

Course : Generative AI for the Banking Industry

Optimize your compliance, customer relationships, and banking operations with AI

Practical course - 2d - 14h00 - Ref. IBQ

Price : 1650 CHF E.T.

NEW

Generative artificial intelligence is gradually transforming banking operations by speeding up document processing, improving the quality of analyses, and facilitating access to business information. In a highly regulated environment, however, its use must be guided by a framework of compliance, security, and risk management. This training enables banking professionals to identify high-value-added applications, effectively use generative AI tools in their daily work, and adopt responsible practices that comply with banking industry requirements.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify relevant use cases for generative AI across various banking functions
- ✓ Use AI tools to generate, analyze, and review banking documents in compliance with regulatory requirements
- ✓ Designing effective prompts to improve the quality of professional work
- ✓ Assess the limitations, risks, and obligations associated with the use of AI in a banking environment

Intended audience

Retail and commercial client advisors, account managers, staff in compliance, risk management, internal audit, back-office, banking operations, credit, payment systems, and IT support functions, line managers, and anyone wishing to incorporate generative AI into their professional activities.

Prerequisites

None

PARTICIPANTS

Retail and commercial client advisors, account managers, staff in compliance, risk management, internal audit, back-office, banking operations, credit, payment systems, and IT support functions, line managers, and anyone wishing to incorporate generative AI into their professional activities.

PREREQUISITES

None

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

Practical details

A mix of methodological instruction, demonstrations, case studies from the banking sector, individual and collaborative assignments, professional role-playing exercises, and group debriefings. Use of anonymized banking documents as examples. The practical exercises can be adapted for both in-person and remote learning and focus on scenarios that can be directly applied to participants' daily work activities.

Course schedule

1 Discover the Applications and Opportunities of Generative AI in the

Banking Sector

- Identify the operating principles of generative AI, large language models, and conversational assistants
- Distinguish between the various professional tools available and solutions integrated into banking environments
- Identify the main use cases by business function: customer relations, compliance and legal, strategy and financial management (investments), financial reporting, etc.
- Analyze the expected benefits in terms of productivity, document quality, and decision support
- Identify the current limitations of models: hallucinations, biases, privacy, traceability, and human oversight

Hands-on work

Interactive quiz to assess knowledge of AI solutions for professional use. Guided demonstration of several AI assistants using real-world banking scenarios. In small groups, participants will map out their daily activities to identify tasks that can be automated, assisted, or are not relevant for AI. Group presentation and discussion on potential benefits.

2 Using Generative AI for Document Analysis and Production Tasks

- Write prompts tailored to banking activities using various prompting techniques
- Ensure that usage complies with confidentiality requirements, the GDPR, the AI Act, and internal security policies
- Using AI as a writing assistant: summary notes, meeting minutes, procedures, operating guidelines, FAQs, job descriptions, etc.
- Design AI agents dedicated to regulatory monitoring, compliance, and tracking financial news
- Leverage AI's in-depth analytical capabilities to search for, synthesize, and compare a large body of documentation
- Use AI to prepare presentations and financial statement reports based on documentary sources and internal data

Hands-on work

Individual exercises on using AI for writing tasks by gradually refining prompts. Case study on setting up an automated monitoring system. Hands-on exercise in implementing specific tools for research and analysis of large volumes of documents. Small-group workshop on designing an AI agent for regulatory or document monitoring capable of tracking a banking-related topic and automatically generating actionable summaries. Group debriefing.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

3 Automate control, compliance, and risk management activities using AI

- Prepare compliance reviews, questionnaires, or audit checklists
- Understanding Professional Tools for Detecting Fraud and Weak Signals
- Automate Checks and Anomaly Detection
- Automate the KYC process

Hands-on work

Case study on the creation of checklists to facilitate the implementation of internal control procedures. Use case in accounting audit work. Workshop simulating the automation of a KYC workflow: extracting information from a customer file, verifying the completeness of supporting documents, identifying missing items, generating a compliance report, and preparing follow-up actions using AI.

4 Improving Customer Relations and Business Support Through AI

- Effectively prepare for a client meeting using available and verified information
- Develop educational sales pitches tailored to different customer profiles
- Generate consistent responses to common inquiries while maintaining a personalized customer experience
- Designing domain-specific AI assistants based on internal document databases and prompt libraries
- Define best practices for integrating AI into your team while ensuring the quality of the output

Hands-on work

Pair-based role-playing exercises simulating interactions between an advisor and a client. Gradual development of a simple business-specific AI assistant (or, depending on the available tools, a structured library of prompts) designed to support a specific banking activity. Individual development of an action plan identifying three priority use cases to be deployed in one's professional environment, along with the expected benefits, associated risks, and implementation precautions. Cross-presentation of action plans with feedback from the group.

This programme is an original creation, developed by the teaching teams at ORSYS Formation. Any reproduction, representation, adaptation or use, in whole or in part, without the prior written authorisation of ORSYS, is strictly prohibited. ORSYS reserves the right to take any action necessary to protect its intellectual property rights.

Dates and locations

REMOTE CLASS

2026 : 3 Dec.

2027 : 15 Mar., 7 June, 16 Sep., 13 Dec.