MERCURY

TQM for Training and Development in the Banking Sector

6 – 10 December 2026
Online



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Ref: 15195_1084552 **Date:** 6 – 10 December 2026 **Location:** Online **Fees:** 1900 Euro

Introduction:

Total Quality Management TQM is a cornerstone philosophy in modern organizational paradigms, particularly in sectors where precision, efficiency, and customer satisfaction are paramount. In the dynamic realm of banking, where competition is fierce, and customer expectations continually evolve, implementing TQM principles becomes not just an option but a strategic necessity.

This total quality management training for banking sector development course delves into applying TQM specifically within the context of training and development in the banking sector, illuminating how this approach fosters a culture of continuous improvement and excellence. As banks navigate through a landscape marked by technological advancements, regulatory changes, and shifting consumer behaviors, the imperative to cultivate a skilled and adaptable workforce cannot be overstated.

Through the lens of TQM, this total quality management training for banking sector development course navigates the intricacies of aligning training initiatives with organizational objectives, fostering employee engagement, and ultimately enhancing service quality. Participants will explore TQM's principles, methodologies, and best practices in training and development within the dynamic banking realm.

Targeted Groups:

- Entry-level bank employees.
- Mid-level managers and supervisors.
- Senior Executives and Leadership Teams.
- Frontline customer service representatives.
- IT professionals are specializing in banking systems.
- Compliance Officers and Regulatory Specialists.
- Risk management personnel.
- Sales and marketing teams.
- Human resources and training professionals are in banking.
- External Stakeholders Such as Auditors and Consultants.

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Course Objectives:

At the end of this total quality management training for banking sector development course, the participants will be able to:

- Equip participants with a thorough understanding of Total Quality Management TQM principles applied to the banking sector.
- Effective training and development strategies can foster a culture of continuous improvement and excellence within banking organizations.
- Enhance employee competencies in areas crucial to banking operations, such as compliance, risk management, and customer service.
- Empower participants to align training initiatives with organizational goals and industry best practices.
- Develop leadership capabilities among banking professionals to drive TQM initiatives and lead teams toward higher performance.
- Provide participants with practical tools and methodologies to implement TQM principles in their roles within banking institutions.
- Promote collaboration and communication among different functional areas within banks to ensure a holistic approach to TQM implementation.
- Monitor and evaluate the effectiveness of training programs to ensure ongoing improvement and adaptation to changing market dynamics.

Targeted Competencies:

At the end of this total quality management training for banking sector development course, the participant's competencies will:

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- Explore banking regulations and compliance.
- Customer service excellence.
- Understand financial products and services knowledge.
- Risk management skills.
- Know the sales and cross-selling abilities.
- Problem-solving and decision-making.
- Technology proficiency.
- Leadership and management skills.
- Communication and interpersonal skills.
- Continuous improvement mindset.

Course Content:

Unit 1: Introduction to Total Quality Management TQM in Banking:

- Overview of TQM principles and their relevance in the banking sector.
- The importance of TQM is in improving service quality, efficiency, and customer satisfaction.
- Understand key concepts such as continuous improvement, customer focus, and employee involvement.
- Case studies highlighting successful TQM implementations in leading banks worldwide.
- Discuss the role of leadership in driving TQM initiatives within banking organizations.

Unit 2: Aligning Training with Organizational Objectives:

- Understand the strategic goals and objectives of banking institutions.
- Identify training needs based on organizational priorities and performance gaps.
- Develop training programs that align with the bank's mission, vision, and values.
- Utilize performance metrics and feedback mechanisms to evaluate the effectiveness of training initiatives.
- Ensure that training programs support compliance with regulatory requirements and industry standards.

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Unit 3: Enhancing Employee Competencies:

- Provide training in essential banking skills such as financial literacy, product knowledge, and transaction processing.
- Develop soft skills, including communication, problem-solving, and interpersonal skills crucial for customer-facing roles.
- Train on compliance procedures, risk management protocols, and data security measures to mitigate operational risks.
- Offer specialized training for IT professionals on banking systems, cybersecurity, and digital innovations.
- Implement sales training programs to improve cross-selling and upselling capabilities among frontline staff.

Unit 4: Leadership Development for TQM:

- Identify and nurture leadership potential within the banking workforce.
- Provide leadership training to managers and supervisors on effective team management, motivation, and performance coaching.
- Cultivate a culture of empowerment and accountability among leaders to drive TQM initiatives.
- Encourage innovation and creativity in problem-solving through leadership development programs.
- Establish mentoring and coaching programs to support the professional growth of future banking leaders.

Unit 5: Continuous Improvement and Evaluation:

- Implement processes for collecting and analyzing customer, employee, and stakeholder feedback.
- Conduct regular audits and assessments to identify areas for improvement in training and development initiatives.
- Use data-driven insights to make informed decisions about refining training content, delivery methods, and learning outcomes.
- Encourage a mindset of continuous learning and adaptability among banking professionals.
- Celebrate successes and recognize achievements in TQM implementation to sustain motivation and momentum.