

Banking Programs



Foundation in Retail Lending



Business Communications for Bankers



High Performance Leadership Workshop

Historically Indian banks have had access to the top talent in the country which has helped them develop a strong leadership base. However with a huge number of retirees in the top management ranks, high attrition rates across the organisation due to better opportunities with global banks, public sector banks face a growing manpower crisis. Hiring, training, developing and retaining talent is one of the top priorities of the public sector banks.

TalentSprint has a range of entry level and continuing education programs specially designed for the banking sector to address this need. The programs use experiential learning techniques to deliver in-depth domain and technical training. A structured approach is adopted to develop business communication and leadership skills.

Foundation in Retail Lending

Target Audience	: Entry level MBA-Finance seeking employment with Banks
Duration	: 4-6 weeks
Current Customers	: Dhanlaxmi Bank

The foundation program in Retail Lending covers the fundamentals of Retail Asset Lending practices. The content is designed to enable the trainee to implement the processes involved in high volume retail lending business such as Mortgage loans, Personal loans and Auto loans. Post training, the candidates can join the banks as pre-trained and pre-certified Credit Officers.

Course Coverage:

- ➔ Know your customer (KYC) for all relationships.
- ➔ Understand a bank's lending policy for retail assets - mortgage, personal and auto loans.
- ➔ Execute the process flow of a retail loan starting from loan initiation to disbursal.
- ➔ Conduct comprehensive financial analysis to assess the customer's loan eligibility.
- ➔ Enhance communication skills in the areas of customer service, active listening, business etiquette, presentation skills and time management.

Business Communication for Bankers

Target Audience	: Probationary Officers
Duration	: 1 week
Current Customers	: Central Bank of India

Regular banking communications programs cover verbal and non-verbal communication, management and behavioral skills. While TalentSprint's program covers all the above elements, our objective is to not just train a participant on these skills but transform them. Transformation begins internally which brings a change in a person's behavior and attitude.

Focus inwards:

- ➔ Know yourself, your values and ethics. Develop openness to receiving feedback and learning.
- ➔ Understand, "Why do I behave, feel, react and communicate this way? What can I do to change it? How do I turn these new skills into habits?"

Focus outwards:

- ➔ Understand, "Now that I know why I am the way I am, how can I set new goals for myself, work on implementing and achieving them? How does this make me a better Time Manager and a Team Player?"
- ➔ Focus on, "Now that I work well for myself and with my team, how can I do a better job for my customer?"

High Performance Leadership Workshop

Target Audience	: Senior Management – Scales 3, 4, 5 and 6
Duration	: 2 days
Current Customers	: State Bank of Hyderabad, Andhra Bank

The main objective of this program is to help participants develop a leadership mindset to support their operational mindset and inspire dedicated team loyalty.

Participants will be able to:

- ➔ Discover and articulate their core values.
- ➔ Use the core values to create a unique leadership point of view to coach their teams.
- ➔ Understand their preferences along the four dimensions and use this to deal with others.
- ➔ Engage people by understanding their development cycle and using the right behavior.
- ➔ Assess their position on the Maslow's hierarchy and use this to understand team behavior.
- ➔ Use McGregor and Herzberg's constructs to assess their leadership beliefs about people.
- ➔ Understand the principles behind becoming a trusted advisor to their clients and customers, and understand how to create passionate advocates among their customers.