



Program on

Effective Branch Management & People Management



Background

Due to the globalization of the economy, banks and financial institutions are expanding their nationwide presence. The retail business is another important source of banking revenue, offering high margin transactions, a low non-performing loan ratio, risk diversification, and a low risk of default. Although self-service banking (automated teller machines) and internet banking offer customers convenient real-time access, branch banks provide more convenient and people-friendly service.

The rise of electronic transaction channels in banking has raised fundamental questions about the role of the traditional branch. The study confirms that branches remain the predominant channel for new account sales, and that location convenience remains paramount in institution selection for the customer. Furthermore, the combination of reduced staff requirements, reduced operational risk and new technologies can enable smaller, less expensive branches, rendering more locations viable for expansion and allowing institutions provide the convenient access to consumer's want and demand. Customer satisfaction and strong internal control mechanism and management indicate the effectiveness of the branch of the bank. Thus the training enables the Branch Head's caliber and skill to handle their branch effectively and efficiently to achieve high profits by delivering customer satisfying products and assistance. The training coaches them to act accordingly in different internal and external environment of the branch as well as in banking industry.

Learning Outcomes

The program aims to equip participants with sound knowledge on banking operations. Upon the completion of the course the participants will gain knowledge and skills that are very essential to be efficient in their field of work. This program will help participants get an overall concept of a bank's working procedures. The participants will be able to address following challenges:

Challenges in Branch Banking and People Management addressed with below three pillars:

1. Effective Branch Operations
2. Business Strategy at Branch/Department Level / Customer Experience
3. People Management / Leadership

Course Content

The program aims to equip participants with knowledge on Effective Branch Management and People Management . Upon the completion of the course the participants will gain knowledge and skills that are very essential to be efficient in their field of work. This program will help participants get working procedures.

<p>12th to 14th December 2018 (7:00am to 9:00am) with Breakfast</p>	<p>Effective Branch Operation</p> <ul style="list-style-type: none">• Branch Security• Security Incidence and Emergencies• Operational Risk Management (OR)• Business Continuity Plan (BCP)• KYC/CDD/ECDD• Risk Profiling of Clients• AML/Sanctions/FATCA• Good Governance <p>Business Strategy at Branch/Department Level / Customer Experience</p> <ul style="list-style-type: none">• Start of the day• Customer Experience• Golden Rule• Customer Satisfaction Survey• Getting Customers' Stickiness• Tracking
<p>15th December 2018 (9:00am to 4:15pm) Lunch with two time tea/coffee</p>	<p>People Management / Leadership</p> <p>Manager as Leader</p> <ul style="list-style-type: none">• Re-Invent• Up-lift• Deal with emotion• Perspective• Think Different / execute Differently• Change Management• Collaboration



National Banking Institute has developed this program in close consultation with leading local experts. We researched the industry need and also thoroughly reviewed program offered by other institutes. The learning outcome has enabled NBI to address and customize the program to the industry need more specifically.



Program Detail

Level: Branch Managers/ Operation In-charge

Date & Time: 12th to 14th (7:00am to 9:00am),
15th (9:00am to 4:15pm) December 2018

Venue: NBI Hall, Kathmandu

Cost: Nrs. 10,000 + VAT

Facilitator

Mr. Nirajan Kandel

Currently working at Reliance Life Insurance as Deputy CEO after working for more than 12 years in Banking Sector. Prior to his association with Reliance Life Insurance, he worked for 8 years in Standard Chartered Bank Nepal in various areas. Initially, he joined SCB as Business Planning Manager, moved as Branch Manager and later was a part of Wealth Manager as Manager. He also worked at Citizens Bank and Siddhartha Bank in corporate banking as Relationship Officer and Branch Manager at Citizens Bank International Ltd.

*"We are **for the industry** and **by the industry**"*