



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

One-day Workshop @ Mumbai on

“Soft Skills for Bank Officials”

on 13th October 2025



(PHYSICAL MODE – NON-RESIDENTIAL)

“Individuals can also register for the programme at their own cost”

*Programme Co-ordinator: Dr Thiruma Valavan,
Deputy Director, IIBF
Mail ID: dd.trg2@iibf.org.in*

**Indian Institute of Banking & Finance,
Kohinoor City, Commercial II, Tower 1, 3rd floor,
Off LBS Marg, Kiroli Road,
Kurla (W), Mumbai – 400070.
Website: www.iibf.org.in**

One-day Workshop @ Mumbai on
“Soft Skills for Bank Officials”
(Physical classroom mode - Non-residential)

BACKGROUND

During its 97 years of functioning, IIBF has emerged as a premier Institute in banking and finance education for professional bankers and aspiring candidates choosing banking as 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 setup world class training facilities at its Leadership centre in Mumbai for physical as well as virtual trainings. It also has four Professional Development Centres (PDCs) at Delhi, Chennai, Mumbai & Kolkata with residential facilities at Delhi to accommodate more than 50 participants at a time.

In today's dynamic banking environment, technical expertise alone is not enough. Success in customer service, team collaboration, and leadership largely depends on strong soft skills. This one-day workshop is designed to help bank officials enhance their communication, interpersonal effectiveness, problem-solving ability, and emotional intelligence.

Through interactive sessions, practical exercises, and real-life scenarios, participants will gain valuable insights into building rapport with customers, managing workplace challenges, and fostering a positive professional image.

PURPOSE

This programme aims to build a proactive mindset and enhance the interpersonal effectiveness of bank officials by strengthening their communication, teamwork, customer relationship management, and problem-solving abilities. Participants will gain practical insights into developing emotional intelligence, managing workplace challenges, and fostering a professional approach that contributes to both personal growth and organizational excellence.

OBJECTIVES

- The programme focuses on the following aspects:
- Enhancing communication and interpersonal skills for effective customer engagement
- Building teamwork and collaboration for improved workplace efficiency
- Strengthening problem-solving and decision-making abilities in day-to-day banking operations
- Developing emotional intelligence, adaptability, and professional etiquette to handle challenges confidently

CONTENT OVERVIEW

- Importance of soft skills in today's banking environment
- Effective communication and active listening techniques
- Building customer trust and service excellence
- Teamwork, collaboration, and conflict resolution
- Problem-solving, decision-making, and adaptability
- Emotional intelligence, professional etiquette, and positive attitude

METHODOLOGY

The workshop will be delivered in an interactive mode through presentations, case-based discussions, role plays, group activities, and experiential learning exercises. Emphasis will be placed on practical examples and real-life banking scenarios to help participants internalize the concepts. Sessions will be engaging and facilitator-led, encouraging active participation and peer learning. A certificate of participation will be awarded upon successful completion of the programme.

TARGET GROUP

Bankers across Public Sector, Private Sector, RRBs, Cooperative and Foreign Banks including:

- Operational/Branch/IT/Risk/Compliance Officers
- Cyber Cell Members and Internal Auditors
- Trainers and Faculty Members

DURATION

One Day | 13th October 2025 | 09:45 AM to 05:30 PM

LAST DATE FOR NOMINATIONS

9th October 2025 | 04:00 PM

TRAINING VENUE

Leadership Centre – IIBF Mumbai Office located at Kurla (West), Mumbai. Full address: Kohinoor City Commercial - II Tower-I, 3rd Floor Kirod Road, Off, Lal Bahadur Shastri Marg, Kurla West, Mumbai, Maharashtra 400070

Location Link: <https://g.co/kgs/dspBzAG>

FEE

Rs. 3,500/- per participant + GST @18% = Rs. 4,130/- (Includes Lunch & refreshments). In case of TDS deduction, kindly share TDS certificate.

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

- ✓ Account in the Name of : **Indian Institute of Banking & Finance**
- ✓ Name of the Bank branch : **State Bank of India, Vidya Vihar Branch**
- ✓ Account no : **36919200263 (Savings A/c)**
- ✓ IFSC code : **SBIN0011710**
- ✓ PAN No : **AAATT3309D**
- ✓ GST TIN ID : **27AAATT3309D1ZS** for Maharashtra

For further details and nomination, kindly contact:

Dr. Thiruma Valavan A, <i>Programme Coordinator & Deputy Director</i> <i>Mobile : 95858 83789</i> <i>Email: dd.trg2@iibf.org.in</i>	Mr. LVR Prasad, <i>Director (Training),</i> <i>Phone : +91-22-68507004,</i> <i>Mobile : 96504 33118</i> <i>Email: dir.trg@iibf.org.in</i>
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NOMINATION FORM for BANKs/FIs

Programme Title: **One-day Workshop @ Mumbai on “Soft Skills for Bank Officials”**

Date: **13th October 2025**

Programme Type: **Physical classroom mode (Non-residential)**

LIST OF PARTICIPANTS NOMINATED:

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Branch/Office	Mobile No.and Land Line No.	E-mail (PERSONAL AND OFFICIAL MAIL ID BOTH)*
1					
2					
3					
4					
5					

***LOGIN DETAILS OF THE PROGRAM SHALL BE SHARED ON PERSONAL MAIL ID.**

Bank/Organisation: _____

Address: _____

_____ Pin Code: _____

GST No.: _____

Phone: _____ Fax: _____ E-mail: _____

Fee: Rs. 3,500/- per participant + GST @18% = Rs. 4,130/-
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- ✓ (PAN No: AAATT3309D and GST TIN No: 27AAATT3309D1ZS for Maharashtra)

Please send your nominations at the earliest to:

Dr. Thiruma Valavan A,
Programme Coordinator & Deputy Director
Mobile: 95858 83789
Email: dd.trg2@iibf.org.in



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NOMINATION FORM for SELF-SPONSORED CANDIDATES

Programme Title: **One-day Workshop @ Mumbai on “Soft Skills for Bank Officials”**

Date: **13th October 2025**

Programme Type: **Physical classroom mode (Non-residential)**

Details of nomination:

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Contact No. (Mobile)	E-mail (PERSONAL)	UTR NUMBER
1					

Bank/Organisation: _____

Address: _____

_____ Pin Code: _____

Phone: _____ Fax: _____ E-mail: _____

Fee: Rs. 3,500/- per participant + GST @18% = Rs. 4,130/-

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- ✓ Name of the Bank branch: State Bank of India
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