



Programme on
**Enhancing Efficiency and
Effectiveness for
Branch Managers**

August 19 – 22, 2019

Programme Coordinators

Prof Ateeque Shaikh
Dr Kaushik Mukerjee



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

Programme on Enhancing Efficiency and Effectiveness for Branch Managers

Background

In the current context, the banking industry is facing unprecedented challenges and threats. On the other hand, the growth rate of emerging markets like India means that banks can also capitalize on new opportunities. The business in banks happens essentially in the branches. Therefore, the role of Branch Managers becomes very crucial for ensuring the success of the bank. The NIBM's Branch Managers Programme is designed to ensure a comprehensive learning opportunity for branch managers and prepare them for driving efficiency and effectiveness in their Branches.

Objectives

- To prepare branch managers for playing the role of leaders in their respective branches by understanding self-management and team-management essentials
- To prepare branch managers to adopt a customer-centric approach and deal with a variety of customer segments (e.g. corporate, SME, retail) in an effective manner
- To help branch managers interpret credit decisions and monitor asset quality. Also, develop the ability to manage NPAs in a proactive manner
- To prepare managers for making better decisions and develop negotiation skills

Programme Outline

This programme will comprise of the following inputs:

- ⇒ The role of banking in a changing macro-environment.
- ⇒ Customer-centric approach in banking
- ⇒ Customer Relationship Management (for Corporate, SME, retail clients)
- ⇒ Operational excellence at the branch level
- ⇒ Understanding credit decisions and credit monitoring
- ⇒ NPA Management
- ⇒ Self-Management: Managing stress and attaining well-being
- ⇒ Team orientation and performance management
- ⇒ Transformational Leadership
- ⇒ Decision Making and Negotiation Skills

Pedagogy

The inputs will be delivered through a variety of methods – interactive discussions, case studies, experiential learning etc. Group work assignments will ensure shared learning opportunities. The sessions will be delivered by a group of academic faculty complemented by experience sharing sessions by experienced bankers.

Target Group

Branch Managers, Zonal, Regional, Circle officers in Banks and Financial institutions

Dates

August 19 – 22, 2019

The programme will commence at 9:00 am on Monday, August 19 and will conclude by 5:00 p.m. on Thursday, August 22, 2019.

Venue

NIBM Campus, Kondhwe Khurd
Pune, India.

Accommodation

The workshop is fully residential. Participants will be provided well-furnished single room AC accommodation in the Institute's hostel complex on the campus. However, they will not be permitted to bring their family members to stay on the campus. In case any Officer/Executive with physical/medical disability is being nominated, kindly inform us in advance with particulars of disability to facilitate necessary arrangements.

The Institute has facilities for outdoor and indoor games and a large walking/jogging trail for physical fitness besides a yoga centre. Participants are therefore encouraged to bring appropriate clothes/gear.

Programme Coordinators

Prof Ateeque Shaikh

Assistant Professor

Dr Kaushik Mukerjee

Associate Professor

(Strategic Planning, Marketing and Control Area Group)

Programme Fee (per participant)

US \$ 1600 for foreign participant

(See fee structure on home page of the website for incentive)

	Fee	GST	Fee+ GST	TDS
Member Banks :	36000	6480	42480	3600
Non-Member Banks :	42000	7560	49560	4200

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Goods and Services Tax (GST) @ 18%, and TDS @ 10%. Kindly send the TDS Certificate on priority to NIBM).

Nominations and Enquiries

Please address your enquiries and nominations to:

Prof Ateeque Shaikh

Dr Kaushik Mukerjee

Programme Coordinators

National Institute of Bank Management

NIBM Post office, Kondhwe Khurd

Pune 411 048, India

Tel : 0091-20-26716000 (EPABX)
0091-20-26716115 (Direct)
0091-20-26716339 (Direct)

Fax : 0091-20-26834478

E-mail : a.shaikh@nibmindia.org
kaushikmukerjee@nibmindia.org

Web : www.nibmindia.org

Last Date for Receiving Nominations:

August 9, 2019

Last Date for Availing Early Bird Incentive of 5%

August 3, 2019

(See Fee Structure on home page of the website)

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 NIBM 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*

1. Name & Address of our Bankers : Oriental Bank of Commerce
C-2, Shop No. 4-5, Bramha Estate
Kondhwe Khurd, Pune 411 048
Maharashtra, India
2. Name of the Account : National Institute of Bank Management
3. NIBM's Bank Account No. with Oriental Bank of Commerce : Current A/C 11281131004402
4. Bank's Swift Code : ORBCINBBFCP
5. Oriental Bank of Commerce A/c No. with Correspondent Bank : 36152559
6. Preferred currency : USD
7. Correspondent Bank : CITIBANK N.A.
8. 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 participant, name and dates of programme, etc.

Please see programme fee structure on home page of the website for early bird incentive, incentives for SAARC and other developing countries, mode of remittance, Pune City route map and local conveyance.