

Management Development Programme (MDP)

For Officers of Urban Cooperative Banks



INDIAN INSTITUTE OF BANK MANAGEMENT

*“A Centre of Excellence in the
Service of Banks, FIs and their
Customers”*

June 22-26, 2026



Program Overview

Branch Managers play a pivotal role in the success of Urban Cooperative Banks, balancing business growth, regulatory compliance, customer satisfaction, and team management. They are required to navigate complex challenges—ranging from achieving business targets and enhancing customer experience to managing team dynamics and resolving workplace conflicts.

This **Management Development Programme (MDP)** is designed to strengthen the managerial and leadership capabilities of Branch Managers. It focuses on enhancing self-awareness, leadership effectiveness, interpersonal competence, and strategic thinking required at the branch level.

The programme adopts a **“Learn–Practice–Apply”** approach to ensure that participants can immediately translate learning into workplace performance. It also aims to prepare Branch Managers for higher responsibilities by honing their leadership potential.

Indian Institute of Bank Management (IIBM), Guwahati is pleased to offer this **five-day residential (in-campus) programme**.

Program Objectives

The programme aims to:

1. Enhance self-awareness and understanding of individual personality traits
2. Enable participants to understand behavioural dynamics in workplace interactions
3. Strengthen leadership capabilities at the branch level
4. Develop essential soft skills such as communication, influencing, and teamwork
5. Equip participants with tools for conflict resolution and stress management
6. Improve customer service orientation and service delivery standards
7. Build strategic thinking for business growth at the branch level

Pedagogy

The program will feature interactive sessions, knowledge sharing through real-world experiences, and in-depth discussions on case studies.

Course Coverage

The programme is structured into the following key modules:

Module I: Interpersonal Effectiveness

Module II: Leadership Effectiveness at Branch Level

Module III: Conflict Management & Stress Handling

Module IV: Customer Service Excellence

Module V: Strategic Orientation & Business Growth

Where?

IIBM Campus (Near Kendriya Vidyalaya, Khanapara), Jawahar Nagar, Guwahati-781022.

When?

The programme will commence at 0930 hours on 22 June, 2026 and will be over by evening of 26 June, 2026.

Last date for Nomination

The last date for receiving nomination is June 17, 2026.

Registration

Participant shall be nominated by his/her organization through email: programme@iibm.ac.in

Nominating Authority shall send the mobile number (WhatsApp) & email id of the nominated participant.

Fee for the training Program

The all-inclusive fee per participant is below:

| | Fee | GST 18% | Total |
|---|------------|-------------|--------------|
| UCBs located in north eastern region including Sikkim | NIL | NIL | NIL |
| UCBs from states other than NER (50% of normal fee) | Rs.8750.00 | Rs. 1575.00 | Rs 10,325.00 |

Payment of participation fees is to be made in advance through NEFT / EFT on or before the due date for submission of nomination.

a. Details of our Bank Account are as follows:

| | |
|--------------------|-------------------------------------|
| Beneficiary Name | INDIAN INSTITUTE OF BANK MANAGEMENT |
| Bank A/c No | 10821418158 |
| A/c Type | S B A/c |
| MICR Code | 781002037 |
| IFS Code | SBIN0010669 |
| Name of the Branch | IIBM Branch |

b. While remitting programme participation fee kindly advise us the following particulars through the email address mentioned above under registration.

| Title of Programme including Commencement Date | Name of the Participant/s | Name of Bank/ Organization | Amt. of Fee | EFT/NEFT UTR No. | EFT/NEFT Date |
|--|---------------------------|----------------------------|-------------|------------------|---------------|
| | | | | | |

How to reach?

From Airport: about 37 km from the airport to IIBM

From Railway Station / Bus Terminus: about 14-15 km

Location:

<https://maps.app.goo.gl/734spx5EmiRm6D456>

Program Coordinator:

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Asst. Prof.

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