



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

INNOVATE
ENABLING TOMORROW

GEN AI FOR EVERYONE

Equip every employee with practical GenAI understanding for daily banking operations, transforming AI into an accessible productivity tool.



COURSE DESCRIPTION

This course introduces banking professionals to the fundamentals of Generative AI and how it can be used to improve everyday productivity. Participants will explore practical AI tools for tasks such as drafting, summarizing, and analyzing information, while learning effective prompt techniques to get better results from AI assistants. Through hands-on exercises and real banking examples, the course also highlights key considerations around responsible AI use, including data privacy, security, and AI limitations, enabling participants to confidently and safely integrate AI into their daily work

COURSE OBJECTIVE

Equip every employee with practical GenAI understanding for daily banking operations, transforming AI into an accessible productivity tool.

TARGET AUDIENCE

All bank staff.

LEARNING OUTCOMES

- Understand GenAI fundamentals and how it differs from traditional automation
- Apply AI tools to increase daily productivity
- Use AI assistants responsibly in banking contexts
- Recognise AI limitations, risks, and ethical considerations

KEY TOPICS

- GenAI fundamentals and prompt engineering
- Practical productivity tools — drafting, analysis, summarisation
- Banking use cases and quick wins
- AI platforms and tools landscape
- Introduction to agentic AI
- Responsible AI use, data privacy, and security
- Hands-on banking scenario exercises



COURSE OUTLINE

Opening: AI Is Already in Your Day

Scene-setting discussion on how AI is already embedded in everyday tools. Frames AI adoption as a productivity opportunity, not a technical challenge.

Module 1: What Is AI — And What Is GenAI?

Plain-language overview of AI, machine learning, and generative AI — what each means, how they differ, and why GenAI changes the game for banking professionals.

Exercise: First Contact | ChatGPT / Claude

Module 2: The Art of Asking — Prompt Engineering

Four prompt techniques that dramatically improve AI output quality, demonstrated live with before-and-after banking examples.

Exercise: The Prompt Makeover | ChatGPT / Claude

Module 3: Tools of the Trade

A practical overview of the main AI platforms and how to choose between them, with use cases mapped to specific banking roles.

Exercise: My AI Use Case | ChatGPT / Claude / Microsoft Copilot

Module 4: The Next Level — Agentic AI

Introduction to AI agents that autonomously complete multi-step tasks without step-by-step prompting.

Exercise: Live Demo: end-to-end agentic task | Manus

Module 5: Risks, Security & Responsible Use

Practical coverage of hallucinations, data confidentiality, bias, and shadow AI risk.

Exercise: Spot the Risk

CLOSING & COMMITMENTS

Each participant commits to one AI task for the week ahead and one risk to actively avoid. Preview of the learning pathway.