



DURATION

50 - 60 hours



DELIVERY CHANNEL

eLearning
+ Textbook



Modules:

- 1 Leadership in Retail Banking
- 2 Business Strategies for Retail Banking
- 3 Brand Management
- 4 Governance
- 5 Operational Excellence
- 6 Risk and Capital Management

eLearning

Retail Banking III

TRANSFORMATIONAL LEADERSHIP IN RETAIL BANKING

COURSE OVERVIEW & BENEFITS

Retail Banking III develops and enhances the skills and capabilities required to lead retail banking strategic business units (SBUs) for sustainable profitability and within the context of the transformation in retail banking.

Leading a bank successfully through digital transition requires customer focus and a strategic skill set. Candidates are equipped with the skills and tools to develop and execute business strategy efficiently with effective communication strategies to build employee engagement and alignment, and under a governance structure that serves all stakeholder interests and fulfills the bank's prudential responsibility for sustainable profitability.

Upon completion, Candidates gain an in-depth understanding of the leadership and decision-making skills required for a role in executive management and how to maintain principled leadership in retail banking during periods of dynamic change.

LEARNING OBJECTIVE

To develop and strengthen the capabilities required to lead retail banking strategic business units (SBUs) during periods of dynamic change, with a laser focus on the client.

COMPETENCIES GAINED

Candidates are able to:

- Identify the qualities that define principled leadership in retail banking to build and maintain a values-based bank culture.
- Identify threats and opportunities for the retail bank by evaluating the tides of change in retail banking and through the analysis of strategic market research.
- Enhance brand values and attract customers with effective marketing while understanding how to create a credible digital innovation and transformation narrative in retail banking for Millennials.
- Evaluate digital strategies to provide a seamless and consistent customer journey on the bank's network of channels.
- Conduct business within regulatory constraints to manage risk.
- Understand the role of corporate governance instruments in monitoring the actions of senior management and ensure that the bank's activities are consistent with the business strategy, risk profile and policies approved by the board.

INTENDED AUDIENCE

- Retail banking leaders
- Retail bankers who are preparing for leadership positions
- Heads of cross-functional departments
- Managers of people or functions

Contact us for more information at: rbasupport@moodys.com

Retail Banking III

TRANSFORMATIONAL LEADERSHIP IN RETAIL BANKING

ACCELERATED CRB

More experienced Retail Bankers have the opportunity to fast-track their certification.

| 10 YEARS EXPERIENCE | 15 YEARS EXPERIENCE |
|---|---|
| <p>To qualify, you must have a minimum of 10 years experience in a retail banking role, and three of those years must have been in a managerial capacity or expert position. At the time of applying for exemption from Retail Banking I, you will need to provide a curriculum vitae signed by your HR department.</p> <p>The accelerated pathway to CRB status:</p> <ul style="list-style-type: none">• Module 101: Business Ethics and Compliance• Retail Banking II exam• Retail Banking III exam | <p>To qualify, you must have a minimum of 15 years experience in a retail banking role, 10 years of which must have been in a managerial role or expert position. At the time of applying for exemption from Retail Banking I and Retail Banking II, you will need to provide a curriculum vitae signed by your HR department.</p> <p>The accelerated pathway to CRB status:</p> <ul style="list-style-type: none">• Module 101: Business Ethics and Compliance• Retail Banking III exam |

This course is on the pathway to Certified Retail Banker (CRB)

