

## Bank Manager Mastery

*Kigali (Rwanda)*

*2 - 6 June 2025*

UK Training

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## Bank Manager Mastery

Code: FA28 From: 2 - 6 June 2025 City: Kigali (Rwanda) Fees: 3700 Pound

### Introduction

This Harvard program is designed to equip bank managers with the essential skills and knowledge needed to excel in their roles. In today's competitive banking industry, it's critical to stay ahead of the curve and continuously improve performance. This training program covers a wide range of topics from strategic management and leadership to leading digital transformation, sales, and customer experience.

Harvard series for Banking Professionals and Executives is the definitive collection of ideas and best practices for aspiring and experienced leaders alike. This series offer essential training selected from the pages of Harvard Business Review on topics critical to the success of every manager

### Titles include

- Strategic Leadership with Impact: Building a Visionary Future for Your Bank
- Transforming Strategies into Comprehensive Impact
- Bank Manager Mastery: A Comprehensive Training Program to Power up Your Performance
- Empowering Bankers: Communication, Decision Making, and Leadership for Success
- Professional Excellence In Banking: Leadership and Personal Productivity Skills
- Agile Leadership Mastery in Banking: Navigating Complexity for Strategic Excellence

### Who Should Attend

managers, directors, and team leaders who hold leadership and management positions

### 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 in Sales: drive sales using modern technology.
- Communication and Influencing Skills: communicate effectively and achieve desired outcomes.

### Course Outlines

#### Day 1

Create Your Strategy, and communicate it to the Executives

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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- Developing a strategic mindset.
- Leadership styles: adapt your leadership approach to the needs of their team and organization.
- Managing change and innovation: innovating to stay ahead of the curve.
- Managing Your Boss: managing up and building a positive relationship with your boss.
- Understanding The Five Types of Decision-Making Styles Among Executives
- Strategies to Influence Executives Based on Their Decision-Making Preferences
- Leveraging Knowledge of Decision-Making Styles to Tip the Outcome in Your Favor
- Case Study Discussion

## Day 2

### Leading Digital Transformation

- Discovery-Driven Digital Transformation: Examples of success.
- The Transformative Business Model.
- Competing in the Age of AI: Identifying opportunities and threats.
- Building the AI-Powered Organization and ensuring proper infrastructure for AI implementation.
- Digital Doesn't Have to Be Disruptive: Initiatives for non-disruptive digital transformation.

## Day 3

### Building and Managing High-Performance Teams

- Building High-Performing Teams, team dynamics, and how to manage people.
- Empowering impact in individuals and reinforcing their resourcefulness.
- Leading Change: Best practices for driving creativity.
- Case Studies and Interactive Exercises: Review of real-life case studies of successful leadership and team management

## Day 4

### New Technology Innovation in Sales

- Modern technology in Transforming sales strategy, nurturing leads, and managing potential clients.
- Customer experience design: intuitive, and user-friendly designs
- Relationship management: driving customer retention.
- New Technology Innovation in Sales: leverage new technologies, to drive sales growth, and reduce costs.
- Building customer loyalty: drive revenue and reduce customer churn.

## Day 5

### How Successful Leaders Think

- Excel at integrative thinking, and holding two opposing ideas simultaneously.
- Forge innovative "third way" solutions that improve upon existing choices.
- Create an innovative business model, leading to success in the corporate market.
- Resist conventional "either-or" thinking and embrace complexity.
- Consider factors beyond the obvious and generate profitable solutions without making trade-offs.
- Find the Right Balance - and Flexibility - in Your Leadership Style

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

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### Bonus Case Study: Revitalizing State Bank of India

State Bank of India is India's oldest and largest bank with the government of India as its majority shareholder. Arundhati Bhattacharya, a 35-year old veteran of the bank, is appointed as its chairman in October 2013. Her appointment coincides with Moody's downgrading the bank's debt due to rising non-performing assets. She embarks on a mission to improve the bank's risk taking and management abilities, ensure uniform customer experience, and encourage greater collaboration among various verticals.

by Srikant M. Datar. Source: Harvard Business Review

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the board.

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