



CHARTERED INSTITUTE OF BANKERS, GHANA

2023 TRAINING SCHEDULE

Introduction

"In a period of rapid change and increasing complexity, the banks who win are those who learn faster than the rate of change and then their competitors" according to Professor Noel Tagoe .

Admittedly, the financial services sector is going through turbulence. It appears that beyond the economic challenges, banks must make extra sacrifices by taking "haircut" on Government Bonds. If 2022 was tough for businesses in Ghana, the 2023 outlook, amidst the Debt Exchange Programme, could be even more uncertain.

Despite the obvious challenges ahead, crisis also presents opportunities. According to Andy Gove (former CEO of Intel), "Crises destroy bad companies. Good companies survive them. Great companies are improved by them". In other words, crisis presents both danger and opportunities. Having the right strategy and growth mindset will be critical for banks.

Putting Human Capital at The Heart of Your Strategy

Banks that will win are those that put their employees at the centre of their strategy. Beyond assets on the balance sheet, a bank's biggest is its people. Having the right talents with the right skillset and mindset will be critical to weathering the storm. Training and investment in your people are not a nice to do but must do.

More than ever before, Chartered Institute of Bankers is keen to support banks to survive and thrive through these challenges. The key areas where banks must deepen competencies of staff include but not limited to managing liquidity risk, managing SME lending risk, environmental and social governance, ethics and professionalism, accounting for government securities and IFRS for banks, cyber security and fraud prevention, corporate governance amongst others.

2023 Training Programmes

The Institute's 2023 training programme is designed to equip practitioners in the above business-critical competencies. In addition, we aim to help you achieve your people strategy through the development and deepening of business, technical, and soft skills which are most needed now and into the future. This is informed by feedback from engagement with stakeholders (for example, HR heads, practitioners etc).

The training schedule of the institute is divided into two parts: commercial and continuing professional development programmes (CPD). The commercial training programmes are short courses for banking practitioners and employees of financial institutions. The continuing professional development programme (CPD) is designed for members of the Institute to meet their annual CPD requirements. The CPDs are more focused on soft skills for professional bankers.

With the passage of the Chartered Institute of Bankers, Ghana Regulations, 2021 (L.I. 2434) by Parliament, Chartered Bankers are required to attain a minimum number of compulsory credit hours approved by Council annually (currently 20 credit hours) as part of the requirements that qualify them as members in good standing. Chartered Bankers in your institution who participate in any of the commercial or CPD programmes of the institute shall earn 5 credit points for each session.

Our Commitment to You

At Chartered Institute of Bankers, Ghana, our goal over the years has been to assist in the development of trustworthy professionals in the financial services industry. The Institute has consistently focused on providing continuous learning and development opportunities that enhance the performance, self-fulfillment, and career prospects of our members and practitioners. We present below, for your kind consideration, the Institute's 2023 Training Schedule.

COMMERCIAL TRAINING TOPICS FOR 2023

| NO. | TOPIC | DATE | IN-PERSON RATE (GHC) | VIRTUAL RATE (GHC) |
|-----|--|-------------|----------------------|--------------------|
| 1 | Embedding ESG in Bank's Strategies-Bank of Ghana Sustainable Banking Principles | Feb 9-10 | 900 | 700 |
| 2 | Revalidating/Executing a Bank Strategy in disruption | Feb 23-24 | 900 | 700 |
| 3 | Principles of Responsible Banking | Mar. 2-3 | 900 | 700 |
| 4 | Lending to SMEs and Credit Administration | Mar 23-24 | 900 | 700 |
| 5 | The Effective Branch Manager/Managing Branches Profitably/Achieving Branch Profitability | April 13-14 | 900 | 700 |
| 6 | Digital Transformation in Branch Operations | April 27-28 | 900 | 700 |
| 7 | Learning Data Analytics/Beginners Guide to Data Analytics for Decision Making | May4-5 | 900 | 700 |
| 8 | Managing Operational Risk in Banks | May 18-19 | 900 | 700 |
| 9 | Emotional Intelligence for People Managers | June 8-9 | 900 | 700 |
| 10 | Effective Treasury Management in a Changing Global Markets | June22-23 | 900 | 700 |
| 11 | Critical Thinking and Creative Problem Solving | July 6-7 | 900 | 700 |
| 12 | Design and marketing of E-banking products | July20-21 | 900 | 700 |
| 13 | The Future Banker- Megatrends and Skills-set | Aug 10-11 | 900 | 700 |
| 14 | Effective Leadership Skills in a Changing Workforce | Aug. 24-25 | 900 | 700 |
| 15 | Culture of Excellence and Customer Centricity | Sep. 7-8 | 900 | 700 |
| 16 | Cyber Security & Fraud Prevention | Sept. 23-24 | 900 | 700 |

CONTINUING PROFESSIONAL DEVELOPMENT(CPD) TOPICS FOR 2023

| DATE | STRUCTURED CPD | RATE (Ghs) |
|--------------------|--|------------|
| January 27, 2023 | Becoming a Trusted Banker (Ethics and Professionalism) | FREE |
| February 8, 2023 | Debt Exchange Programme – Timelines and Implications | 300 |
| March 3, 2023 | Building your personal brand – Communication and Presentation Skills | 300 |
| May 19, 2023 | Do not leave it too late – Personal Financial Planning | 300 |
| June 9, 2023 | Organisational Politics and Career Acceleration | 300 |
| July 21, 2023 | Coaching and People Management Skills | 300 |
| September 22, 2020 | Career Acceleration Skills – Listening, Communication, Presentation. | 300 |

TRAINING COURSES FOR THE NORTHERN SECTOR (TO BE DELIVERED IN KUMASI IN 2023)

| N0. | TOPIC |
|-----|---|
| 1. | Environmental and Social Governance: The impact on SDIs |
| 2. | Financing of Agribusiness: The value chain processes and risk |
| 3. | Improving profitability through positive customer experience |
| 4. | Delinquent loans, Restructuring and Recovery |
| 5. | Effective frontline operations for banks and SDIs |
| 6. | Business continuity management |
| 7. | Improving growth through structured cooperation, governance rules and regulations |
| 8. | Optimizing capital level cashflow management imperatives |
| 9. | Improving loan portfolio management: the critical role of credit risk and credit administration |
| 10. | Business sustainability in a digital environment |
| 11. | Digital banking operations |
| 12. | Effective banking operation, ethics, and professionalism |
| 13. | Improving bank working capital through effective deposit mobilization |

CERTIFICATION PROGRAMMES

The Institute also runs various certification programmes on core functional areas of the banking industry. Certifications promote credibility, and self-image and encourage lifelong learning and professional development.

Our Certification programme instructs and tests competency outcomes in Technical, Digital, Compliance as well as Behavioral and Strategic skills of participants in the areas of Credit Management, Banking Operation, and Retail Banking to mention but a few. Our certification programmes are broken down into modules.

The structure of the assessment shall be as follows:

Module 1: Entry

Objectives: Objectives questions carrying (Multiple choice questions and fill in the gaps) 80marks; and short notes type of questions – 20marks.

Module 2: Intermediate

Objectives: Objectives questions (Multiple choice questions and fill in the gaps) 60marks, short note 20marks and application questions – 30 marks

Module 3: Advanced

Objectives: Multiple choice questions (Multiple choice questions and fill in the gaps) 50 marks and application-based questions – 50 marks.

The assessment format of this programme is a weighted measurement of modules.

The average weighted pass mark to qualify is 65%.

Participants who attain the required pass mark will be certified as Experts in the functional areas of banking.

Our certification programmes focus on the following functional areas:

1. Banking Operations
2. Retail Banking
3. Credit Risk Management
4. Enterprise Risk Management
5. International Trade
6. Corporate Banking and Investments
7. Bank Internal control and compliance
8. Bank Audit and Investigation
9. Treasury Management
10. Relationship Banking Academy

BENEFITS TO OUR TRAINING PROGRAMMES TO PARTICIPANTS

- Encourage participants to understand the dynamics of the industry so that banks can adapt products and services to their customers' needs.
- Improve participants leadership skills by leveraging strengths, influencing people, empowering and enabling change.
- Develop morale among employees and increases job satisfaction.
- Equip participants with innovative skill and increase employee motivation.
- Help participants to understand and manage the institutional changes that may be necessary to meet regulatory requirements

BENEFITS TO THE BANK

- Nurture a coaching culture that rewards and retain talent.
- Enhance the team leadership skills of the bank's executives and managers.
- Retention of customers in an environment where there is increasing competition.
- Help bank staff to understand regulatory and compliance issues in the industry.
- Increased efficiency in processes.

Upon request, our training programmes can be delivered in other regional capitals.

For Reservations and Further Discussions

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