Garnet
Garnet Global Training Center

GGT-BK-113

Banking, Insurance & Investment

Retail Banking & Branch Management

الخدمات المصرفية للأفراد وإدارة الفروع

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

This program treats Retail Banking & Branch Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Credit, risk, compliance and investment programs for banks, insurers and asset managers. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Set up and run Retail Banking & Branch Management as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

Who should attend

Bankers, credit and risk analysts, compliance officers, insurance and investment professionals. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Regulation and Basel standards
- Credit analysis and provisioning
- Market and liquidity risk
- Products and customer suitability
- Fintech and digital banking
- Case studies from regional banks

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Retail Banking & Branch Management: the management framework

- Regulation and Basel standards
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Credit analysis and provisioning
- Market and liquidity risk

Day 3 Performance measurement and control

- Products and customer suitability
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Fintech and digital banking
- Measurement and reporting

Day 5 Management case study and action plan

- Case studies from regional banks
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Retail Banking & Branch Management: the management framework

- Regulation and Basel standards
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Credit analysis and provisioning
- Market and liquidity risk

Day 3 Performance measurement and control

- Products and customer suitability
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Fintech and digital banking
- Measurement and reporting

Day 5 Management case study and action plan

- Case studies from regional banks
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Regional and international case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
3–7 Jan 2027	5-day classroom	Muscat	English	4,750
12–23 Jul 2027	10-day classroom	Paris	English	8,950
16–20 Aug 2027	5-day classroom	Dubai	Arabic	4,750
1–5 Nov 2027	5-day online	Live online	Arabic	2,950
14–25 Feb 2028	10-day online	Live online	English	5,450
10–21 Jul 2028	10-day classroom	Istanbul	English	8,950
4–8 Sep 2028	5-day classroom	Singapore	English	4,750
11–15 Dec 2028	5-day classroom	Abu Dhabi	English	4,750
12–16 Mar 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
2–6 Apr 2029	5-day classroom	London	English	4,750
6–10 May 2029	5-day classroom	Cairo	English	4,750
8–19 Jul 2029	10-day classroom	Riyadh	Arabic	8,950
14–25 Jan 2030	10-day online	Live online	Arabic	5,450
4–8 Feb 2030	5-day classroom	Amsterdam	English	4,750
7–18 Apr 2030	10-day classroom	Cairo	English	8,950
5–9 Aug 2030	5-day classroom	London	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/