

Programme on Leadership for Branch Excellence

May 21 – 26, 2018



Coordinator
Dr Shomi Srivastava



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

Programme on Leadership for Branch Excellence

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 behavioral 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 Branch Managers is drastically changing with the advent of massive technology & Business Process Reengineering in branches. Towards this end, marketing orientation and sales & 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 and service excellence;
- ☞ To enhance team building skills; and,
- ☞ To improve management of performance.

Course 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; and
- ♦ Leveraging IT for Business Growth.

Methodology

The programme will be highly participative in nature and will be based on concept sessions, group discussions, case-studies.

Target Group

The programme is directed at Branch-Heads in the Senior and Middle Management grades and also officers from controlling offices identified for posting in branches.

Faculty

NIBM faculty and professionals from banks and financial institutions.

Dates

May 21 – 26, 2018

The programme will commence at 9.00 am on May 21 and conclude by 5.00 pm on May 26, 2018. Participants are expected to reach NIBM Campus positively by the evening of May 20, 2018.

Venue

NIBM Campus, Kondhwe Khurd
Pune, India.

Accommodation

The programme 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 Coordinator

Dr Shomi Srivastava

Assistant Professor

(Human Resource Management Area Group)

Last Date for

Receiving Nominations:

May 11, 2018

Last Date for

Availing Early Bird Incentive of 5%:

May 5, 2018

(See fee structure on home page of the website)

Nominations and Enquiries

Please address your enquiries and nominations to:

Dr Shomi Srivastava

Programme Coordinator

National Institute of Bank Management

NIBM Post Office, Kondhwe Khurd

Pune 411 048, India.

Tel. : 0091-20-26716000 (EPABX)

0091-20-26716319 (Direct)

Fax : 0091-20-26834478

E-mail : shomi@nibmindia.org

Website : www.nibmindia.org

Programme Fee (per participant)

US \$ 2400 for foreign participant

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

	Fee	GST	Fee+ GST	TDS
Member Banks :	50400	9072	59472	5040
Non-Member Banks :	58800	10584	69384	5880

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).

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*

- 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.

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.