



INDIAN INSTITUTE OF BANK MANAGEMENT

"A Centre of Excellence in the Service of Banks, FIs and their Customers"

(An Institute sponsored by RBI, NABARD and five PSU Banks)



Soft Skill Tools for Improving Recovery and Customer Handling (June 18-21, 2018)

Programme Director:

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WHY THIS PROGRAMME?

The high level of NPAs in the banking industry is a matter of grave concern for everyone. The challenges pertaining to recovery of bank loans have been troubling all the stake holders of governance in general and bankers in particular. Inadequacy in recovery of loans severely restricts the scope for further lending by the financial institutions. This results in stunted and lopsided development of the critical sectors of the economy. It has been unanimously agreed that in order to build and sustain a robust banking system, there has to be a synthesis between the hard skills and the soft skills of all the people associated with the banking sector.

The importance of soft skill tools for any individual to evolve in life cannot be overemphasized. These tools assume greater importance for the banking personnel in the rapidly changing environment, especially with the advent of Small Finance Banks and Payments Banks.

WHAT FOR?

- To sensitize bank officers about the significance of soft skill tools and other aspects of behavioural science to discharge their duties more effectively.
- To inculcate in them an abiding sense of customer friendliness in order to improve the brand equity of the organization.

PROGRAMME TAKE-AWAYS:

- Intricacies of the managerial role
- Soft skills for managerial effectiveness
- Understanding oneself & developing the inner self
- Emotional intelligence
- Handling different types of customers
- Time management
- Tips for better recovery

FOR WHOM?

The programme has been especially designed to cater to the training requirements of officers of RBI, NABARD, Commercial Banks, RRBs and Co-operative Banks (Scale I-IV).

PEDAGOGY:

The programme will include lectures, discussions, sharing of experiences, field visits and power point presentations.

WHERE?

IIBM Campus (Near Kendriya Vidyalaya, Khanapara), Jawahar Nagar, Guwahati - 781022. Those coming by air may avail of prepaid taxi from Guwahati LGB Airport to IIBM. Those coming by train may avail of auto-rickshaw/taxi from Paltanbazar side of Guwahati Railway Station to IIBM. Participants are to make their own arrangements for to & fro journey/local visits. The services of Uber & Ola are available in Guwahati

WHEN?

The programme will commence on June 18, 2018 (Monday) at 09:30 am and will be over by evening of June 21, 2018 (Thursday). The participants may accordingly make their travel arrangements so as to reach IIBM on June 17, 2018 (Sunday) and depart on June 22, 2018 (Friday).

We provide hostel accommodation on a twin sharing basis.

REGISTRATION:

Participant should be nominated by their banks through E-mail: iibm.ghy@gmail.com. Online nomination facility is also available in our website www.iibm.ac.in. The last date for receiving nomination is June 12, 2018.

FEE:

The all-inclusive fee for the programme is as below:

	Fee	GST 18%	Total
Commercial Banks and Financial Institutions	₹14,000/-	₹2,520/-	₹ 16,520/-
Sponsor Banks of IIBM viz. RBI, NABARD, SBI, United Bank of India, UCO Bank, Central Bank of India, Allahabad Bank & Punjab National Bank.	₹12,800/-	₹ 2,304/-	₹15,104/-
Cooperative Banks & RRBs	₹10,000/-	₹1,800/-	₹11,800/-

Generally payment of participation fees is to be made in advance through National Electronic Funds Transfer (NEFT) on or before the due date for submission of nomination. In exceptional cases a Demand Draft/Pay Order drawn in favour of Indian Institute of Bank Management payable at Guwahati may be forwarded along with hard copy of nominations. It may kindly be ensured that the officers being deputed for training carries details of remittance of programme fees.

a. Details of our Bank Account are as follows:

Beneficiary Name	INDIAN INSTITUTE OF BANK MANAGEMENT
Bank A/c No.	10821418158
A/c Type	S B A/c
MICR Code	781002037
IFS Code	SBIN0010669
Name of the Branch	IIBM Branch
Name of the Bank	STATE BANK OF INDIA

b. While remitting programme participation fee kindly advise us the following particulars.

Title of Programme including Commencement Date	Name of the Participant/s	Name of Bank/Organisation	Amt. of Fee	EFT/NEFT No.	EFT/NEFT Date