

Personality Development Programme for Sub-staff

Name of the Program	Personality Development Programme for Sub-staff
Target Group	Sub-staff of DCCBs
Duration:	2 Days
Objectives:	<ul style="list-style-type: none"> • To enrich with the role & responsibilities of sub-staff • To know their contribution towards, customer service, Bank Business service • To share with the rules and regulations as per the Policy • To maintain punctuality and discipline in discharging the role/ duty.
Course Contents:	<ul style="list-style-type: none"> • Service Rules • Team Building • Motivation • Importance of punctuality & discipline contribution in a Team for the effective customer service and business development • Conduct and disciplinary actions for erring staff.

DAY-TO-DAY SCHEDULE

Day	Session	Topic
1	9:30 AM	Registration, Inauguration – Entry test
	I	Ice breaking – Environment setting & Intra communication
	II	Basics concepts of Cooperative Banking
	III	Role of Subordinate in the changing banking scenario and Team Management
	IV	Importance of maintaining discipline Service Rules and role of motivation in daily operations of the Bank
2	I	Role of Subordinate & Image building of Bank
	II	Role of Sub-staff in Customer Service/ Conflict Management
	III	Swot Analysis & Presentation
	IV	Developing Business Skills amongst Sub-Staff & CBS in Bank Branches

