



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

**Training Programme**

**on**

**“Future – Ready Banker: Compliance, Customer Excellence, Risk Awareness & Soft Skills Mastery for Banks/NBFCs/FIs/SFBs”**

**Physical Classroom Session**

**10<sup>th</sup> to 12<sup>th</sup> February 2026 (Tuesday, Wednesday and Thursday)**



**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](http://www.iibf.org.in)**

**For Details & Nomination, please contact:**

**Individuals can also register for the program at their own cost**

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**“Training Programme  
on Future – Ready Banker: Compliance, Customer Excellence, Risk  
Awareness & Soft Skills Mastery for Banks/NBFCs/FIs/SFBs”**  
(Physical Classroom Session)

### **BACKGROUND**

During its 97 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. The four Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata & Mumbai cater to the increasing demand for the focused training programmes.

### **PURPOSE**

#### **Programme Overview:**

The banking landscape is undergoing rapid transformation driven by regulatory expectations, heightened risk sensitivity, rising customer awareness and the need for strong leadership capabilities. Bankers today must demonstrate not only technical and compliance competence, but also customer-centric thinking, risk awareness and people leadership skills.

The “Future-Ready Banker” programme is a 3-day, 12-sessions intensive learning intervention designed to equip officers and staff working in banks/FIs/ NBFCs, with the mindset, knowledge and behavioural competencies required to lead responsibly and effectively in a dynamic banking environment.

“Preparing leaders to bank responsibly, lead confidently and deliver sustainably”.

### **PROGRAMME OBJECTIVES**

At the end of the programme, participants will be able to:

- Develop a future-ready mindset aligned with regulatory and business realities
- Strengthen compliance orientation in KYC / AML / CFT and governance
- Enhance customer experience and service quality
- Improve risk awareness and risk-based decision making
- Build emotional intelligence, communication and leadership effectiveness
- Drive teamwork, accountability and performance excellence

## CONTENT OVERVIEW

- Future Ready Banker – Mindset & Context
- Technological Disruptions in Banking
- Compliance Essentials – KYC / AML / CFT
- Governance, Ethics & Operational Discipline
- Compliance Case Studies & Group Exercise
- Customer Centric Banking
- Service Quality & Customer Delight
- Risk Awareness – A Banker’s Perspective
- Risk Based Decision Making
- Self Leadership & Emotional Intelligence
- Communication, Influence & Conflict Management
- Teamwork, Accountability & Performance
- Integration, Role Plays & Action Planning

## METHODOLOGY

- Interactive sessions and facilitated discussions
- Case studies and real-life banking scenarios
- Group exercises, role plays and simulations
- Reflection, feedback and action planning

## PROGRAMME OUTCOME

Participants will emerge as future-ready banking leaders with stronger compliance discipline, customer focus, risk awareness and people leadership capabilities.

## VENUE

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

## TARGET GROUP

- Branch Managers and Senior Officers
- Officials working in the Frontline staff/officers in Branches, Desk Officials in Administrative offices/Regional & Zonal Offices, in General Banking, HR Department, Compliance Department
- Compliance & Risk Professionals
- Business Development Executives

## DURATION

**10<sup>th</sup> to 12<sup>th</sup> February'2026 (Tuesday, Wednesday and Thursday) (3 Days) - Timings 09:45 a.m. to 5.30 p.m.**

**FEES:**

Rs.10,500/- plus GST @18% aggregating to **Rs.12,390/- per participant** (In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

Name of the Bank branch	: State Bank of India, Vidya Vihar(West), Mumbai.
Account no	: 37067835882
IFSC code	: SBIN0011710
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.**



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### **NOMINATION FORM FOR ORGANIZATION WHO NOMINATES THE PARTICIPANTS**

**Program title:** Training Programme on Future – Ready Banker: Compliance, Customer Excellence, Risk Awareness & Soft Skills Mastery for Banks/NBFCs/FIs/SFBs

**Date:** 10<sup>th</sup> to 12<sup>th</sup> February 2026 (Tuesday, Wednesday and Thursday)

**Programme Type:** Physical Classroom Session

#### **Details of Nominee(s):**

Sl. No	Name	Designation	Branch/ Office	Contact No.	E-mail (Personal Mail Id )*	E-mail (Official Mail Id)*
1						
2						
3						

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

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

GST Details of Nominating Bank: \_\_\_\_\_

**UTR Number and date of Fees remitted.** -----

Phone of Nominating Official: ----- E-Mail of Nominating Official: \_\_\_\_\_

<b>Mr. G . Padmanaban</b> Head – PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 E-mail: head-pdc@iibf.org.in	<b>Ms. Priya Maria A</b> Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: <a href="mailto:se.pdc@iibf.org.in">se.pdc@iibf.org.in</a>	<b>Mr Harinadh Nethinti</b> Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : <a href="mailto:je.pdc@iibf.org.in">je.pdc@iibf.org.in</a>
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### **NOMINATION FORM FOR SELF-SPONSORED CANDIDATES**

**Program title:** Training Programme on Future – Ready Banker: Compliance, Customer Excellence, Risk Awareness & Soft Skills Mastery for Banks/NBFCs/FIs/SFBs

**Date:** 10<sup>th</sup> to 12<sup>th</sup> February 2026 (Tuesday, Wednesday and Thursday)

**Type:** Physical Classroom Session

#### **Details of nomination:**

Sl. No	Name	Designation	Contact No. (Mobile)	Place of Posting	E-mail (Personal Mail Id)	UTR Number with Date of Payment
1						

Name of Bank/ FI employed with:

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Address of Bank/FI employed with:

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**UTR Number and date of Fees remitted.** -----

<b>Mr. G . Padmanaban</b> Head – PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 E-mail: <a href="mailto:head-pdcsz@iibf.org.in">head-pdcsz@iibf.org.in</a>	<b>Ms. Priya Maria A</b> Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: <a href="mailto:se.pdcsz1@iibf.org.in">se.pdcsz1@iibf.org.in</a>	<b>Mr Harinadh Nethinti</b> Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : <a href="mailto:je.pdcsz2@iibf.org.in">je.pdcsz2@iibf.org.in</a>
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