



Committed to
professional excellence

INDIAN INSTITUTE OF BANKING & FINANCE

Professional Development Centre – Eastern Zone (PDC-EZ), Kolkata

PHYSICAL MODE WORKSHOP (NON-RESIDENTIAL)

Communication Etiquettes and Soft Skill for Frontline Official

*(With Focus on **GRIEVANCE REDRESSAL MECHANISMS**)*

23rd June 2026: TUESDAY (ONE DAY)



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 NOMINATION, PLEASE CONTACT:

Mr. Tusharendra Barpanda
Zonal Head, PDC-EZ, IIBF
Email : head-pdcez@iibf.org.in

Ms. Samridhi Guha
Jr. Executive, PDC-EZ, IIBF
Email: je.pdcez2@iibf.org.in

Ms. Sneha Datta
Jr. Executive, PDC-EZ, IIBF
Email: je.pdcez3@iibf.org.in

BACKGROUND OF THE PROGRAMME: Bank's performance in different banking services like withdrawal of cash, collection of cheques, quality and adequacy of infrastructural facilities available to customers, attitudes of bank employees towards customers, promptness, and general attitude must be analysed and evaluated before strategy formulation. Bankers are required to interact with diverse stakeholders including customers, regulators, and internal teams, where precision and professionalism in communication play a vital role. In today's dynamic banking environment, effective communication and professional writing skills are critical for ensuring clarity, compliance, and customer satisfaction. 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. Reserve Bank of India has taken various initiatives over the years for improving customer

service and grievance redress mechanism in banks. Detailed guidelines on customer service were issued to Banks/FIs encompassing various aspects of operations that impact customers. Given this background, IIBF has designed this special programme.

OBJECTIVES: The objective of the programme is to develop skills in the following aspects:

- ❖ To understand the relevance of Customer Relations & Service Excellence
- ❖ To improve the knowledge and skills in bringing in new customers with emphasis on relevant topics like segmentation, positioning, business etiquette, moments of truth, push and pull style.
- ❖ To understand the need to focus on the Customer Centric Model
- ❖ To improve the skills required in the day-to-day Banking with special emphasis on Customer Relations & Service Excellence
- ❖ 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

<ol style="list-style-type: none"> 1. Types of communication: Internal, External, Formal-Informal, Written-Verbal-Non-Verbal 2. Listening Etiquette 3. Common Mistakes made during communication 4. Communication with Higher / Government Authorities 5. Art of Reading and Listening and importance of questioning 6. Practice Sessions 7. Why writing skills are important, Basics of writing skills 	<ol style="list-style-type: none"> 8. Grievance Redress Mechanism in Banks-RBI Guidelines 9. Banking Ombudsman & COPRA: Background, Highlights of the Act 10. Key Aspects of the Internal Ombudsman. 11. Unfair trade practices, Penalties for Misleading Advertisement 12. Fair Practices Code: Avenues available for Bank's customers 13. Key aspects of The Right to Information (RTI) Act, 2005 14. How to structure content / Message/ Mail
--	---

TARGET GROUP FOR THE PROGRAMME: Banking professionals at various levels who are involved in day-to-day communication and documentation/frontline staff/newly recruited employees/Employees who regularly interact with Customers, Colleagues, Higher Officials and Regulatory authorities/ Employees engaged in drafting emails, reports, and official correspondence and for those who wish to enhance their communication effectiveness and professional writing skills in a banking environment. Open to both Members & Non-Members of IIBF /Organizations may send their nominations in bulk

<u>DATE & TIME:</u> 23 rd June 2026 One Day (10.00AM to 5.30PM)	<u>METHODOLOGY:</u> Physical classroom-based training. Interactive lectures, Case Studies, presentations and sharing of experiences	<u>FEE:</u> Rs. 3500/- per participant plus GST@18% aggregating to Rs.4130/- (IIBF shall provide fully equipped classroom facility with days' lunch and two-time tea/coffee with snacks during the Training.)
REGISTRATION START DATE: 03.06.26 REGISTRATION END DATE:20.06.26		TRAINING START DATE: 23.06.26 TRAINING END DATE: 23.06.26
<ul style="list-style-type: none"> • The programme is Non-Residential. Travelling/Lodging arrangements to be made Participants on their own / by their respective Banks. • IIBF shall also issue Certificate of Participation to the Participants after successful completion of the training programme. 		
<p><u>VENUE:</u> Indian Institute of Banking & Finance, Professional Development Centre – Eastern Zone PDC-EZ, Avani Heights, 2nd Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020.</p>		



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

Programme Title: COMMUNICATION ETIQUETTES AND SOFT SKILL FOR FRONTLINE OFFICIAL
Mode of Programme: Physical Mode Date: 23rd June 2026

DETAILS OF NOMINATION (TO BE FILLED OUT BY THE BANKS/FIs):

Sl. No.	Name of Participant	Designation	Branch/ Office	Contact No.	E-mail Id.
1					
2					
3					
4					
Add rows as required					

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. 3500/- per participant plus GST@18% aggregating to Rs.4130/-. 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

CORRESPONDENCE ADDRESS: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020.



**INDIAN INSTITUTE OF BANKING & FINANCE
PROFESSIONAL DEVELOPMENT CENTRE – EASTERN ZONE,
KOLKATA**

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

Programme Title: COMMUNICATION ETIQUETTES AND SOFT SKILL FOR FRONTLINE OFFICIAL

Mode of Programme: Physical Mode Date: 23rd June 2026

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. 3500/- per participant plus GST@18% aggregating to Rs.4130/- 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**

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
--	---	--

CORRESPONDENCE ADDRESS: Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2nd Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020.