

**INDIAN INSTITUTE OF BANKING & FINANCE**

(ISO 9001:2015 Certified)

**PROGRAMME**

**For**

**“First Time Branch Managers”**

*(Training for from the Experienced Branch Managers)*



**From 15th to 20th May 2017**

**Venue:**

**Leadership Center,**

**Indian Institute of Banking & Finance,**

**Kohinoor City, Commercial II, Tower 1, 3rd floor,**

**Kurla (W), Mumbai – 400070**

**For Details & Nomination, please contact:**

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**PROGRAMME**

**on**

**“First Time Branch Managers”**

*(Training for from the Experienced Branch Managers)*

BACKGROUND

During its 89 years of functioning, IIBF has emerged as a premier Institute in banking and finance education for professional bankers and aspiring candidates choosing banking as a career. Considering the emerging requirements of the bankers in the ever changing dynamic environment, IIBF started conducting training programmes for bankers in select areas. IIBF has set up state-of-the-art training facilities at its Corporate Office in Mumbai.

**PURPOSE**

The human resources in Indian commercial banks are undergoing vast changes of late. Mass retirement and mass recruitments have put the issues of knowledge, skill and attitude in sharper focus. With quick promotions, youngsters are to occupy the seats that require a lot of knowledge, practical experience and professional skills with positive attitude. The position of branch manager is one among those key positions. As business through brick and mortar branch is still playing a vital role, Branch Manager plays a key role in the image building process of the bank. Nevertheless, many of the first time branch managers seldom attend a formal training programme that covers the details of their new role. **The Progrmme on “First Time Branch Managers”** is designed keeping these vital points in the backdrop. The programme envisages covering all the important functions that a branch incumbent is expected attend. Apart from this, it also aims to train her in the role as a dynamic leader rather than a mere routine manager. This programme is unique in its nature, with more emphasis on interactions, group discussions, interface with field experts and practitioners in the industry. In basket exercises and role plays are applied in relevant contexts for confidence building.

###### OBJECTIVES

The participants will be able to :

* understand the intricacies in the art and science of branch management and business plan.
* understand the issues related to different areas of management in the branch like credit, audit compliance management, remittances and IT
* play as vital link among the top management, customers, staff and above all with the public.
* understand the relevance of being a good leader

**CONTENT OVERVIEW**

* Role & Functions of Branch Manager, Strategic Planning & Business Development
* Leadership, Team building and motivation
* Customer service and communication skills , Handling Customer complaints & Legal implications
* KYC/AML & CFT compliance
* Important areas in credit management- due diligence in selection of borrowers, management/technical/financial appraisal/ issues in the assessment of credit facilities, process note and credit decision making
* Exercise of delegated powers, reporting and returns
* Documentation & Creation of Charge, Security & control aspects in CBS Environment
* Recovery & NPA Management

**METHODOLOGY**

Case studies, exercises, discussions, presentation and sharing of experiences. Methods like Simulations and Role play and Games are used at appropriate contexts. The sessions will be handled by experienced faculty of IIBF and experts from industry.

**TARGET GROUP**

First time Branch Managers who need formal training or officers/managers who are to be posted as Branch managers

**DURATION**

From 15th -20th May, 2017 (6 days). The Programme commences at 9.30 AM on 15.5.2017.

**VENUE**

Leadership Center,

Indian Institute of Banking & Finance,

Kohinoor City, Commercial II, Tower 1, 3rd floor,

Off LBS Marg, Kirol Road, Kurla (W), Mumbai – 400070.

**FEE**

Rs.18000/- per participant plus service tax @15% i.e. Rs.2700/- aggregating to Rs.20,700/- (In case of TDS deduction send us TDS certificate)

**(PAN No: AAATT3309D and Service Tax No. AAATT3309DSD002)**

**The programme is Non residential.**

*In case the participants require, the Institute, on specific request, will arrange for stay in Kohinoor Elite (A hotel within 5 minutes walking distance from the Institute) at an all inclusive price of Rs.5500/- per day plus taxes for double occupancy and Rs.4,500 plus taxes for single occupancy. The rates are only for IIBF trainees and include breakfast, lunch, evening tea and dinner. Four hour internet and free laundry for four pieces of clothing is complimentary****.* (**Contact no 022-61526152)



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**NOMINATION FORM**

Programme Title: **Programme on “First Time Branch Managers”**

Date: From 15th - 20th May, 2017 Programme Type: **Non Residential**

Details of Participants Nominated:

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| --- | --- | --- | --- | --- | --- |
| Sl.No | Name (Mr./Ms./Mrs.) | Designation | Branch/Office | Mobile No.and Land Line No. | E-mail |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |

Bank/Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pin Code: \_\_\_\_\_\_\_\_\_\_  
Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_ E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Please pay Fee directly thru NEFT to INSTITUTE’S ACCOUNT NO.19750200000806 with Bank

of Baroda, Kurla (West) branch, Mumbai (IFSC code BARB0KURLAX **)** and inform. (0 refer

zero)

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| Please send your nominations at the earliest to: |

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| --- | --- |
| ***Mr. Sunil Gokran***  ***Faculty Member***  ***Phone: +91-22-2504700***  **+*Email: sunil@iibf.org.in*** | ***Mr.Kavan Shah***  ***Deputy Director***  ***Phone: +91-22-25047011***  ***Email: kavan@iibf.org.in*** |