

Leadership, Team Building and Motivation

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Name of the Program	Leadership, Team Building and Motivation
Target Group	Staff of DCCBs
Duration:	3 Days
Objectives:	<ul style="list-style-type: none"> • To equip with and develop leadership qualities • The importance of Team building for a collective environment • Motivation at all levels for a better output
Course Contents:	<ul style="list-style-type: none"> • Quality of Leadership • How to build Team for meeting the targets • Various aspects of Motivation and other areas.

DAY-TO-DAY SCHEDULE

Day	Session	Topic
1	9:30 AM	Registration, Inauguration – Entry test
	I	Ice breaking – Environment setting & Intra communication
	II	SWOT of Cooperative Banks
	III	Importance of Leadership in Banking Business
	IV	Customer Behaviour
2	I	Public speaking skills
	II	Conflict Management
	III	Attitude building
	IV	Inter Personal Relationship
3	I	Stress and Time Management
	II	Emotional Intelligence – Changed Management
	III	Business etiquettes
	IV	C.R. Management for customer retention

