

Programme on Leadership for Branch Excellence

July 31 – August 5, 2017

Coordinator
Dr Shomi Srivastava

Inspiring People
Business Positioning
Performance Management
Monitoring and Recovery
Credit Management
Leadership & Communication Skills
Productivity and Profitability Excellence
New Channel Excellence
Team-Building
Sales and Service Excellence

Leadership Excellence



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 or effectiveness of branches to tackle burgeoning NPAs are 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 bank. 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 branch managers is drastically changing with the advent of massive technology and business process re-engineering in branches. Towards this end, marketing orientation and sales and service excellence are the keys 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. This also plays a significant role in strategic positioning of the branches. Effective leadership of a 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.

Methodology

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

Objectives

- To work out competitive business strategies.
- To develop leadership orientation in managers.
- To outline branch productivity and sales and service excellence.
- To enhance team-building skills.
- 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.
- Leveraging IT for Business Growth.

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.

Dates

July 31 – August 5, 2017

The programme will commence at 9.00 am on July 31 and conclude by 5.00 pm on August 5, 2017. Participants are expected to reach the NIBM campus positively by the evening of July 30, 2017

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)

**Last Date for Receiving
Nominations:**
July 21, 2017

**Last Date for
Availing Early Bird Incentive of 5%:**
July 15, 2017
(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)
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	ST	SBAC	KKC	Fee+ST+ SBAC+KKC	TDS
Mem. Banks	: 50400	7056	252	252	57960	5040
Non-Mem. Banks	: 58800	8232	294	294	67620	5880

The fee includes the cost of tuition, board and lodging facilities, teaching material, etc. (Service Tax (ST) @ 14%, Swachh Bharat Abhiyan Cess (SBAC) @ 0.5%, Krishi Kalyan Cess (KKC) @ 0.5% 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 ST No. AAATN0040PST001.
- 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 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.