

Background

India's financial services sector is undergoing rapid transformation, driven by digital adoption, Artificial Intelligence (including Generative AI) and fintech-led innovation. Institutions are reimagining products and processes to deliver hyper-personalised customer experiences, adapting to evolving business and banking models, and rising customer expectations. This is repositioning HR and Learning & Development (L&D) from support functions to strategic capability-building and transformation partners. This places significant responsibility on CHROs and CLOs to lead organisational redesign, build future-ready talent and skills, enhance the employee and customer experience, and foster knowledge-driven, learning-oriented organisations.

Objectives

This program seeks to deepen participants' understanding of emerging developments in the HR and learning landscape, and their strategic implications for building a future-ready workforce in the financial sector. It will cover approaches to talent and leadership strategy, reskilling and upskilling, technology and analytics-enabled HR, and culture-building, while providing a platform for CHROs and CLOs to interact and exchange ideas on recent trends, best practices and emerging HR challenges.

Program Highlights

- Building Leadership Capacity for the Financial Sector of Tomorrow
- Reimagining Executive Learning in the Age of AI, Digital Transformation & Emerging Technologies
- Building a High-Performance Learning Culture
- Reskilling & Upskilling: Preparing the Workforce for an AI-Driven Future
- Measuring Learning Impact: Leveraging L&D Analytics for Strategic Decision-Making & Business Development
- Talent Acquisition, Retention & Succession Planning in a Competitive Talent Market

Date: Friday, August 21, 2026

Time: 09:45 AM to 05:45 PM

Venue: CAFRAL Campus, Plot-F,
P. No. 1166, Chandrakant Dhuru
Wadi, Kirti Mahavidyalaya Marg,
Opp. Kirti College, Dadar (West),
Mumbai – 400028

Type: Non-Residential

Fees: Nil

**For Nomination Form please
visit our site www.cafral.org.in**

**Last date for filing nomination
August 14, 2026**

**For more program details,
contact:**

C. Sankaranarayanan

Senior Program Director

Mob: +91 89399 00235

Email:

sankara.narayanan@cafral.org.in

Pushpalata M Nadar

Program and Relationship
Manager

Mob: +91 77095 75481

Email:

pushpalata.nadar@cafral.org.in

Participant Profile

- Chief Human Resources Officers (CHROs) and Chief Learning Officers (CLOs) of banks, FIs and NBFCs
- Senior executives / Heads of HR, Talent Management and Learning & Development verticals of banks, FIs and NBFCs