

PRESENTS
**MANAGEMENT DEVELOPMENT
PROGRAMME ON LEADERSHIP &
DEVELOPMENT OF SOFT SKILLS**



National Banking Institute (NBI) in association with Indian Institute of Banking & Finance (IIBF), India is pleased to announce the Five days program on “**Management Development Programme (MDP) on Leadership and Development of Soft Skills for Bankers**” tentatively from the **3rd to 7th June 2024** in Professional Development Centre, IIBF, Delhi, India.

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 Details:

Program Dates: 3rd to 7th June 2024

Target Audience: Mid to Senior Level Executives

Registration Deadline: 21st May 2024

Venue: Professional Development Centre, IIBF, Delhi, India.

Program Details

Day/Date	Session	Topic	Facilitator/Resource Person
DAY I	9.15 a.m.	Welcome & Registration	Programmed Coordinator
	9.30 a.m. - 10.00 a.m.	Inauguration	Dignitaries from NBI & IIBF
	I 10.00 a.m. - 11.30 a.m.	Breaking the Ice- Understanding Self - Iceberg Theory (Onion Peel), Johari Window, Leading Self - 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..	Attitude decides your Altitude : The power of Positive thinking, Aligning individual, team and organizational goals for success, How to deal with Failures, Transformation from Reactive to Proactive attitude	
	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	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	
	II 11.45 a.m. - 1.15 p.m..	Strategic and Transformational Leadership - Porter's Five Forces Model - People & Processes and their inter-play for organizational excellence, Strategic Thinking & Alignment	
	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	

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DAY 3	I 10.00 a.m. - 11.30 a.m	Decisions decide the Destiny of an Organization - Process & Relevance of Decision Making Managing Time in personal & professional life, Setting priorities, Recognizing the dynamics of Procrastination	
	II 11.45 a.m. - 1.15 p.m..	Conflict Resolution & Negotiating Skills - Group Exercise/Games	
	III 2.00 p.m - 3.30 p.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	
	IV 3.45 p.m. - 5.15 p.m	Adaptability & Resilience - Agile mindset, Stress Management & Managing happiness, Work Life Balance - Personal & Professional Challenges	
DAY 4	I 10.00 a.m. - 12:00 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 Software's viz. Core Banking Solutions, Treasury Applications, Loan origination & processing software etc. 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	
	II 12.15 a.m. - 1.45 p.m..	Digital banking and cybersecurity landscape in Nepal, Cyber Frauds and Prevention of Cyber Crimes - Various types of IT Crimes & Cyber Crimes, Combating ever evolving Cyber Threats, Role of People Awareness in Cyber Security (for Staff & Customers). Role of Technology in Fraud Risk Management.	
	IV 2.30 p.m On-wards	Delhi City Tour	
DAY 5	I 10.00 a.m. - 11.30 a.m	Session on Motivation, Counselling, setting branch culture by Senior Banker	
	II 11.45 a.m. - 1.15 p.m..	Bank Visit	
	III 2.00 p.m - 5.00 p.m.	Project Presentation & Case Study Discussion	
	5.00 p.m. - 5.30 p.m.	Feedback & Valediction	A dignitary from NBI and CEO, IIBF

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.

NATIONAL BANKING INSTITUTE LTD.

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Facilitator's 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

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ABOUT IIBF

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Established in 1928 as a Company under Section 26 of the Indian Companies Act, 1913, the Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB), is a professional body of Banks, Financial Institutions, and their employees in India. The Vision and Mission statements of IIBF are:

VISION

To be the premier Institute for developing and nurturing competent professionals in banking and finance field.

MISSION

To develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy / counselling and continuing professional development programs.

The Institute is managed by a Governing Council consisting of representatives of major Banks, Reserve Bank of India, Indian Banks' Association, Institute of Banking Personnel Selection and an academician from the Indian Institute of Technology, Bombay.

The day-to-day management of the Institute vests in the hands of the Chief Executive Officer (CEO) who in turn is supported by a Deputy CEO, Director – Operations, Director – Academics and Director – Training.

Banking & Finance being a knowledge-driven industry, the role of IIBF has undoubtedly been pioneering in keeping the bankers updated and upgraded. IIBF has been a professional body of Banks, Financial Institutions and their employees in India with 9,66,718 ordinary members as at FY 2020-21. An ISO 9001:2015 Certified company, IIBF is managed by a Governing Council consisting of representatives from RBI, SBI, IBA, major Public/Private Sector Banks, Cooperative Banks, Small Finance Banks and Academician/s from IIT, Bombay.

For More Details, please check the website: <https://www.iibf.org.in/>

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