

# Online Training

## Understanding the digital journey

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### COURSE DESCRIPTION

Often financial institutions will have (numerous) legacy journeys which generally are not efficient neither for the customer nor the bank. Leading on from above a customer centric journey will by default create operational and cost benefits for the Bank. In less developed markets regulations (set by regulators) may hinder the development of a digital journey and needs to be considered. As does other laws that may be in place e-signature law for example. If exploited properly a bank can leapfrog the norm in turn giving it a market advantage.

### COURSE CONTENTS

- How to create a digital journey from an existing analogue journey.
- How a digital journey creates operational efficiencies for an organization.
- Impact of regulatory policies on a proposed digital journey.
- How digital journeys can create a leapfrog affect.

### METHODOLOGY

The training approach will be a combination of traditional one-way, trainee centric teaching and active (participatory) learning where Digital Finance and its implications are taught using actual case-studies and exercises.

### DELIVERY PLATFORM:

Online via Zoom

### DATE AND TIME

26<sup>th</sup> January 2021, 3-5pm (Central African Time)

### TARGET GROUP

- Junior, mid-level and senior employees working in Strategic management departments.

#### PREREQUISITE

- Participants should have basic financial knowledge.