

Banking Operations Today™

A business simulation that helps participants understand how operational decisions, service quality and process efficiency drive banking performance.



Have you ever noticed how a small operational issue in one part of a bank can create consequences across multiple teams, processes and customer interactions? Delays, service bottlenecks, risk incidents or capacity constraints rarely exist in isolation—they affect customer experience, operational performance and business results throughout the organisation.

Banking Operations Today™ is an immersive business simulation that helps participants understand how a transactional banking organisation operates as an interconnected system. Working in teams, participants experience the realities of both branch and central operations, make business decisions, manage operational challenges and see how their choices influence customer service, efficiency, risk and performance indicators.

The simulation provides a practical understanding of the operational engine behind banking services while strengthening business awareness, collaboration and decision-making.

Banking Operations Today™

• Who is it for?

- Banking operations teams
- Branch and service centre managers
- Operational excellence and process improvement professionals
- Team leaders and supervisors in banking environments
- Employees involved in customer service, operations and support functions
- Organisations seeking stronger collaboration between central and branch operations

• What will you learn?

How to...

- understand the interdependencies between branch operations, central functions and customer service
- make operational decisions while balancing efficiency, quality and risk
- identify bottlenecks and operational challenges that affect business performance
- interpret operational and business performance indicators more effectively
- improve collaboration across functions to deliver better customer outcomes

• What to expect?

- A highly interactive business simulation based on the realities of transactional banking operations
- Rotating roles that allow participants to experience both branch and central operational perspectives
- Practical exposure to capacity planning, service delivery, operational efficiency and business performance measurement

• How is it delivered?

FORMAT

Delivered by certified BTS simulation facilitators

DURATION

In-class 2 days

COHORT

Groups of 16–24 participants