



## Area

Banking and finances

## Level

4

## Topics

Commercial management of an office  
Risk management  
Management and development of people

## Modality

Competitive

## Time

Between 16 and 32 hours

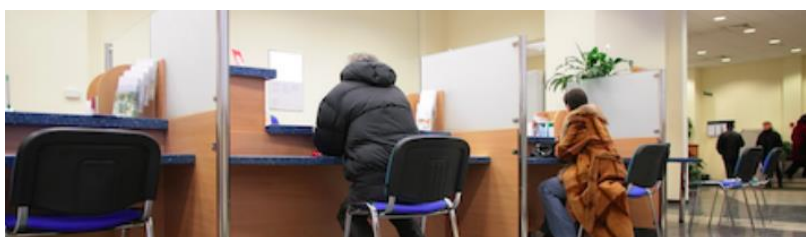
**BankGame** reproduces the competitive scenario of various bank branches, belonging to different entities, which must compete with each other. All of them start the simulation in the same competitive position.

Companies must meet various demand segments: Employees, Middle Managers, Managers, Commerce and Companies.

Each segment has a certain profile of volume of operations, profitability and risk.

In the office you must perform a wide variety of operations:

- Assets (loans, credit, leasing,...)
- Liabilities (checking or deposit account)
- Service (insurance, operational, fund management, ...)



**Participants must make decisions related to:**

### Prices

Interest / commissions of the different products / services.

### Risk

Prioritization of segments and level of risk by segment.

### Comercialization

Promotional activities by product and segment.

### Office operations

Prioritization of activities, management criteria, review of procedures,...

### Human resources

Staff training (customers, products, operations and risk).

### Services

Activities to improve service quality.

Additionally, the participant must make decisions regarding the improvement of the performance of the office team and improvement of the risk management of clients and operations.