

Relationship Management Training
for the BFSI & Hospitality Sector

Objective:

The objective of the Relationship Management Training Program is to enable Executives of the Banking, Finance, Securities and, Insurance Sector to learn and to create winning relationships with their HNI clients.

Content:

1. Concept of an important Relationship Management,
2. Human Relation Skills - creating winning relationships,
3. Communication Skills with emphasis on listening skills,
4. Presentation Skills,
5. Time Management and Timeliness,
6. Business Manners and Etiquettes,
7. Grooming (dressing, hairstyle, shoes, accessories, body odor, etc.)
8. Non- verbal Communication,
9. Public Speaking,
10. Spoken and Written English,
11. Voice and Accent Neutralization.

Methodology:

This is an experimental workshop. The faculty will provide training with the use of film clips, discussions, role plays, demonstrations, simulations and, sharing of best practices.

Faculty:

1. Dr. Ashoke K. Maitra
2. Mr. Dylan Dias
3. Mr. Naved Sheikh
4. Ms. Kavita Kari

Commercials:

Our faculty fee is Rs.7000/- per person plus applicable GST.