Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

BANKING INSTITUTE

Customer Journey Mapping in Banking Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
10 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 25, 2026

Academic & Professional Training Year: 2026

DATASTAT TRAINING INSTITUTE
P.O. Box 102802-00101, Nairobi, Kenya
Training Centers: Nairobi • Mombasa • Kigali • Dubai • Live Virtual Academy
Tel: +254 724 527 104 | +254 734 969 612
Email: training@datastatresearch.org
www.datastatresearch.org

Customer Journey Mapping in Banking Training Course

Banking Institute • 10 Days Intensive • Accredited Certification

Course Overview

Customer Journey Mapping in Banking Training Course equips banking professionals with advanced tools and methodologies to visualize, analyze, and optimize customer interactions across all touchpoints branch, mobile, web, call center, and third-party ecosystems

Key Skills & Software Tools Covered

Customer Journey Mapping • Customer Experience • Service Design • Digital Banking Strategy

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
7 Dec 2026 – 18 Dec 2026	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Dec 2026 – 18 Dec 2026	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Dec 2026 – 1 Jan 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**

4 Jan 2027 – 15 Jan 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
4 Jan 2027 – 15 Jan 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
18 Jan 2027 – 29 Jan 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Feb 2027 – 12 Feb 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
15 Feb 2027 – 26 Feb 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**

1 Mar 2027 – 12 Mar 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
1 Mar 2027 – 12 Mar 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
15 Mar 2027 – 26 Mar 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
29 Mar 2027 – 9 Apr 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**

12 Apr 2027 – 23 Apr 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
12 Apr 2027 – 23 Apr 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
26 Apr 2027 – 7 May 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
10 May 2027 – 21 May 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
24 May 2027 – 4 Jun 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**

7 Jun 2027 – 18 Jun 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
7 Jun 2027 – 18 Jun 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
21 Jun 2027 – 2 Jul 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
5 Jul 2027 – 16 Jul 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**

19 Jul 2027 – 30 Jul 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
19 Jul 2027 – 30 Jul 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
2 Aug 2027 – 13 Aug 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
16 Aug 2027 – 27 Aug 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
30 Aug 2027 – 10 Sep 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**

13 Sep 2027 – 24 Sep 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
13 Sep 2027 – 24 Sep 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
27 Sep 2027 – 8 Oct 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
11 Oct 2027 – 22 Oct 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
25 Oct 2027 – 5 Nov 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**

25 Oct 2027 – 5 Nov 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
8 Nov 2027 – 19 Nov 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
22 Nov 2027 – 3 Dec 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Nairobi	Classroom / 10d	**$3,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Kigali	Classroom / 10d	**$6,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Dubai	Classroom / 10d	**$10,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Cape Town	Classroom / 10d	**$9,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Addis Ababa	Classroom / 10d	**$6,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Singapore	Classroom / 10d	**$10,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Istanbul	Classroom / 10d	**$10,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Bangkok	Classroom / 10d	**$10,000 USD / KES 220,000**
6 Dec 2027 – 17 Dec 2027	Accra	Classroom / 10d	**$8,000 USD / KES 220,000**

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Customer Journey Mapping in Banking Training Course

Introduction

In today's hyper-competitive and digitally disrupted financial ecosystem, Customer Journey Mapping (CJM) has become a strategic imperative for banks aiming to deliver seamless omnichannel experiences, customer-centric innovation, and data-driven personalization. Customer Journey Mapping in Banking Training Course equips banking professionals with advanced tools and methodologies to visualize, analyze, and optimize customer interactions across all touchpoints branch, mobile, web, call center, and third-party ecosystems. Leveraging AI-driven analytics, behavioral insights, and real-time data, participants will learn how to design frictionless journeys that enhance customer satisfaction, retention, and lifetime value (CLV).

With increasing pressure from fintech disruptors and evolving customer expectations, banks must transition from product-centric models to experience-led transformation strategies. This training integrates design thinking, customer analytics, digital transformation frameworks, and journey orchestration techniques to enable participants to identify pain points, reduce churn, and drive revenue growth. Real-world case studies from global banks will illustrate how leading institutions are using customer journey mapping, predictive analytics, and automation to create competitive advantage and sustainable growth.

Course Duration

10 days

Course Objectives

By the end of this course, participants will be able to:

- Understand end-to-end customer journey mapping frameworks in banking
- Apply design thinking methodologies for customer experience innovation
- Identify and eliminate customer pain points using data analytics
- Leverage AI and machine learning for predictive customer behavior insights
- Design omnichannel banking experiences across digital and physical touchpoints
- Improve customer engagement and personalization strategies
- Measure customer experience KPIs (NPS, CSAT, CES) effectively
- Implement journey orchestration and automation tools
- Enhance customer retention and reduce churn using analytics
- Align customer journey strategies with digital transformation initiatives
- Integrate voice of customer (VoC) and feedback systems
- Optimize customer lifecycle management strategies
- Develop data-driven customer experience roadmaps

Target Audience

- Customer Experience Managers
- Retail and Corporate Banking Professionals
- Digital Banking and Transformation Teams
- Marketing and CRM Specialists
- Product Development Managers
- Data Analysts and Business Intelligence Teams
- Operations and Service Delivery Managers
- Fintech and Innovation Teams

Training Modules

Module 1: Introduction to Customer Journey Mapping in Banking

- Fundamentals of customer journey mapping
- Importance in digital banking transformation
- Key journey stages in banking lifecycle
- Mapping tools and frameworks
- Case Study: Journey mapping in retail banking onboarding

Module 2: Customer Behavior and Segmentation

- Behavioral analytics in banking
- Customer personas development

- Segmentation using AI and big data
- Customer expectations in digital era
- Case Study: Segment-based personalization in banking

Module 3: Touchpoint Identification and Analysis

- Mapping physical and digital touchpoints
- Customer interaction analysis
- Pain point identification techniques
- Channel integration challenges
- Case Study: Omnichannel experience optimization

Module 4: Data-Driven Journey Mapping

- Role of big data and analytics
- Customer data platforms (CDP)
- Real-time data tracking
- Insights generation techniques
- Case Study: Data-driven CX transformation

Module 5: Design Thinking for Banking CX

- Principles of design thinking
- Empathy mapping techniques
- Ideation and prototyping
- Customer-centric innovation
- Case Study: Redesigning loan application journey

Module 6: Omnichannel Experience Strategy

- Seamless channel integration
- Mobile and digital banking journeys
- Customer consistency across channels
- Personalization engines
- Case Study: Omnichannel banking success story

Module 7: Customer Experience Metrics and KPIs

- Net Promoter Score (NPS)
- Customer Satisfaction (CSAT)
- Customer Effort Score (CES)
- Journey performance tracking
- Case Study: KPI-driven CX improvement

Module 8: Journey Orchestration and Automation

- Workflow automation tools
- AI-powered journey orchestration
- Trigger-based customer engagement
- Process optimization
- Case Study: Automated onboarding journey

Module 9: Voice of Customer (VoC) Integration

- Feedback collection systems
- Social listening tools
- Customer sentiment analysis
- Feedback-driven improvements
- Case Study: VoC implementation in banking

Module 10: Personalization and Customer Engagement

- Hyper-personalization strategies

- Recommendation engines
- Customer engagement platforms
- Behavioral targeting
- Case Study: Personalized product offerings

Module 11: Customer Retention and Loyalty Strategies

- Churn prediction models
- Loyalty program design
- Customer lifetime value (CLV)
- Retention analytics
- Case Study: Reducing churn using analytics

Module 12: Digital Transformation and CX Alignment

- CX in digital banking transformation
- Fintech collaboration models
- API-driven banking ecosystems
- Innovation frameworks
- Case Study: Digital-first bank transformation

Module 13: Risk, Compliance, and Data Privacy in CX

- Data protection regulations
- Ethical use of customer data
- Compliance in customer journeys
- Risk mitigation strategies
- Case Study: GDPR-compliant journey mapping

Module 14: Advanced Analytics and AI in CX

- Predictive analytics in banking
- Machine learning applications
- AI chatbots and virtual assistants
- Real-time decisioning
- Case Study: AI-powered customer service

Module 15: Building a Customer Journey Roadmap

- Strategy development framework
- Implementation planning
- Stakeholder alignment
- Continuous improvement cycles
- Case Study: End-to-end journey transformation roadmap

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/customer-journey-mapping-in-banking-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.