



Commercial / Corporate Banking

Commercial banking or business banking provides services to small, medium-sized, middle-market business; corporate banking, directed at large business entities.

Job examples

credit analyst, relationship manager, settlement officer

Competencies

What do you think is the most important skill in a sector of banking where you have to deal with clients from a variety of business backgrounds? Communication skills? Yes, the answer is obvious. These skills are as highly regarded as numerical skills in commercial banking.

In commercial banking, it is important to win over new customers and retain existing ones. Often, in this sector of banking, the competition is not only about loan packages but also about service quality. Service quality is maintained when bank employees exhibit these competencies:

- **Communication skills**

In order to provide the best service to customers with different business backgrounds, one must be able to listen well and to be able to communicate available services to specific clients. It is also communication skills that enable one to win new customers and to retain existing ones. While some individuals are naturally better communicators than others, it is important to note that the art of communication is something that can be learnt.

- **Analyzing client needs**

Customers often come to a bank to seek support of some sort. Therefore, the ability to assess the customer's actual business needs is important. Making the right analysis will not only be in the interest of the bank, but also be in the interest of the customer.

- **Customers relations**

In commercial banking, the relations between the bank and its customers are usually long term. It takes time to develop this sort of relationship which is based on trust and a history of working in a partnership which has withstood the weathering of changing economic conditions.

- **Personal qualities**

Banks value people with positive personal qualities. Often, they are even more valued than specific skills or even specific bank-relevant training such as having a degree in business or accounting. Being trustworthy, having a strong sense of responsibility, and being people oriented can help you succeed in this sector of banking.