



# INDIAN INSTITUTE OF BANKING & FINANCE

Professional Development Centre, Eastern Zone, Kolkata

Programme (Virtual Mode) on

## **“Leadership & Team Building”**

**7<sup>th</sup> & 8<sup>th</sup> December 2023**

(Self- sponsored Candidates are encouraged to apply)



***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”.***

Leading doesn't just involve directing but involves counselling & guiding the team about how they can best work together. The programme on Team building will guide the participants toward discovering the roles they are best suited to work smarter. The best leaders are the ones who take a teamwork approach to solving problems and completing work-related tasks eventually guiding teams find the best ways to cooperate and succeed at job tasks.

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. People who excel in these areas tend to be better leaders, team players and partners. They foster a sense of understanding and support, enabling them to work through challenges and celebrate success together. In the workplace, these qualities can lead to higher employee satisfaction and increased productivity. Lingering lack of consumer trust and the conservative nature of interpersonal communication make it difficult to be creative and engage an audience. 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 encompassing various aspects of operations that impact customers. The Banking Ombudsman Scheme was introduced in 1995 to serve as an alternate grievance redress mechanism for customer complaints against banks. In 2019, Reserve Bank also introduced the Complaint Management System (CMS), a fully automated process-flow based platform, available 24x7 for

customers to lodge their complaints with the Banking Ombudsman (BO). To further strengthen grievance redress mechanisms, banks were mandated to appoint an Internal Ombudsman (IO) to function as an independent and objective authority at the apex of their grievance redress mechanism. Effective grievance redress is an integral part of the business strategy of the banks. Given this background, Professional Development Centre – Eastern Zone IIBF has designed this special programme on **Leadership & Team Building with focus on Customer Grievance Redress Mechanism**.

## **TOPICS TO BE DISCUSSED:**

1. Leadership skills: Role of a Leader, Team Building, Motivating and Empowering Teams
2. Delegating with Control and change Management
3. Work Life Balance- Personal and professional challenges
4. Time Management and Prioritizing of responsibilities
5. Overcoming Gender Bias and expanding horizon of personal & professional network
6. Banking Ombudsman & COPRA
7. Grievance Redress Mechanism in Banks-Procedural Guidelines
8. Communication skills for good customer service

<p><b><u>Date &amp; Time:</u></b>  <b><u>07<sup>th</sup> &amp; 08<sup>th</sup></u></b>  <b><u>December</u></b>  <b><u>2023(10.00AM</u></b>  <b><u>to 5.30PM)</u></b></p>	<p><b><u>METHODOLOGY</u></b>  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.</p>	<p><b><u>FEE</u></b>  Rs.4000/- per participant plus GST@18% /- aggregating to <b><u>Rs.4720/-</u></b>-(In case of TDS deduction, please send us TDS certificate)</p>
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## **CONTACT DETAILS:**

<p>Mr Tusharendra Barpanda  Head – PDC-EZ, IIBF, Kolkata  Mob. No.9717005551  Email Id. <a href="mailto:headpdcez@iibf.org.in">headpdcez@iibf.org.in</a></p>	<p>Ms Sneha Datta  Jr. Executive, PDC-EZ, IIBF  Email : <a href="mailto:je.pdcez3@iibf.org.in">je.pdcez3@iibf.org.in</a>  Mob. No. 9831637175</p>	<p>Ms. Samriddhi Guha  Jr. Executive, PDC-EZ, IIBF  Email :<a href="mailto:je.pdcez2@iibf.org.in">je.pdcez2@iibf.org.in</a>  Mob. No. 8420475917</p>
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**CORRESPONDENCE ADDRESS** : Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2<sup>nd</sup> Fl., 59A, Jawaharlal Nehru Road, Nr. Ravindra Sadan Metro Station, Kolkata – 700020

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

**Programme Title: - Leadership & Team Building**

**Mode of Programme: Virtual Mode Programme Date & Time 7th & 8th December 2023**

**LAST DATE TO APPLY: 05.12.2023**

Details of Nomination (to be filled by the Bank/FI)

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

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.: \_\_\_\_\_

**Fees:** Rs4,000/-per participant plus GST @18% aggregating to Rs 4720/- (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)**

**Program fees may be remitted to the credit of Institute's Bank Account as given 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

**Nomination details may be submitted at the below mentioned address or by e-mails to:**

**Mr. Tusharendra Barpanda**  
Zonal Head, PDC-EZ, IIBF  
Email: head-pdcez@iibf.org.in  
Mob. No. 9717005551

**Ms. Samriddhi Guha**  
Jr. Executive, PDC-EZ, IIBF  
Email : [je.pdcez2@iibf.org.in](mailto:je.pdcez2@iibf.org.in)  
Mob. No. 8420475917

**Ms Sneha Datta**  
Jr. Executive, PDC-EZ, IIBF  
Email : [je.pdcez3@iibf.org.in](mailto:je.pdcez3@iibf.org.in)  
Mob. No. 9831637175

**Correspondence Address:** Indian Institute of Banking & Finance, PDC-EZ, Avani Heights, 2<sup>nd</sup> Floor, 59A, Jawaharlal Nehru Road, Near Rabindra Sadan Metro Station, Kolkata – 700020



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

**NOMINATION FORM FOR SELF-SPONSORED CANDIDATES**

**Programme Title:** Leadership & Team Building

**Mode of Programme:** Virtual Mode **Date:** 7th & 8th December 2023

**LAST DATE TO APPLY: 05.12.2023**

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 : Rs4,000/- per participant plus GST @ 18% i.e. Rs 720/-aggregating to Rs 4720/- (In case of TDS deduction, please send us the TDS certificate).**

**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.
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- ✓ **PAN No.** AAATT3309D; **GST No.** 19AAATT3309D2Z0, **State** - West Bengal

**CONTACT DETAILS:**

<b>Mr. Tusharendra Barpanda</b> Zonal Head, PDC-EZ, IIBF Email: head-pdcez@iibf.org.in Mob. No. 9717005551	<b>Ms. Samriddhi Guha</b> Jr. Executive, PDC-EZ, IIBF Email : <a href="mailto:je.pdcez2@iibf.org.in">je.pdcez2@iibf.org.in</a> Mob. No. 8420475917	<b>Ms Sneha Datta</b> Jr. Executive, PDC-EZ, IIBF Email : <a href="mailto:je.pdcez3@iibf.org.in">je.pdcez3@iibf.org.in</a> Mob. No. 9831637175
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