



# TOP 5 TRAINING TRENDS FOR FINANCIAL SERVICES IN 2026

## *Standout on Smarter Ways to Thrive in a Fast-Changing Industry*

Financial services organizations are navigating relentless change. Regulatory pressure is intensifying, digital transformation is reshaping every customer interaction, and workforce expectations have fundamentally shifted. The institutions best positioned to thrive are not just investing in technology, they are investing in the people who use it.

01

### **AI LITERACY IS NOW A BASELINE SKILL, NOT A BONUS**

Financial services teams encounter AI whether they have planned for it or not, through fraud detection tools, core system upgrades, compliance automation, and everyday productivity apps. Research indicates that large banks are nearly twice as likely as community institutions to recognize AI potential for back-office efficiency, meaning smaller teams risk falling further behind. The risk is not adopting AI too fast, it is deploying technology without preparing the people who use it.

**Key Takeaway:** *Train your staff on what AI is, what it is not, and how to use it responsibly before rolling out new tools.*

02

### **COMPLIANCE TRAINING IS SHIFTING FROM CHECKBOX TO CULTURE**

Regulatory demands continue to increase across banking, insurance, and credit. Examiners are now explicitly including AI oversight and digital risk management on their checklists. Leading institutions are moving away from one-time annual training toward ongoing, embedded learning that builds a genuine culture of compliance. Digital-first and hybrid delivery formats are replacing in-person-only sessions, making it easier to keep distributed teams current without disrupting operations.

**Key Takeaway:** *Build compliance into your continuous learning rhythm, not just as an annual event, but as an ongoing team habit.*

03

### **SKILLS-BASED DEVELOPMENT IS REPLACING DEGREE-BASED HIRING**

Forward-thinking financial institutions are removing unnecessary degree requirements and focusing on competencies and demonstrated skills instead. This expands your talent pipeline, improves retention, and positions your organization as a true community employer. The organizations winning the talent game are building apprenticeship-style programs and partnering with local workforce development resources to hire for potential and train for performance.

**Key Takeaway:** *Audit your job descriptions and training paths, are you building for the skills you actually need?*



## 04

### EMPLOYEE WELL-BEING IS A STRATEGIC, NOT A SOFT PRIORITY

Burnout in financial services is real and growing. Teams are managing regulatory complexity, customer demands, and digital change, often with lean resources. Institutions that treat employee well-being as a strategic imperative, not a nice-to-have, are seeing stronger retention, higher engagement, and better customer outcomes as a result. Your mission-driven culture is an advantage here, but only if it is supported by intentional development programs.

**Key Takeaway:** *Well-being programs are not perks, they are a retention and performance strategy. Build them into your L&D plan.*

## 05

### PROVING L&D ROI IS NOW EXPECTED AT THE LEADERSHIP LEVEL

As budgets tighten and board scrutiny increases, learning leaders are being asked to demonstrate business impact, not just completion rates. Institutions are shifting to performance-based metrics: customer satisfaction scores, advisor conversion rates, and time-to-competency for new hires. The organizations leading this shift are building measurement into their programs from day one, not retrofitting data collection after the fact.

**Key Takeaway:** *Add competency assessments to every critical training program. Completion records document attendance but do not demonstrate skill.*

## The Future of Financial Services Training Is Changing Fast, Are Your Teams Ready?

Visit VPS Learning at **Booth #6** during **TICE, June 16-18**, and discover how leading financial services organizations are improving workforce readiness, accelerating onboarding, and delivering learning that sticks.

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