Indian Institute Of Banking & Finance
ISO 21001:2018 Certified

nbi
NATIONAL BANKING INSTITUTE LTD

Delhi

Management Development Program for Leadership & Development

24th to 27th August 2026

9:30 AM to 4:45 PM

TARGET AUDIENCE: Branch Managers , Mangers , HODs and Department Chief

About

National Banking Institute (NBI) in association with Indian Institute of Banking & Finance (IIBF), India is pleased to announce the Four days program on "**Management Development Program (MDP)**".

The program covers essential topics such as self-awareness, leadership models, emotional intelligence, communication, decision-making, investment management, emerging technologies, digitalization and cyber security prevention.

Participants will engage in interactive sessions exploring self-awareness, positive attitude cultivation, effective communication, and leadership models. They will also delve into key aspects of digitalization in banking, cybersecurity, and fraud prevention. The program culminates in practical activities including project presentations, case study discussions, and a bank visit, providing a well-rounded learning experience.

Program Schedule

Day/Date	Session	Topic	Facilitator/ Resource Person
Arrival Welcome	**9.30 a.m. - 10.00 a.m.**	**Welcome and Registration Inauguration**	**Program Co-coordinator Dignitaries from NBI & IIBF**
Day 1	**I 10.00 a.m. – 11.30 a.m**	**Micro Lab – Breaking the Ice Understanding and Leading Self** – Iceberg Theory (Onion Peel), Johari Window, How to command Power & Respect - Do your own SWOT Analysis - Efficiency Vs Effectiveness – Role of Job Knowledge, Domain & Functional Expertise as a core competency - Performing despite constraints	
	II 11.45 a.m. - 1.15 p.m..	**Understanding Leadership** – Level I to V – Hersey & Blanchard's Situational Leadership Model, Blake & Mouton's Leadership Grid, Theory 'X' & Theory 'Y' of Leadership, Mentoring & Coaching, Delegation & Empowerment	
	III 2.00 p.m – 3.30 p.m.	**Emotional Intelligence & Strength** - Identifying the genesis of emotions and developing EQ - Understanding the trap of rigidity & 'I am Right' attitudes – Sympathy Vs Empathy, Resolving internal/external conflict with flexibility	
	IV 3.45 p.m. - 5.15 p.m	**Effective communication**: Clear & Transparent Communication & Active Listening with an aim to Connect, Communicate & Build Relationships - The art of Persuasive, Assertive and Aggressive communication in the work place	
Day 2	**I 10.00 a.m. – 11.30 a.m**	**Interpersonal Relationship, Collaboration & Teamwork** – Transactional Analysis, Stages of Team Building, Building a cohesive team based on trust & mutual respect - Cross Functional Collaboration & Achievement of Mutual Goals	
	II 11.45 a.m. - 1.15 p.m..	**Adaptability & Resilience** – Agile mindset, Stress Management & Managing happiness, **Work Life Balance** – Personal & Professional Challenges **Conflict Resolution & Negotiating Skills** – Group Exercise/ Games	
	IV 2.00 p.m. – 8.00 p.m	**Half Day City tour**	

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Day 3	I 10.00 a.m. – 11.30 a.m	**An overview of the journey of Digitalization in Banking Industry:** Various committees and regulatory guidelines regarding adoption of Technology by Banks/FIs, various types of Banking Softwares viz. Core Banking Solutions, Treasury Applications, Loan origination & processing software etc.	**Dr Sandeep Hegde & Dr N K Bhasin**
	II 11.45 a.m. - 1.15 p.m..	**Emerging Technologies** - Applications of Artificial Intelligence (AI) & Machine Learning (ML) in Banking, Robotic Process Automation (RPA), Internet of Things (IoT) and Cloud Computing, Data Science & Big Data analysis **Digital banking and cybersecurity landscape in Nepal, Cyber Frauds and Prevention of Cyber Crimes**	
	III 2.00 p.m – 3.30 p.m.	**Goal Setting & Drive for Results – Setting SMART goals,** Magic of Thinking Big, Power of Beliefs, Acquiring the paradigms of Responsibility & Ownership, Maslow's theory of Motivation, What motivates better performance – Recognizing & Rewarding Good performance to motivate others & Driving Average/Under Performers to a better performance	
	IV 3.45 p.m. - 5.15 p.m	**Customer Centric Approach** – Understand Customer, Market and Competition, Service Quality & Delivery (GAP Model) - Customer Care, Customer Delight & Moment of Truth	
Day 4		**Bank Branches Visit**	
		Project Presentations – Group Discussion – Poster Presentations	
		Valedictory Ceremony and feedback	
	DEPARTURE		

Facilitator Profile

S No	Faculty Name	Designation	Brief Profile
1	Dr. Pratima Daipuria,	Professor & Dean PGDM, JIMS, Delhi	19 Years of Experience in Academic and Corporate training
2	Dr. Neha Shukla	Associate Professor PGDM, JIMS	11 Years of Academic and Corporate Training
3	Dr.N.K. Bhasin	Zonal Head , IIBF ,New Delhi, Former Professor Amity university , Former VP Axis Bank Limited	27 Years of Banking Experience and 9 Years of Academic and Research
4	Dr. Pooja Jain	Director , JIMS	18 years of Academic Experience and Consultancy Assignments
5	Dr. Harjeet Singh	Professor - Finance , Symbiosis University	Area of Specialization Financial Management and Mergers and Acquisitions
6	Ms. Bindu Sharma	Principal , STC , Punjab and Sind Bank	Deputy General Manager with 30 plus experience in Banking
7	Ms. Chavvi Prabhakar	Corporate Trainer & CEO ,Global Indian Solutions, Former VP Axis Bank	Professional with over 20 years of extensive experience in NRI Banking Wealth Management and Private Banking
8	Mr. Rakesh Chopra	Corporate Trainer , Ex. Banker Bank of Baroda	More than 30 years of banking experience in bank of India
9	Mr. Shiv Kumar Sareen	Former GM ,Bank of India	More than 40 years of banking experience in bank of India
10	Dr.Puneet Dublish	Associate Professor - Accounting and Finance, Jaipuria Institute of Management	More than 24 years of work experience covering the financial service industry and academics

Investment Breakdown

Please Note:

- The accommodation at IIBF be available from the day before the program commences until the noon of the day after the program concludes.
- The airfare expenses from KTM-Delhi-KTM is not included in the above investment**.**
- Will advise final details of the program.
- **Discount:** A discount in kind will be provided in the form of Online AML/CFT Certification Courses. The courses must be claimed and utilized within Fiscal Year 2083/84.
- 3 to 5 Participants 5%

  6 & above Participants 7%

Please note that free seats for the Online AML/CFT Certification Course will be provided according to the discount percentage mentioned above. If the discount amount is slightly higher than the cost of one seat, the minimum number of free seats will be granted, unless the bank adds the remaining amount to enroll more candidates.

Program Fee

Solution Modalities: This program will be delivered face-to-face live in a workshop setting.

DELIVERABLES

⇒ *4-Days Face to Face Workshop*

⇒ *Expenses at IIBF, Delhi, India as follows:*

- *Program Delivery for 4 days including site visits.*
- *Accommodation, Breakfast, Tea/Coffee, Lunch, Tea/Coffee and Dinner*
- *Program Kits/Materials*
- *Airport Transfers in Group*