BLACKBIRD FOR TRAINING

Bank Manager Mastery

Casablanca (Morocco)

6 - 10 October 2025

Bank Manager Mastery

Code: FA28 From: 6 - 10 October 2025 City: Casablanca (Morocco) Fees: 3300 Pound

Introduction

Bank Manager Mastery is a comprehensive course designed to equip aspiring and current bank managers with the essential skills and knowledge to excel in their roles. It covers key areas such as leadership, financial management, risk assessment, customer relations, and regulatory compliance. Through practical insights and hands-on strategies, participants will learn to enhance operational efficiency, drive business growth, and lead teams effectively in a competitive banking environment. This course is ideal for those seeking to master the complexities of modern banking and advance their managerial careers.

Course Objectives

- Business Strategy and Planning: a comprehensive framework.
- Leadership and Team Management: effectively lead and manage teams.
- Leading Digital Transformation: understand and navigate the digital landscape.
- Innovation and Customer Experience Management: create a customer-centric culture.
- New Technology Innovation is Sales: drive sales using modern technology.
- Communication and Influencing Skills: communicate effectively and achieve desired outcomes.

Course Outlines

Day 1: Crafting Your Strategy and Engaging Executives

- Cultivating a strategic mindset for effective leadership.
- Adapting leadership styles to align with team and organizational needs.
- Leading change through innovation to maintain a competitive edge.
- Managing upwards: building a strong, positive relationship with your boss.
- Understanding executive decision-making: the five distinct styles.
- Tailoring influence strategies based on executive decision-making preferences.
- Using knowledge of decision-making styles to guide outcomes in your favor.
- Case study discussion.

Day 2: Leading Digital Transformation

- Discovery-driven digital transformation: real-world examples of success.
- Transformative business models for the digital era.
- Competing in the age of AI: spotting opportunities and navigating risks.
- Building an AI-powered organization: infrastructure and implementation.
- Non-disruptive digital transformation: initiatives for a seamless transition.

Day 3: Building and Managing High-Performance Teams

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- Developing high-performing teams: understanding team dynamics and effective people management.
- Empowering individuals to unleash their full potential.
- Leading change: fostering creativity and innovation.
- Case studies and interactive exercises: real-world examples of successful team leadership.

Day 4: New Technology Innovation in Sales

- Harnessing modern technology to transform sales strategies and enhance lead management.
- Designing intuitive customer experiences for better engagement.
- Relationship management: driving retention and long-term customer loyalty.
- Leveraging technology to boost sales growth and reduce costs.
- Strengthening customer loyalty to increase revenue and reduce churn.

Day 5: Thinking Like Successful Leaders

- Mastering integrative thinking: balancing opposing ideas simultaneously.
- Creating innovative "third-way" solutions that enhance existing options.
- Developing business models that lead to corporate success.
- Rejecting "either-or" thinking and embracing complex, multi-faceted solutions.
- Considering hidden factors to generate profitable outcomes without compromise.
- Achieving balance and flexibility in your leadership style.

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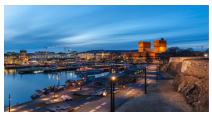
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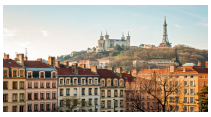
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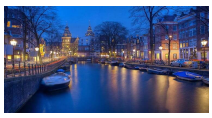
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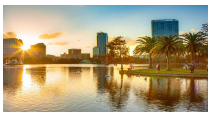
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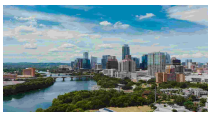
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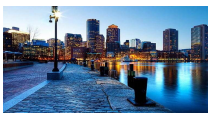
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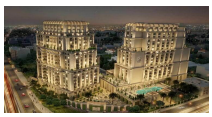
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