Online Training
Understanding the digital journey

**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**
26th January 2021, 3-5pm (Central African Time)

**TARGET GROUP**
Understanding the digital journey
• Junior, mid-level and senior employees working in Strategic management departments.

PREREQUISITE
• Participants should have basic financial knowledge.