



INDIAN INSTITUTE OF BANKING & FINANCE
Professional Development Centre – Eastern Zone (PDC-EZ), Kolkata

VIRTUAL TRAINING PROGRAMME

29th-30th October 2025 (2days)

**COMMUNICATION & SOFT SKILL FOR
EFFECTIVE CUSTOMER SERVICE**



IIBF has emerged as a premier institute on banking and finance education. It is the largest institute of its kind in the world and is working with a Mission to “develop professionally qualified & competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/ counselling and continuing professional development programmes”. Indian Institute of Banking & Finance has been awarded the ISO 21001:2018 Standard. This standard is for Educational Institutes who have achieved the required level of excellence in their academic offerings. IIBF is among the few institutes to have been conferred upon this standard.

For More Detail & Nominations Please Contact:

Mr. Tusharendra Barpanda
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Ms. Samriddhi Guha
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BACKGROUND OF THE PROGRAMME: Communication skills are of the utmost importance in BFSI sector. Professionals working in this sector deal with a lot of customers and other employees. Communicating in the financial services industry is consistently challenging. It requires navigating challenging and complicated regulations, identifying growth opportunities, and understanding the ebb and flow of the markets. Lingering lack of consumer trust and the conservative nature of interpersonal communication make it difficult to be creative and engage an audience. Convincing another to trust you with their money is one of the most difficult tasks in the professional world. Having good communication skills will help in completing the tasks with ease and

also get along with people in a better way. The objective of the Programme is to develop skills in the following aspects:

- **Interpersonal skills to connect with your customers can help in building trust with them.**
- **Empathy: Listening to customers' concerns and answer their questions clearly**
- **Conflict Resolution Skills**
- **Responsiveness**
- **Active listening**
- **Decision-Making Skills**

CONTENT OVERVIEW:

- ✚ Stages of Communication: Written & Verbal
- ✚ Listening Etiquette
- ✚ Protocol of Corporate Communication
- ✚ Effective Communication: An essential skill for good customer service
- ✚ Complaint is a Gift: Critical Issues/Analysis
- ✚ Banking Ombudsman & COPRA: Avenues available for Bank's customers
- ✚ Grievance Redress Mechanism in Banks-Procedural Guidelines

TARGET GROUP FOR THE PROGRAMME: Officers from Scale-1 & up to Scale IV or equivalent in Banks/ FIs currently posted or proposed to be posted in Branches, Branch Managers. *Open to both Members & Non-Members of IIBF/Individuals may also register for this programme at their own cost/Banks may send their nominations in bulk*

<u>Date & Time:</u> 29th-30th October 2025(10.00AM to 5.30PM)	<u>METHODOLOGY:</u> Virtual (Online) interactive lectures, Case Studies, presentations and sharing of experiences <u>on ZOOM</u> . Programme can be attended from anywhere by using devices with Internet like PC, Laptop, Tablet or Mobile. Internet connection with good speed is required to stream live Virtual sessions.	<u>FEE:</u> Rs.5000/- per participant plus GST@18% aggregating to Rs.5900/- (In case of TDS deduction, please send us TDS certificate)
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CORRESPONDENCE ADDRESS: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd Floor, 59A, Jawaharlal Nehru Road, Near Ravindra Sadan Metro Station, Kolkata – 700020.

Last Date to Apply: 21.10.2025



INDIAN INSTITUTE OF BANKING & FINANCE
Professional Development Centre – Eastern Zone, Kolkata

NOMINATION FORM

Programme Title: COMMUNICATION & SOFT SKILL FOR EFFECTIVE CUSTOMER SERVICE

Mode of Programme: Virtual Mode Date: 29th-30th October 2025

Details of Nomination (to be filled by the Banks/FIs/Other Organizations):

Sl. No.	Name of Participant	Designation	Branch/ Office	Contact No.	E-mail Id.
1					
2					
3					
4					
5					

Fees Paid Rs. _____ UTR/Transaction No. _____ Date of Payment: _____

Name of Sponsoring Bank / FI: _____ **GSTN of Bank/FI:** _____

Address of the Bank/FI: _____

Phone/Mob. No. _____ E-mail id.: _____

FEE: Rs.5000/- per participant plus GST@18% aggregating to Rs.5900/- (In case of TDS deduction, please send us the TDS certificate). (Kindly provide your GST Number in the nomination letter to facilitate the raising of Invoice)

Programme fees may be remitted to the credit of Institute's Bank Account as below:

- ✓ **Name of Account Holder:** Indian Institute of Banking & Finance
- ✓ **Name of the Bank Branch:** State Bank of India, Vidya Vihar (West), Mumbai.
- ✓ **Savings Account No.** 37067835940 **IFSC:** SBIN0011710
- ✓ **PAN No.** AAATT3309D; **GST No.** 19AAATT3309D2ZO, **State** - West Bengal

CONTACT DETAILS:

Mr Tusharendra Barpanda Head – PDC-EZ, IIBF, Kolkata Mob. No.9717005551 Email Id. head-pdcez@iibf.org.in	Ms Sneha Datta Jr. Executive, PDC-EZ, IIBF Email : je.pdcez3@iibf.org.in Mob. No. 9903848920	Ms. Samriddhi Guha Jr. Executive, PDC-EZ, IIBF Email : je.pdcez2@iibf.org.in Mob. No. 6290336252
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INDIAN INSTITUTE OF BANKING & FINANCE
Professional Development Centre – Eastern Zone, Kolkata

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

Programme Title: COMMUNICATION & SOFT SKILL FOR EFFECTIVE CUSTOMER SERVICE

Mode of Programme: Virtual Mode Date: 29th-30th October 2025

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

Name of Bank/ FI employed with: _____

Address of Bank/ FI employed with: _____

FEE: Rs.5000/- per participant plus GST@18% aggregating to Rs.5900/- *Self- sponsored participants are requested to kindly contact the numbers given below before making the payment.*

Programme fees may be remitted to the credit of Institute's Bank Account as below:

- ✓ **Name of Account Holder:** Indian Institute of Banking & Finance
- ✓ **Name of the Bank Branch:** State Bank of India, Vidya Vihar (West), Mumbai.
- ✓ **Savings Account No.** 37067835940 **IFSC:** SBIN0011710
- ✓ **PAN No.** AAATT3309D; **GST No.** 19AAATT3309D2ZO, **State** - West Bengal

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