



ART OF COMMUNICATIONS



Background:

In the highly competitive banking sector, technical skills are no longer the only determinant of success. Interpersonal communication, emotional intelligence, and the ability to handle challenging situations with grace are equally crucial.

Regardless of the various job positions, employees need to communicate effectively to a wide range of people. Persuasive communication and presentation skills enable them to be more productive and influential—not just at work, but in all their relationships and endeavors.

Program Details

Date & Time: 18th May, 2024 (9:30am to 4:45pm)

Venue: NBI Hall, Kathmandu

Target Audience: Communication Skills

Program Details

Program Delivery (Method)

- PPT/Video clips
- One on one discussions
- Sharing experience and real examples
- Actives/ Games

Program Takeaways

- Participants will learn the importance of communication in professional as well as day to day life. They will get detailed insight on different types of communication.
- They will also learn about emotional intelligence, which is one of the most important aspect while dealing with customer.

Time	Details
Session 1 9:30am to 11:00am	Communication skills - <ul style="list-style-type: none">• Verbal & nonverbal skills• Active listening, effective speaking• Written Communication (Email, customer correspondence)
11:00am to 11:15am	Tea coffee cookies
Session 2 11:15am to 12:45pm	Emotional Intelligence - <ul style="list-style-type: none">• Understanding EI• Self-awareness & self-regulation• Building relationships with emotional Intelligence
12:45am to 1:30pm	Lunch Break
Session 3 1:30pm to 3:00pm	<ul style="list-style-type: none">• Office etiquettes in terms of communication• Traits of sustainable relationship• Understanding People - Before we communicate
3:00pm to 3:15pm	Tea coffee cookies
Session 4 3:15pm to 4:45pm	<ul style="list-style-type: none">• Social Skills for effective communication• Relationship, sales and communication• Tips on effective communication

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Facilitator's Profile



Mr. Manoj Kumar Gyawali

DCO of Nabil Bank

Manoj Kumar Gyawali, Former CEO of Jyoti Bikash Bank, provided valuable insights on the Accounting Practices in Nepalese organizations. He highlighted the issues and guidelines for accounting in the Nepalese context.



Ms. Nirmal Duggal

Experienced Chief Executive Officer with a demonstrated history of working in the hospitality industry. Skilled in Negotiation, Budgeting, Business Planning, Operations Management, and Analytical Skills. Strong business development professional with a B.A. focused in History, English Literature from Delhi University.

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