employees

What You Will Learn

By the end of the training, participants will be able to:

- Distinguish between AI, Machine Learning, Generative AI, LLMs and AI Agents.
- Understand the major applications of artificial intelligence in banking.
- Recognize how AI may transform employee roles and business processes.
- Identify key AI risks, including hallucination, bias, data privacy, model risk and cybersecurity.
- Identify potential AI use cases within their own roles and workflows.
- Understand key trends shaping the future of AI-powered banking.

Training Outline

Module 1 — Introduction to Artificial Intelligence

- What is Artificial Intelligence?
- What is Machine Learning?
- What is Generative AI and how does it differ from traditional AI?
- How do Large Language Models (LLMs) work?
- Differences between Chatbots, Copilots and AI Agents
- Strengths and limitations of AI

Module 2 — Artificial Intelligence in Banking

Key AI applications across banking functions:

- Lending and credit assessment
- Risk management
- Fraud detection and prevention
- Anti-Money Laundering (AML)
- Customer service and digital assistants

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- Marketing and customer analytics
- Operations and process automation
- Human resources
- Finance, reporting and information access

Module 3 — The Future of Banking with AI

- AI-native banking
- Hyper-personalization
- Intelligent Operations
- AI-assisted decision-making
- AI Agents and Agentic Banking
- The future of human-AI collaboration

Module 4 — AI Risks and Responsible Use

- Hallucinations and inaccurate AI outputs
- Bias and fairness
- Data privacy and sensitive banking data
- Model risk
- Cybersecurity risks
- Human oversight and responsible AI

Workshop — “Where Can AI Be Used in My Job?”

At the end of the training, participants identify**three examples from their own roles or business processes** and assess their potential for AI adoption.

For each example, participants evaluate how AI could support the process, the potential business benefits, possible risks, and where human oversight should remain essential.

The workshop helps participants translate the concepts covered during the training into practical AI opportunities within their own areas of work.