



**National Institute of
Bank Management
Pune, India**

Online Programme on Leadership for Branch Excellence

August 20 – 24, 2020

(Online course duration 15 hours)

Coordinator
Dr Shomi Srivastava
Assistant Professor
(Human Resource Management Area Group)

In the current era of highly competitive and market driven banking environment, profit orientation, efficiency, and strategy /effectiveness of branches to tackle burgeoning NPAs will be of prime importance. Capturing new business, retaining existing good business and to regain lost business, if any, are today the key strategic challenges facing the branch heads of any commercial banks. Process improvements through CBS, retail hubs, service branches and ATMs have given new opportunities. The mining of big data /data science provides a massive opportunity for behavioural analytics for hyper targeted marketing. Banks can thus improve, or reinvent, nearly every aspect of banking like wealth management advice and product offering backed by hi-tech tailor-made services to face competition.

The role profile of the branch managers is drastically changing with the advent of massive technology and business process reengineering in branches. Towards this end, marketing orientation and sales and service excellence are key for branch business growth.

The quality of human assets has a strong bearing on the efficiency and productivity of branches and to ensure sustainable business growth. Leadership qualities of the branch managers ensure nurturing human capital at the branch level. It also plays a significant role in strategic positioning of the branches. Effective leadership of branch manager includes – motivating branch people, team building, decision making and performance management. In essence, the pivot to ensure success is undoubtedly the leadership qualities of the branch heads.

Objectives

- To work out the competitive business strategies
- To develop leadership orientation in managers
- To outline branch productivity and sales & service excellence
- To enhance team building skills
- To improve management of performance

Content

- Branch Productivity and Profitability Excellence.**
- Business Positioning.**
- Leadership Skills.**
- Branch Sales and Service Excellence.**
- New Channel Excellence.**
- Inspiring People.**
- Performance Management.**
- Team Building.**
- Communication Skills.**
- Credit Management.**
- Credit Monitoring and Recovery Excellence**
- Leveraging IT for Business Growth**

Target Group

The programme is directed at Branch-Heads and Second-in-Command in Branches.

Dates

August 20 - 24, 2020

Duration

5 days (15 hours online engagement including workout sessions for participants)

Modalities

This online course will have 15 hours of engagement time spread over 5 days, which includes several self-paced study and live interactions of participants. The courseware will include the following:

- I. Reading material for self-study, Case study or exercise material and Online references
- II. Video sessions comprising of:
 - i. Pre-recorded videos sessions on several topics.
 - ii. Live video sessions by faculty or guest lecturers, for discussions, clarification of doubt, etc.
- III. Self-completion exercises will be given to participants.

Participants enrolled to the programme will be provided with login id and password to enter into the learning management platform of the institute. Guidance will be provided for navigating through the various activities in the platform such as accessing courseware, viewing video sessions, participating in live sessions, taking quizzes, etc. The programme window will be open for maximum 5 days including date of commencement.

The session schedule will be provided at the start of the programme which will mention the live session timings and the schedule to be followed for watching the pre-recorded sessions.

Executives attending the programme would need internet access on a desktop or laptop with Google Chrome to enable access to live and recorded sessions.

Completion Certificate

A completion certificate will be given to the participant at the end of the programme. Participant has to remain logged in for at least the total number of engagement hours within the duration of the programme for being considered to have completed the same.

Nominations and Enquiries

Nominations are invited from both Institutions and Individuals from India and Abroad. Executives working in Banks/Financial Institution/Consulting Firms/Technology Firms in the Banking and Financial Services Domain can apply for the programme in their individual capacity.

Please address your enquiries and nominations to:

Dr Shomi Srivastava
Programme Coordinator
National Institute of Bank Management
Kondhwe Khurd
Pune 411 048, India

Tel. : 0091-20-26716000 (EPABX)

E-mail : shomi@nibmindia.org

Website : www.nibmindia.org

Last Date for Receiving Nominations: August 18, 2020

Programme Fee (per participant) for 15 hours programme

US \$ 600 for foreign participant

	Fee	GST	Fee+GST	TDS
Member Banks :	13200	2376	15576	1320
Non-Member Banks :	15500	2790	18290	1550
Individual Nominee :	15500	2790	18290	----

The fee includes the cost of tuition, access to reading material and recorded videos, etc. (Central Goods and Services Tax (GST) @ 18%, and TDS @ 10%. Kindly send the TDS Certificate on priority to NIBM).

Mode of Payment for Indian Participants

- The fee may preferably be transferred by RTGS/NEFT/ECS to our A/c No. 20002400021 with Bank of Maharashtra, NIBM Branch, Pune (IFSC Code MAHB0001124). NIBM PAN No. AAATN0040P and GSTIN No. 27AAATN0040P1ZJ.
- National Institute of Bank Management
NIBM Post Office, Kondhwe Khurd, Pune 411 048, INDIA.

Mode of Payment for Foreign Participants

Mode of Remittance: SWIFT*

- Name & Address of our Bankers : Oriental Bank of Commerce
C-2, Shop No. 4-5, Bramha Estate
Kondhwe Khurd, Pune 411 048
Maharashtra, India
- Name of the Account : National Institute of Bank Management
- NIBM's Bank Account No. : Current A/C 11281131004402
with Oriental Bank of Commerce
- Bank's Swift Code : ORBCINBBFCP
- Oriental Bank of Commerce A/c No. : 36152559
with Correspondent Bank
- Preferred currency : USD
- Correspondent Bank : CITIBANK N.A.
- Swift code for Citi Bank : CITIUS33

*** The Foreign Bank Charges/ SWIFT charges/Commission is to be borne by the remitter. The fees mentioned in the invoice/brochure is to be paid to NIBM, net of all bank charges.**

***Payments will be accepted only through electronic mode.
Cheques/DDs/Pay Orders will not be accepted.**

- **For all electronic remittances, kindly send a confirmatory e-mail at: accounts@nibmindia.org giving details of the remitter and participant, name and dates of programme, etc.**