

AI ACADEMY · 2026 PROGRAMME

Generative AI for Financial Services

A practical learning programme to help teams and leaders use AI productively, responsibly and confidently across every function.

FLAGSHIP PROGRAMME · 6 HALF-DAY WORKSHOPS

AI Leadership Academy

Leading financial services in a world reshaped by AI for boards, executives and senior leaders.

**19 Oct –
10 Nov 2026**[REGISTER NOW](#)

ONE-DAY WORKSHOPS

01**Risk, Compliance, Governance & Control**

Wednesday 9 September 2026 · 09:00–16:00

[REGISTER NOW](#)**02****Customer Operations, Consumer Duty & Customer Outcomes**

TBC

[REGISTER NOW](#)**03****Operational Resilience, Cyber, Technology & Third-Party Risk**

TBC

[REGISTER NOW](#)**04****Financial Crime, Fraud, AML & Sanctions**

TBC

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AI Leadership Academy

Leading financial services in a world where AI is reshaping work, decisions and organisational performance.

19 October – 10 November 2026

Six half-day online workshops

09:00-12:30 BST

WHO SHOULD ATTEND

Senior leaders in financial services responsible for setting direction, strategic decisions, sponsoring transformation, overseeing risk and governance, or leading teams through change including **board members, executive committee members, C-suite leaders, heads of function, transformation sponsors, and senior accountable individuals.**

WHY THIS MATTERS

AI is no longer only a technology question. It is becoming a leadership question: how organisations make decisions, allocate resources, redesign work, govern risk, develop people and compete in a changing financial-services environment

RESPONSIBLE-USE LENS

Many leaders recognise that AI matters, but fewer have used AI seriously in their own leadership work. Many are also trying to direct AI adoption without creating scattered experimentation, uncontrolled risk or unrealistic expectations

WHAT PARTICIPANTS WILL LEARN

- Understand how AI is reshaping financial services, work, decisions, risk and organisational performance.
- Use AI to strengthen leadership work: preparing faster, sharpening questions, improving communication and testing ideas.
- Set direction, prioritise opportunities and avoid scattered experimentation.
- Govern adoption responsibly and create the operating conditions needed for AI to scale.

WHAT PARTICIPANTS WILL LEAVE WITH

- ✓ Sharper AI judgement as senior decision-makers.
- ✓ Practical leadership experience using AI in their own work.
- ✓ An **AI Leadership Activation Map** connecting priorities, governance and operating-model conditions.

Join the AI Leadership Academy to build the judgement, confidence and leadership perspective required to lead in a world of AI.



SCAN TO REGISTER

SIX-WORKSHOP LEADERSHIP JOURNEY

DATE	WORKSHOP	LEADERSHIP QUESTION
19 Oct 2026	The New AI Reality	What is changing, and why does it matter now?
20 Oct 2026	AI in Action	What can AI do for leadership work and organisational productivity?
2 Nov 2026	Agentic AI	What changes when AI moves from assistant to actor?
3 Nov 2026	Use Cases and Prioritisation	Where should we focus, and what should we avoid?
9 Nov 2026	Governing AI at Scale	How do we create trust, control and accountability?
10 Nov 2026	Operating Model, People and Execution	What conditions do we need to make AI adoption real?

USE-CASE AREAS

AI as a Leadership Question Understand the new AI reality and how AI is reshaping productivity, decisions and organisational performance.	AI in Leadership Work Use AI for briefing preparation, analysis, communication, meeting preparation, scenario thinking and decision support.	From Opportunity to Scale Explore agentic AI, use-case prioritisation, governance and the operating conditions needed for responsible adoption.
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PRACTICAL WAYS PARTICIPANTS MAY USE AI

- Prepare faster for leadership meetings and strategic conversations.
 - Analyse information more effectively and sharpen questions.
 - Improve communication, test ideas and prepare better-informed decisions.
- Prioritise credible opportunities across functions and workflows.
 - Ask stronger governance, accountability and oversight questions.
 - Connect AI priorities to platform, people, learning and execution conditions.

EXAMPLE PARTICIPANT OUTPUT AI LEADERSHIP ACTIVATION MAP	
Leadership Question	How should we prioritise AI opportunities across functions without uncontrolled experimentation?
Governance Question	Which use cases require formal review, approved tools, data controls or human-in-the-loop sign-off?
Next Action	Discuss whether a cross-functional AI opportunity and governance forum is needed.

Generative AI for Risk, Compliance, Governance and Control

AI is changing how control functions work. Learn how to use it productively, responsibly and confidently.

Wednesday, 9 September 2026

One-day online workshop

09:00 – 16:00 BST

WHO SHOULD ATTEND

Risk, compliance, governance, controls and assurance professionals including **compliance officers, risk managers, governance leads, model risk teams, internal audit, regulatory change, policy, monitoring and control testing professionals.**

WHY THIS MATTERS

AI is beginning to change how financial-services professionals prepare analysis, review information, draft documents, identify risks and support decisions. For control-function teams, this creates a practical opportunity to prepare faster, review more consistently, organise evidence and produce stronger first drafts for human review.

RESPONSIBLE-USE LENS

Control-function work cannot be treated like ordinary productivity work. Outputs need to be grounded in evidence, reviewed by accountable professionals and used with clear judgement. Poor AI use could create weak analysis, unsupported conclusions, confidentiality issues or unclear accountability.

WHAT PARTICIPANTS WILL LEARN

- Understand the AI shift and how control-function professionals can contribute to responsible adoption.
- Explore how AI is changing risk, compliance, governance and control workflows through credible use-case areas.
- Use AI to prepare faster, summarise effectively, review information consistently and ask sharper questions.
- Leave with one workflow, one AI opportunity, one control question and one next conversation.

WHAT PARTICIPANTS WILL LEAVE WITH

- ✓ A clearer view of how AI is changing control-function work.
- ✓ Practical ways to work faster and better with AI while preserving judgement and accountability.
- ✓ A manager-ready **AI Readiness Action Brief** for a real workflow.

Register to understand how AI is changing control-function work and leave with a practical **AI Readiness Action Brief** you can discuss with your manager or team.



SCAN TO REGISTER

Generative AI for Customer Operations, Consumer Duty and Customer Outcomes

AI is changing how customer-facing work gets done. Learn how to use it productively, responsibly and confidently

TBC One-day online workshop 09:00 – 16:00 BST

WHO SHOULD ATTEND

Customer operations, servicing, complaints and Consumer Duty professionals including **customer operations teams, contact centre managers, complaints handlers, Consumer Duty leads, vulnerable customer teams, conduct risk, service quality, customer communications and digital servicing professionals.**

WHY THIS MATTERS

AI is beginning to reshape how customer operations, assisted servicing, complaints preparation, customer communications and service-quality review are performed. For customer-facing teams, this creates a practical opportunity to prepare faster, improve handovers, summarise cases and produce clearer first drafts for human review.

RESPONSIBLE-USE LENS

Customer-facing work cannot be treated like ordinary productivity work. Poor AI use could mislead customers, miss signs of vulnerability, weaken evidence, blur the boundary between guidance and advice, or create inconsistent handling. Human judgement, escalation, tone, clarity and accountability remain central.

WHAT PARTICIPANTS WILL LEARN

- Understand how AI is changing customer operations, Consumer Duty and customer outcomes.
- Explore use cases across digital servicing, complaints, vulnerability, communications and outcome evidence.
- Use AI to prepare handovers, summarise complaints, review communications and identify missing information.
- Leave with one customer-facing workflow, one AI opportunity and one control question.

WHAT PARTICIPANTS WILL LEAVE WITH

- ✓ A clearer view of how AI is changing customer-facing work.
- ✓ Practical ways to prepare handovers faster, summarise customer information and produce clearer first drafts.
- ✓ A manager-ready **AI Readiness Action Brief** for a customer-facing workflow.

Register for the online workshop to understand how AI is changing your function, how to use it productively and responsibly, and what practical opportunity you can take back to your organisation.



SCAN TO REGISTER

Generative AI for Operational Resilience, Cyber, Technology and Third-Party Risk

AI is changing how high-risk operational teams interpret signals, prepare evidence and respond. Learn how to use it productively, responsibly and confidently.

TBC One-day online workshop 09:00 – 16:00 BST

WHO SHOULD ATTEND

Operational resilience, cyber, technology risk and third-party risk professionals including **operational resilience teams, cyber security professionals, technology and ICT risk teams, third-party risk managers, outsourcing, business continuity, incident response, operational risk, control testing and assurance professionals.**

WHY THIS MATTERS

AI is beginning to reshape how high-risk operational teams interpret signals, summarise incident information, review supplier materials, analyse cyber advisories, prepare escalation questions and organise evidence. This creates a practical opportunity to make sense of information faster, prepare clearer briefings and strengthen review discipline.

RESPONSIBLE-USE LENS

These workflows operate in low-failure-tolerance environments. Poor AI use could create false confidence, weak escalation, missing evidence, data leakage or confusion over who owns incident, resilience or risk decisions. Human judgement, escalation discipline, evidence and accountability remain central.

WHAT PARTICIPANTS WILL LEARN

- Understand how AI is changing operational resilience, cyber, technology risk and third-party risk work.
- Explore use cases including incident support, threat intelligence, supplier-risk review and resilience evidence.
- Use AI to summarise incident logs, extract cyber or supplier-risk information and prepare escalation questions.
- Leave with one high-risk operational workflow, one AI opportunity and one control question.

WHAT PARTICIPANTS WILL LEAVE WITH

- ✓ A clearer view of how AI is changing high-risk operational work.
- ✓ Practical ways to summarise operational signals, organise evidence and ask sharper escalation questions.
- ✓ A manager-ready **AI Readiness Action Brief** for a high-risk operational workflow.

Register for the online workshop to understand how AI is changing your function, how to use it productively and responsibly, and what practical opportunity you can take back to your organisation.



SCAN TO REGISTER

Generative AI for Financial Crime, Fraud, AML and Sanctions

AI is changing how financial crime teams detect, prioritise and investigate risk. Learn how to use it productively, responsibly and confidently.

TBC One-day online workshop 09:00 – 16:00 BST

WHO SHOULD ATTEND

Financial crime, fraud, AML and sanctions professionals including **AML teams, CDD and KYC specialists, fraud prevention teams, sanctions screening professionals, transaction monitoring teams, investigators, SAR teams**, financial crime analytics teams and financial crime compliance professionals.

WHY THIS MATTERS

AI is beginning to reshape how financial crime teams prioritise alerts, review case information, detect patterns, prepare investigation summaries and support reporting workflows. This creates a practical opportunity to organise information faster, prepare stronger first drafts, identify missing evidence and support more focused analyst review.

RESPONSIBLE-USE LENS

Financial crime work cannot be treated like ordinary productivity work. Poor AI use could create weak investigation narratives, unsupported conclusions, explainability gaps, missed evidence or over-reliance on automated outputs. Human judgement, evidence, accountability and defensibility remain central.

WHAT PARTICIPANTS WILL LEARN

- Understand how AI is changing financial crime, fraud, AML and sanctions workflows.
- Explore use cases including alert prioritisation, fraud and scam intelligence, sanctions screening and investigation support.
- Use AI to prepare case summaries, organise alert information, identify missing evidence and improve consistency of analysis.
- Leave with one financial crime workflow, one AI opportunity and one control question.

WHAT PARTICIPANTS WILL LEAVE WITH

- ✓ A clearer view of how AI is changing financial crime work.
- ✓ Practical ways to organise alert information, prepare case summaries and ask sharper investigation questions.
- ✓ A manager-ready **AI Readiness Action Brief** for a financial crime workflow.

Contact UK Finance to register your interest in this workshop.



SCAN TO REGISTER