



INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified)

TRAINING PROGRAMME

ON

Leadership, Ethics & Customer Relationship Management (CRM)

(PHYSICAL CLASSROOM SESSION)

27.10.2026 & 28.10.2026 (Tuesday & Wednesday)



Coordinated by:

Indian Institute of Banking & Finance,
Professional Development Centre, South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai - 600 026

Website: www.iibf.org.in

For Details & Nomination, please contact:

Individuals can also register for the program at their own cost

Mr. G . Padmanaban
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Chennai
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BACKGROUND

During its 98 years of service, IIBF has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in the dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals.

The training programs are designed in consultation with the industry experts and human resources personnel with an endeavour to address the skill gaps on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

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 & Bangalore conducting training sessions in virtual mode and physical training classes, covering any banking subjects.

PROGRAMME OVERVIEW

Banking today requires officers to combine **effective leadership, ethical decision-making and superior customer relationship skills**. This programme is designed to equip bank officers with practical competencies to lead teams responsibly, uphold professional and ethical standards, manage customer expectations and build long-term customer relationships.

The programme integrates **leadership behaviour, values-based decision-making, emotional intelligence, service excellence, complaint management, customer engagement and CRM strategies** – **Impact of DPDP Act** relevant to the contemporary banking environment.



DURATION

27.10.2026 & 28.10.2026 (Tuesday & Wednesday), from 09.45 AM to 5.30 PM.

LEARNING METHODOLOGY

The programme will use an interactive and practice-oriented methodology:

- Facilitator-led presentations and discussions
- Banking-based case studies
- Leadership and ethical dilemma scenarios
- Role plays on customer interactions
- Group exercises and problem-solving activities
- Videos / contemporary banking examples
- Peer learning and experience sharing
- Individual action-planning exercises

KEY TAKEAWAYS

At the conclusion of the programme, participants should be better equipped to:

- Lead Effectively
- Communicate Confidently
- Decide Ethically
- Serve Responsibly
- Build Relationships
- Create Customer Loyalty

FEES

Rs. 7,000/- (Seven Thousand Only) plus GST @18% aggregating to **Rs.8,260/- per participant**
(In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted to the Institute's bank account as per the details given below:

Account Name	: Indian Institute of Banking & Finance
VAN FOR SOUTH ZONE, CHENNAI - TRAINING FEES	: IIBF28TRGSOUTHZONE
IFSC code	: SBIN0004266
BANK	: STATE BANK OF INDIA
PAN No: AAATT3309D and GSTIN No: 33AAATT3309D2ZY	

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

The programme is Non residential. Lunch and snacks will be provided to the participants by the Institute.

Participants have to arrange their overnight stay on their own / by their respective Banks.

VENUE

**Indian Institute of Banking & Finance,
Professional Development Centre, South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai -600 026**





INDIAN INSTITUTE OF BANKING & FINANCE
(ISO 21001:2018 Certified Institute)

Nomination Form (for Banks/FIs & Other Organisations)

Programme Title: Leadership, Ethics & Customer Relationship Management (CRM)

Date: 27.10.2026 & 28.10.2026 (Tuesday & Wednesday)

Programme Type: Physical Classroom Session

Details of participant(s):

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Branch /Office	Mobile No. and Land Line No.	E-mail
1					
2					

Name of the Bank/ FI	:
Address	:
GST No	:
PAN No	:
Phone/Mobile Number of Nominating Official :	
E-Mail ID of Nominating Official	:

FEES

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Please send your nominations at the earliest to:

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INDIAN INSTITUTE OF BANKING & FINANCE
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Nomination Form (for Self-Sponsored Candidates)

Programme Title: Leadership, Ethics & Customer Relationship Management (CRM)

Date: 27.10.2026 & 28.10.2026 (Tuesday & Wednesday)

Programme Type: Physical Classroom Session

Details of the nominee:

Sl. No	Name (Mr./Ms./Mrs.)	Designation	Branch /Office	Mobile No. and Land Line No.	E-mail
1					

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