



## 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)



### Programme on Professional Excellence through Enhanced Effectiveness and Team Building (January 7-10, 2019)

**Programme Director:**

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### WHY THIS PROGRAMME?

The programme has been conceptualised and designed keeping in mind various factors which have led to a great increase in workload for all the bankers in the recent times. The aggressive marketing push from the private players and the increasingly demanding nature of the customers have intensified the challenge for all the bank officials. There is a feeling that every official needs to actively engage in team building efforts to establish a cohesive unit that leverages collective brainpower in order to improve various performance parameters of a branch. A team can greatly improve productivity if it develops a customer friendly approach for carrying out the assigned job. The importance of ensuring customer satisfaction on a sustainable basis in an increasingly competitive banking atmosphere have been taken into account while deciding about the training inputs to be provided during the programme.

### WHAT FOR?

- To highlight the importance of professional excellence for every officer in the larger interest of better profitability and brand equity of the organization.
- To sensitize the bank officers about the significance of team building and faster decision making tools and other aspects of behavioural science to discharge their duties more effectively.
- To inculcate in them an abiding sense of bonhomie, solidarity and customer friendliness in order to improve the image of the organization.

### PROGRAMME TAKE-AWAYS:

- Intricacies of the managerial role for better professional excellence
- Soft skills for managerial effectiveness
- Understanding oneself & developing the inner self
- Emotional intelligence
- Discussion on team building tools
- Handling different types of customers

## 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 January 7 (Monday) at 09:30 am and will be over by evening of January 10, 2019 (Thursday). The participants may accordingly make their travel arrangements so as to reach IIBM on January 6, 2019 (Sunday,) and depart on January 11, 2019 (Friday).

**We provide hostel accommodation on a twin sharing basis.**

## REGISTRATION:

Participant should be nominated by their banks through E-mail: [programme@iibm.ac.in](mailto:programme@iibm.ac.in). Online nomination facility is also available in our website [www.iibm.ac.in](http://www.iibm.ac.in). The last date for receiving nomination is January 3, 2019.

## FEE:

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

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

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:

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

**“Payment of fees for all employees of RBI shall be borne by RBI, Guwahati. A copy of nomination letter may be sent to RBI Guwahati for facilitating payment on time.”**

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