



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

“Train-the-Trainers Programme for Banks/NBFCs/FIs/SFBs”

Physical Classroom Session

23.03.2026 to 25.03.2026 (Monday, Tuesday and Wednesday)



Coordinated by:
Indian Institute of Banking & Finance,
Professional Development Centre, South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai - 600 026

Website: www.iibf.org.in

For Details & Nomination, please contact:

Individuals can also register for the program at their own cost

<p>Mr. G . Padmanaban Head - PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 E-mail: head-pdcsz@iibf.org.in</p>	<p>Ms. Priya Maria A Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: se.pdcsz1@iibf.org.in</p>	<p>Mr Harinadh Nethinti Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : je.pdcsz2@iibf.org.in</p>
---	---	--



“Train-the-Trainers Programme for Banks/NBFCs/FIs/SFBs”

BACKGROUND

During its 97 years of service, IIBF has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in the dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals.

The training programs are designed in consultation with the industry experts and human resources personnel with an endeavour to address the skill gaps on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. The four Professional Development Centres (PDCs) at Chennai, Delhi, Kolkata & Mumbai cater to the increasing demand for the focused training programmes.

PROGRAMME OVERVIEW:

The Indian Institute of Banking & Finance (IIBF) presents a comprehensive 3-days Train the Trainers (TTT) Programme designed to equip banking educators, faculty members, and learning & development professionals with advanced facilitation skills, domain knowledge, and inclusive teaching practices.

In today’s dynamic banking environment, trainers play a crucial role in shaping competent, ethical, and customer-centric bankers. This programme equips trainers with the pedagogical skills, domain expertise, technology awareness, and inclusive training capabilities required to deliver high-impact learning sessions aligned with institutional vision and regulatory expectations.

The programme blends adult learning principles, banking domain knowledge, technology orientation, risk awareness, customer service excellence, and inclusive training practices. Specially designed to strengthen trainer effectiveness through experiential activities and Micro-Teaching Practice.

PROGRAMME OBJECTIVES

Participants will learn to:

- Apply adult learning principles for effective training delivery
- Align training with Vision, Mission, Values and Corporate Guidelines
- Deliver structured sessions on MSME, Retail & Agriculture banking

- Facilitate training on Digital Banking & Cybersecurity
- Handle sessions on Customer Service, Compliance & Complaint Management
- Conduct inclusive training for Persons with Disabilities and gender diversity
- Improve presentation, facilitation, and engagement techniques
- Practice and refine training delivery through Micro-Teaching

PROGRAMME CONTENT

- Traits for Trainers Handling Adult Learning : Principles of andragogy, engagement strategies, facilitation skills
- Vision, Mission, Values & Corporate Policy Orientation : Aligning training with organizational ethos and RBI guidelines
- Handling MSME Advances & Risk Management Sessions : Credit appraisal, risk mitigation, regulatory compliance
- Handling Retail Banking & Agricultural Banking Sessions: Product knowledge, lending practices, case studies
- Handling Technology Sessions (INB, Mobile Banking, UPI, NFS etc.): | Digital banking ecosystem overview, Customer awareness & safe usage, Demo-based training techniques
- Cybersecurity & Digital Risk Awareness: Cyber threats in banking, Safe digital behaviour for customers & staff, Conducting cybersecurity awareness sessions
- Customer Service, Compliance & Complaint Management: | Service excellence, grievance redressal, compliance culture
- Inclusive Training: Persons with Disabilities & Gender Inclusion: Sensitisation towards Persons with Disabilities (PwDs), Inclusive communication methods, Building empathetic trainers, Gender Sensitivity
- Trainer Effectiveness Activities: Team Building, Conflict Resolution, Goal Focus & Energiser Techniques
- Micro-Teaching Practice: Teaching Practice & Feedback from Peers

TRAINING METHODOLOGY

- Interactive Facilitation
- Case Studies & Banking Scenarios
- Group Exercises & Role Plays
- Demonstrations (Digital Banking & Cybersecurity)
- Trainer Practice Sessions (Micro-teaching)
- Experience Sharing
- Activity based training skills

KEY TAKEAWAYS

Participants will gain:

- Confidence to handle diverse training topics
- Structured training delivery skills
- Domain clarity in banking operations
- Ability to integrate compliance & ethics in sessions
- Skills to conduct inclusive and engaging training
- Practical facilitation & presentation techniques
- Energiser & engagement techniques
- Structured feedback for improvement

VENUE

Indian Institute of Banking & Finance,
Professional Development Centre, South Zone,
94, Jawaharlal Nehru Road
Vadapalani, Chennai -600 026

TARGET GROUP

Faculty Members, Bank Trainers, Learning & Development Officials, Senior Executives involved in Training

DURATION

23rd to 25th March'2026 (Monday, Tuesday and Wednesday) (3 Days) - Timings 09:45 a.m. to 5.30 p.m.

FEES:

Rs.10,500/- plus GST @18% aggregating to **Rs.12,390/- per participant** (In case of TDS deduction, please send us TDS certificate)

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

Name of the Bank branch	: State Bank of India, Vidya Vihar(West), Mumbai.
Account no	: 37067835882
IFSC code	: SBIN0011710
PAN No: AAATT3309D and GSTIN No: 33AAATT3309D2ZY	

(Kindly provide your GST Number in the nomination letter to facilitate raising of invoice)

The programme is Non-residential. Lunch and snacks will be provided to the participants by the Institute.

Participants have to arrange their overnight stay on their own / by their respective Banks.



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

NOMINATION FORM FOR ORGANIZATION WHO NOMINATES THE PARTICIPANTS

Program title: Train-the-Trainers Programme for Banks/NBFCs/FIs/SFBs

Date: 23rd to 25th March'2026 (Monday, Tuesday and Wednesday)

Programme Type: Physical Classroom Session

Details of Nominee(s):

Sl. No	Name	Designation	Branch/ Office	Contact No.	E-mail (Personal Mail Id)*	E-mail (Official Mail Id)*
1						
2						
3						

Name of Bank/ FI: _____

Address: _____

GST Details of Nominating Bank: _____

UTR Number and date of Fees remitted.

Phone of **Nominating** Official:-----E-Mail of **Nominating** Official: _____

Mr. G . Padmanaban Head – PDC, South Zone, Chennai Phone: +91- 44 - 23721429 Mobile: 7397240035 E-mail: head-pdcsz@iibf.org.in	Ms. Priya Maria A Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: se.pdcsz1@iibf.org.in	Mr Harinadh Nethinti Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : je.pdcsz2@iibf.org.in
---	--	--



INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

NOMINATION FORM FOR SELF-SPONSORED CANDIDATES

Program title: Train-the-Trainers Programme for Banks/NBFCs/FIs/SFBs

Date: 23rd to 25th March'2026 (Monday, Tuesday and Wednesday)

Programme Type: Physical Classroom Session

Details of nomination:

Sl. No	Name	Designation	Contact No. (Mobile)	Place of Posting	E-mail (Personal Mail Id)	UTR Number with Date of Payment
1						

Name of Bank/ FI employed with:

Address of Bank/FI employed with:

UTR Number and date of Fees remitted. -----

Mr. G . Padmanaban Head – PDC, South Zone, Chennai Phone: +91- 44 – 23721429 Mobile: 7397240035 E-mail: head-pdcsz@iibf.org.in	Ms. Priya Maria A Senior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile: +91 9566274128 E-mail: se.pdcsz1@iibf.org.in	Mr Harinadh Nethinti Junior Executive, PDC-South Zone, Chennai Phone: +91- 44 -24722990 Mobile : 8317550652 E-mail : je.pdcsz2@iibf.org.in
---	---	---