



# “The Power of WE”

## Communication and Team Building Essentials

(One Day Online Training for Bank Officials Scale I to IV)



Date of the Programme: Wednesday, 27<sup>th</sup> November 2024. (Online)



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

## **BACKGROUND**

During its 96 years of service, IIBF which is an "**Institute of the Bankers, for the Bankers and by the Bankers**" has emerged as a premier institute in banking and finance education. Considering the emerging requirements of the bankers in the ever-changing dynamic environment, IIBF has been providing training to bankers in select areas. IIBF has world class training facilities at its Leadership Centre, Mumbai. It also has four Professional Development Centres (PDCs) at Delhi, Chennai, Kolkata & Mumbai.

## **PURPOSE**

The Programme "**The Power of WE**" has been designed considering the bankers' needs in the area of Team Working. Team building in banks is critical to fostering collaboration, trust, and alignment towards shared goals, especially under effective leadership. Strong leadership is essential to guide teams through complex financial scenarios, build synergy across departments, and ensure efficient problem-solving. In a banking environment, where customer satisfaction, compliance, and risk management are paramount, cohesive teams enable leaders to harness diverse talents and perspectives, drive innovation, and respond swiftly to changes. Thus, team building under effective leadership not only enhances productivity but also cultivates a culture of accountability and excellence, contributing to the bank's overall success.

### **Topics:**

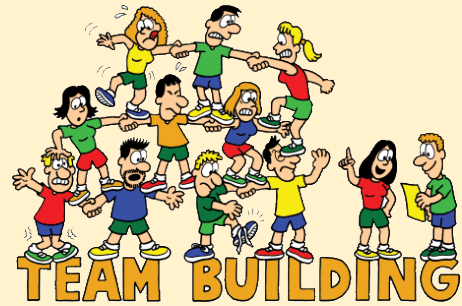
- **Communicating Effectively in Groups.**
- **Building Team Trust and Collaboration.**
- **Understanding Emotional Intelligence (EI) for effective team working.**
- **Handling Conflicts within Teams.**

### **Communicating Effectively in groups.**

- Johari Window Model: Understanding Self and Others.
- Understanding Group Communication Dynamics.
- Group Decision-Making Strategies.

## Building Team Trust and Collaboration.

- Building Resilient Teams at Workplace.
- Roles and Dynamics in Teams.
- The Trust Equation: Credibility, Reliability, Intimacy, and Self-Orientation.



### Pedagogy for the Training Programme:

- Assessment Tools
- Case Study / Caselets
- Video based discussions
- Management Games

## Understanding Emotional Intelligence (EI) for Effective Team Working.

- What is Emotional Intelligence?
- The Five Components of EI: Self-Awareness, Self-Regulation, Motivation, Empathy, and Social Skills.
- EI and Its Role in Understanding and Managing Relationships

## Handling Conflicts within Teams.

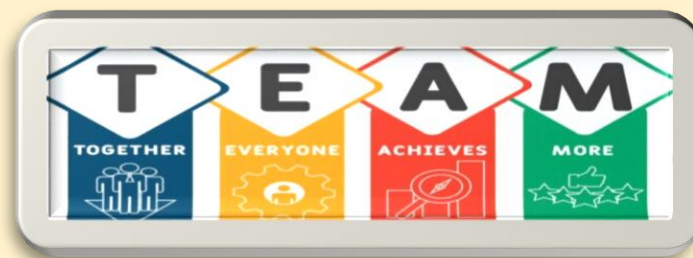
- Understanding Group Conflict.
- Strategies for Handling Group Conflicts.
- Managing Difficult Group Situations.



**Mode of Programme Delivery: Online on Zoom.**

**Date of the Programme: Wednesday, 27<sup>th</sup> November 2024. (10am to 5.15pm)**

**Investment: Rs. 2000 + Rs. 360 (18% GST) = Rs. 2360/- per participant.**



Please send your nominations at the earliest to:

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