INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

PROFESSIONAL DEVELOPMENT CENTRE LUCKNOW

Launches training programme on

"EMPOWERING BANKERS WITH EFFECTIVE COMMUNICATION AND DECISION MAKING SKILLS"

In ONLINE (VIRTUAL) MODE

Date: 13th and 14th August 2026

"Open for members as well as non-members of the Institute"

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

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“EMPOWERING BANKERS WITH EFFECTIVE COMMUNICATION AND DECISION MAKING SKILLS”

BACKGROUND

The Indian Institute of Banking & Finance (IIBF) is a professional body founded in 1928, now in its 97th 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 quick decision making are critical for ensuring high customer satisfaction levels. 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 training programme is focused on effective communication between bank officials and customers and prompt decision making to minimize grievances and quick resolution to their day to day problems. This will lead to happy customers and less stressful Banking staff.

OBJECTIVES

The programme aims to:

1. Develop effective verbal communication skills for interactions with customers and colleagues
2. Enhance business writing skills, including drafting letters, emails, reports, and official correspondence with clarity and accuracy
3. Minimize errors and ambiguities in written communication to ensure compliance and reduce operational risks
4. Improve understanding of tone, etiquette, and professionalism in verbal communication
5. Strengthen the ability to convey complex banking information in a simple, structured manner and easily understandable language.
6. Build confidence in handling difficult conversations and customer queries
7. Promote consistency and standardization in official communication across the organization
8. Importance of prompt decision making with regards to credit and non-credit matters.
9. How to take data based decisions for accuracy and consistency.
10. Types of decisions: Strategic, Operational, Sensitive and Urgent

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 on paper, email, messages.
5. Types of letters/ documents with different requirements.
6. Understanding the language of legal documents viz. legal opinions, sale deeds etc.
7. How to structure a content / Message.
8. Basics of Verbal Communication.
9. Handling communication under stress/ crisis situation.
10. Communication with Higher / Government Authorities.

11. Decision making in Credit and Non-Credit matters.
12. Data Driven Decisions for accurate and consistent records.
13. Risk & Uncertainties in taking or not taking decisions.
14. Practice Secessions for Non-Verbal / Verbal and Written Communication and taking decisions.

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 decision making. It will be particularly beneficial for frontline staff, Branch Heads and also Section Heads at RO & ZO.

DURATION
2 Days: 13th and 14th August 2026
Timings: 9:30 AM to 5:30 PM

FEES

Rs. 5000/- per participant plus GST @ 18% (Rs. 900/-) aggregating to Rs. 5,900/- (Rs. Five Thousand Nine Hundred 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)

Participation Certificate will be provided to all participants upon successful completion of training programme.

ANNEXURE I

INDIAN INSTITUTE OF BANKING & FINANCE

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NOMINATION FORM FOR ORGANIZATION NOMINATING THE PARTICIPANTS

Programme title: "EMPOWERING BANKERS WITH EFFECTIVE COMMUNICATION AND DECISION MAKING SKILLS"

Date: 13th and 14th August 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.: ________________

FEES
Rs. 5000/- per participant plus GST @ 18% (Rs. 900/-) aggregating to Rs. 5,900/- (Rs. Five Thousand Nine Hundred 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)

For nominations/enquiries, please contact: Mr. Abhay Kumar, Mr. Udit Negi, Mobile: 9340666010, 8077847373
Email: head-pdclko@iibf.org.in; se.pdclko1@iibf.org.in

ANNEXURE II

INDIAN INSTITUTE OF BANKING & FINANCE

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NOMINATION FORM FOR SELF SPONSORED CANDIDATES

Programme title: “EMPOWERING BANKERS WITH EFFECTIVE COMMUNICATION AND DECISION MAKING SKILLS”

Date: 13th and 14th August 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:____

FEES
Rs. 5000/- per participant plus GST @ 18% (Rs. 900/-) aggregating to Rs. 5,900/- (Rs. Five Thousand Nine Hundred 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

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