



# INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

## PROFESSIONAL DEVELOPMENT CENTRE LUCKNOW

Launches training programme on

### “COMMUNICATION EXCELLENCE FOR CUSTOMER-CENTRIC BANKING”

In **ONLINE (VIRTUAL) MODE**

Date: 25<sup>th</sup> June 2026



## COMMUNICATION EXCELLENCE — FOR CUSTOMER-CENTRIC BANKING —



“Open for members as well as non-members of the Institute”

Programme Coordinator: Mr. Abhay Kumar, Mr. Udit Negi

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Lucknow- 226010



## **“COMMUNICATION EXCELLENCE FOR CUSTOMER- CENTRIC BANKING”**

### **BACKGROUND**

The Indian Institute of Banking & Finance (IIBF) is a professional body founded in 1928, now in its 97<sup>th</sup> year of service to the banking fraternity in India, has always strived to pursue its mission of developing professionally competent bankers and financial services professionals. The flagship courses of the Institute, JAIIB and CAIIB and RBI mandated capacity building courses in the specialized domains of Treasury, Credit Management, Risk Management, Foreign Exchange and Accounting & Audit are presently offered to Banking & Finance professionals. Indian Institute of Banking & Finance is an ISO 21001:2018 Certified Institute.

The Institute has also been focusing on developing customised Certifications for banks for upskilling and cross skilling of Bankers, depending on the knowledge and skill-gap identified in consultation with the bank itself. Also Diploma and Certification courses are offered to upgrade the competencies of the Banking and Finance Professionals in specialized fields like Credit Management, MSME, Compliance, KYC/AML, Digital Banking, Cyber Security, Advance Wealth Management, Risk Management, NPA Management etc.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has seven Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata, Mumbai, Guwahati, Lucknow and Bangalore conducting training sessions in virtual mode and physical training classes, covering all topics related to banking & Finance.

### **PURPOSE**

In today’s dynamic banking environment, effective communication and professional writing are critical for ensuring clarity, compliance, and customer satisfaction. Bankers are required to interact

with diverse stakeholders including customers, regulators, and internal teams, where precision and professionalism in communication play a vital role.

This one-day online training programme is designed to enhance the communication competencies of banking professionals by equipping them with practical tools and techniques for clear, concise, and impactful verbal as well as written communication.

## **OBJECTIVES**

**The programme aims to:**

- Develop effective verbal communication skills for interactions with customers and colleagues
- Enhance business writing skills, including drafting letters, emails, reports, and official correspondence with clarity and accuracy
- Improve understanding of tone, etiquette, and professionalism in workplace communication
- Strengthen the ability to convey complex banking information in a simple and structured manner
- Minimize errors and ambiguities in written communication to ensure compliance and reduce operational risks
- Build confidence in handling difficult conversations and customer queries
- Promote consistency and standardization in official communication across the organization

## **CONTENT OVERVIEW**

1. Fundamentals of effective communication in Banking.
2. Art of Reading and Active Listening and importance of questioning.
3. Professional Communication skills eg. Internal -External, Formal-Informal, Written-Verbal-Non-Verbal.
4. Written communication with corporates.
5. Types of letters/ documents with different requirements.
6. How to structure a content / Message.
7. Basics of Verbal Communication.
8. Handling communication under stress/ crisis situation.
9. Individual vs Corporate communication.
10. Communication with Higher / Government Authorities.

11. Communication in Digital Banking.
12. Internal workplace communication.
13. Practice Sessions for Non-Verbal / Verbal and Written Communication.

## **METHODOLOGY**

The Sessions will be conducted by experts through Lectures, Presentations, Tests, Case Studies and Practice Sessions.

## **TARGET GROUP**

This programme is designed for banking professionals at various levels who are involved in day-to-day communication and documentation. It will be particularly beneficial for officers, frontline staff, and newly recruited employees who regularly interact with Customers, Colleagues, Higher Officials and Regulatory authorities

The training is also suitable for 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.

## **DURATION**

1 Day: 25<sup>th</sup> June 2026

**Timings:** 9:30 AM to 5:30 PM

## **FEES**

**Rs. 2500/- per participant plus GST @ 18% (Rs. 450/-) aggregating to Rs. 2,950/- (Rs. Two Thousand Nine Hundred Fifty Only)** (In case of TDS deduction, please send us TDS certificate).

Programme fees may be remitted to the credit of Institute's account as given below:

- **Bank, Branch:** State Bank of India, Vidya Vihar (West), Mumbai
- Account No: 37067835430 IFSC code: SBIN0011710
- (PAN No: AAATT3309D and GST No. 09AAATT3309D1ZQ)

**(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)**



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**NOMINATION FORM FOR ORGANIZATION NOMINATING THE PARTICIPANTS**

**Programme title: “COMMUNICATION EXCELLENCE FOR CUSTOMER- CENTRIC BANKING”**

**Date: 25<sup>th</sup> June 2026**

**Programme type: Online Mode**

**Details of nominee(s):**

| Sr. | Name | Designation | Branch/Office | Contact | Email |
|-----|------|-------------|---------------|---------|-------|
|     |      |             |               |         |       |

**Name of Bank/FI:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**GST Details of nominating Bank/FI:** \_\_\_\_\_

**Name, Designation of nominating official:** \_\_\_\_\_, \_\_\_\_\_ **Email:** \_\_\_\_\_

**Phone No.:** \_\_\_\_\_

For nominations, please email the above details to [head-pdclko@iibf.org.in](mailto:head-pdclko@iibf.org.in) and [se.pdclko1@iibf.org.in](mailto:se.pdclko1@iibf.org.in)

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**(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)**

**For nominations/enquiries, please contact: Mr. Abhay Kumar, Mr. Udit Negi, Mobile: 9340666010, 8077847373**

**Email:** [head-pdclko@iibf.org.in](mailto:head-pdclko@iibf.org.in); [se.pdclko1@iibf.org.in](mailto:se.pdclko1@iibf.org.in)



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**NOMINATION FORM FOR SELF SPONSORED CANDIDATES**

**Programme title: “COMMUNICATION EXCELLENCE FOR CUSTOMER- CENTRIC BANKING”**

**Date: 25<sup>th</sup> June 2026**

**Programme type: Online Mode**

**Details of nomination:**

| Sr. | Name | Designation | Branch/Office | Contact | Email |
|-----|------|-------------|---------------|---------|-------|
|     |      |             |               |         |       |

**Name of Bank/FI employed with:** \_\_\_\_\_

**Address of Bank/FI:** \_\_\_\_\_

**UTR No. with date of payment:** \_\_\_\_\_

For nominations, please email the above details to [head-pdclko@iibf.org.in](mailto:head-pdclko@iibf.org.in) and [se.pdclko1@iibf.org.in](mailto:se.pdclko1@iibf.org.in)

**Rs. 2500/- per participant plus GST @ 18% (Rs. 450/-) aggregating to Rs. 2,950/- (Rs. Two Thousand Nine Hundred Fifty Only)** (In case of TDS deduction, please send us TDS certificate).

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**(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)**

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