Responsible AI and AI Ethics in Banking Training

Duration: **3 Day**

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As Artificial Intelligence becomes increasingly integrated into banking processes, its benefits in efficiency and decision support are accompanied by important responsibilities related to **ethics, fairness, transparency and human oversight**.

The **Responsible AI and AI Ethics in Banking** training program helps participants evaluate AI systems not only in terms of technological and business benefits but also through their potential impact on customers, employees and the organization.

Responsible AI principles are explored through practical banking scenarios ranging from credit decisions and customer segmentation to pricing and campaign targeting.

Who Should Attend

All Employees and Managers

What You Will Learn

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

- Explain the fundamental principles of Responsible AI and AI Ethics.
- Understand the human-centered AI approach.
- Recognize key AI risks such as bias, discrimination and hallucinations.
- Understand the importance of explainability and transparency.
- Evaluate the potential impact of AI-driven banking decisions on customers and the organization.
- Identify situations where human oversight is required.

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Training Outline

Module 1 — Introduction to Responsible AI and AI Ethics

- What is Responsible AI?
- Why does AI Ethics matter?
- Human-centered AI
- Balancing technological benefits with ethical responsibility
- The role of human oversight in AI-driven decisions

Module 2 — Key Ethical Risks of AI

- **Bias:** How can bias emerge in AI models?
- **Discrimination:** Potential impact of AI decisions on different customer groups
- **Hallucinations:** Incorrect or misleading AI-generated outputs
- **Explainability:** Understanding and explaining AI-driven decisions
- **Transparency:** The importance of transparency in AI use
- Reviewing and validating AI-generated outputs

Module 3 — Ethical AI in Banking

Responsible AI principles are explored through banking-specific scenarios:

- Bias and fairness in credit decisions
- Ethical considerations in customer segmentation
- AI-assisted pricing decisions
- Discrimination risks in campaign and offer targeting
- Transparency and human oversight in AI-powered customer service

Module 4 — Case Study: “Is the AI Decision Right?”

Participants evaluate sample AI-driven decisions from **ethical, commercial and customer perspectives**.

For each case, participants discuss whether the decision is fair, how it could be explained to the customer, what risks it may create, and where human intervention should be required.

The exercise helps participants develop a responsible mindset for questioning and evaluating AI outputs in their everyday work.