

Rapid Talent Development

for Banking Operations

A 45-Day Solution for Building a
First-Day-First-Hour Ready Workforce
for Operational Excellence



Overview

The banking industry constantly faces the challenge of equipping its workforce with the skills needed to navigate an evolving financial landscape. This includes building strong customer relationships, driving business growth through effective sales strategies, and adapting to new digital tools and compliance requirements.

The bank's "**customer obsession**" initiative, coupled with the rapid expansion of its distribution and service touch points, created a demand for new and trained talent, particularly in banking operations. To address these specific talent needs, the bank partnered with UNext Manipal Academy of BFSI, building upon an already successful, decade-long relationship that provided first-hour work-ready Branch Relationship Officers.

A key outcome is a new flagship program tailored to develop professionals specifically for the bank's Wholesale Banking Operations (WBO) and Retail Operations (RO) channels.

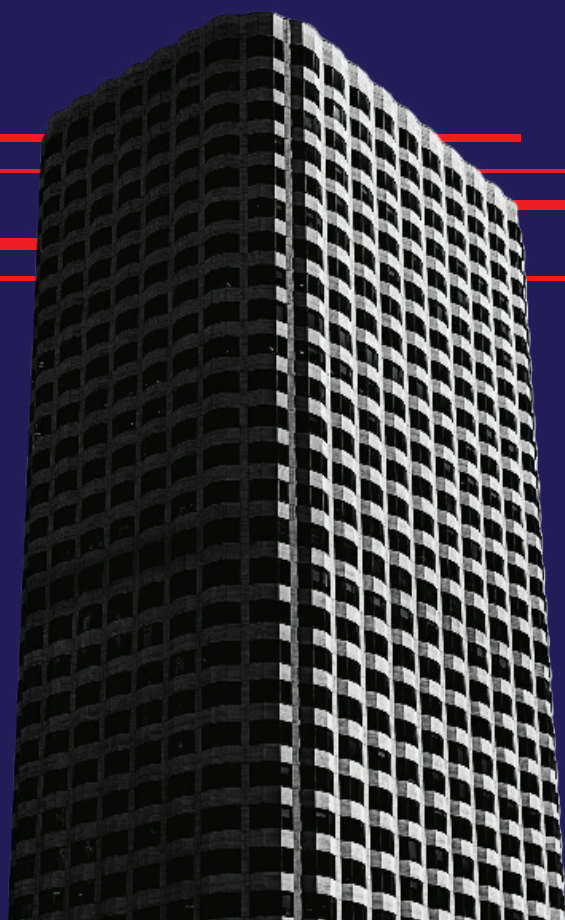
The Flagship Program



40+ Batches



17,000+ Learners Trained



Customizing The Program For Banking Operations

Through extensive discussions between the bank and the academy, it became clear that each role—BRO, WBO, RO, and others—required distinct training. The unique Key Result Areas (KRAs) for each position made a one-size-fits-all approach impractical. Simply dividing existing flagship program batches wasn't feasible, as that program catered to a different set of requirements and skill sets.

In response, the academy proposed two new curated programs: one for WBO and another for RO. The academy also assisted the bank in sourcing suitable candidates for these roles. Recognizing the urgency, the academy recommended a 45-day program duration, significantly shorter than the four-month flagship program. The bank provided details on the various roles within the RO and WBO departments, enabling the academy to develop a comprehensive 45-day curriculum covering all key aspects of each role.

Learner Profile



Graduation

Engineering, Arts, Commerce & Science



Cities

Tier 2 & Tier 3



Percentage

60%+ Across 10th, 12th & Graduation



Family Background

Humble Origins like Farming, Labour, among others

Training Methodology

The training methodology employed a two-phased approach. The initial phase focused on establishing a strong foundation in banking fundamentals for all candidates, ensuring a baseline level of knowledge. The subsequent phase delved into the finer aspects of each department's specific job description (JD), providing targeted training relevant to individual roles. Recognizing the importance of well-rounded skill sets in modern banking, the program also incorporated value-added modules focusing on enhancing communication skills, spoken English proficiency, and IT literacy.

The 45-day program was developed, reviewed, and approved by the bank within a remarkable 10-day timeframe. Within the following month, the pilot batch, comprised approximately 60 learners each in WBO and RO, was onboarded. Despite the accelerated timeline, candidate sourcing quality remained paramount. Given the steeper learning curve necessitated by the condensed 45-day program, admission thresholds and eligibility criteria were tightened to ensure a high standard of student intake and maximize the program's effectiveness.

Program Coverage



The Result

The first batch of 120 Learners (RO & WBO) was inducted into the program & completed their certification in 45 days. Following certification, these individuals were deployed to various bank departments to fill open roles, and their subsequent progress and performance were closely monitored. The training program proved highly effective, as the new talent consistently met the requirements of their respective departments.

Based on this success, the bank, in partnership with the academy, quickly onboarded an additional 600+ employees through the banking operations certification program. As a result, the bank now has nearly 725 trained employees who were First-Day First-Hour work ready.

This tailored approach to addressing bank-specific needs demonstrates the ability to deliver high-impact training programs aligned with business objectives.





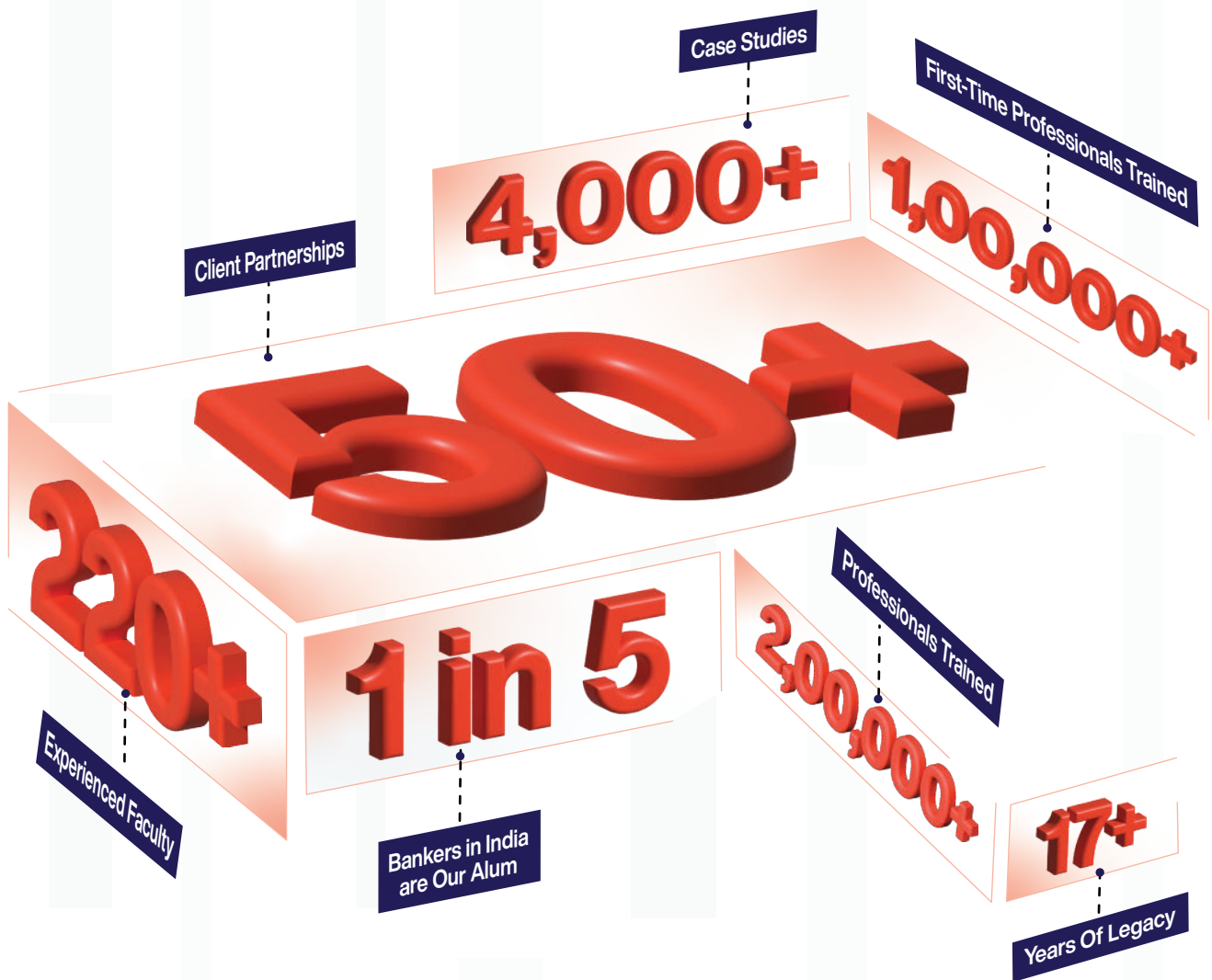
About Manipal Academy of BFSI

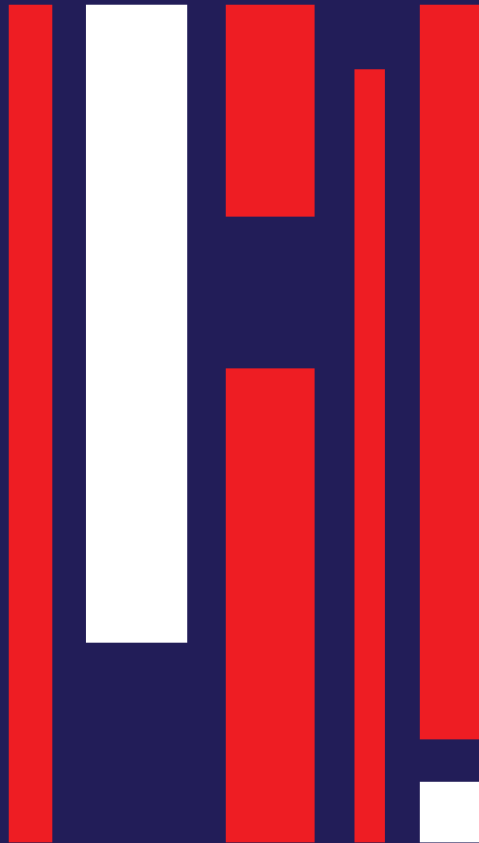
Established in 2008, Manipal Academy of BFSI, a UNext Learning entity and part of the Manipal Education and Medical Group (MEMG), is a premier institution that provides industry-relevant education and training for both freshers and experienced professionals in traditional operations, sales, and new-generation roles within the banking, financial services, and insurance sectors.

With a focus on innovation and learner-centricity, Manipal Academy of BFSI offers a wide range of programs designed to equip individuals with the skills and knowledge to thrive in the BFSI industry. Today, the academy of BFSI annually trains over 15,000 BFSI industry professionals for its partners.

With our expertise and deep understanding of market needs, our goal is to create the leaders of tomorrow and build a top-notch workforce for the BFSI industry.

Our Impact Over The Years





To explore how a similar
program can benefit your
banking enterprise,
contact us today.

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