

Press Release

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**NBP STARTS EFFECTIVE BRANCH MANAGEMENT TRAINING FOR BRANCH MANAGERS/OPERATIONS UNDER GUIDANCE OF PRESIDENT NBP**

Karachi: February 7, 2012: President & CEO NBP Qamar Hussain has earlier set ambitious plans of transforming National Bank of Pakistan as a Customer Focused Bank through focusing on intangibles such as improving human capital. For the achievement of the same goal, he set up a Human Resource Training & Optimization group led by Dr. Mirza Abrar Baig which recently started a 3 Weeks "Effective Branch Management Training Program" for the branch managers and operations manager starting from today. The training sessions are currently being held at Pearl Continental Hotel, Karachi.

The President NBP spoke on the introductory session and briefed the participants with his priceless suggestions. He placed strong emphasis on delivering efficient, pleasant, exceptional customer care and service. He also stressed on leadership role of branch managers/operations manager. He further said its branch/operation managers' responsibility to improve, streamline the issues facing branch and authorized them to take worthwhile measures at branch without much ado for creating a wonderful work place that welcomes all customers.

Dr. Mirza Abrar Baig also spoke on the occasion with his immense wisdom on the role of Branch and Operations Manager. He said that branch leaders with effective branch management, people management and business skill can overnight transform branch cultures and achieve extraordinary targets.

The training focuses on three broad areas of 1) Business & Operations 2) Regulatory Environment, Internal Control and Information Technology 3) Leadership and people skills. Business & Operations cover following issues: bank strategy for improving market share, account operations, KYC/AML for eliminating/reducing money laundering, effective management of branch portfolio, customer service, credit processing, credit risk analysis, financial statements analysis. Regulatory Environment, Internal Control and Information Technology covered managing and recovery of NPLs, Foreign Exchange Operations and Trade Finance, SME and Agriculture Finance, General Banking, Fraud & Forgery issues, Statutory and Regulatory Compliance, Online Banking & Core Banking Operations. Leadership & People skills shed light on issues relating to effective management and delegation, managing work place pressures, performance management, high performance team building and conflict resolution.

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