



Proposal to provide training for Your Institute

Topic:

**Mastering bank-wide operations
for operations team leads**

INTRODUCTION

As the business environment in Nigeria and even globally continues to change and customers become increasingly demanding and selective, it is important that organizations who desire to perform excellently understand, respond and deliver services that meet the unique expectations of their clients. To achieve this, it is therefore imperative to strengthen the internal factors and processes within the organization, including optimizing the employees' capacity.

We understand that Keystone Bank will be seeking to enhance the skills of its Operations Team leads in the delivery of quality services ensuring that customers' expectations are met and safeguarding customer retention. We are therefore pleased to forward this proposal for Mastering Bank-Wide operations for the team leads.

This course can be customized to meet the specific requirements of Operations Team Leads.

OUR UNDERSTANDING OF YOUR TRAINING NEEDS

Based on our extensive discussions with you and our expertise, we understand that you require a training program that is tailored to meet the specific operational needs of your staff.

This training would be:

- Targeted at the team leads of different operations in your organization.
- Showing operations team leads how to carry out their daily function efficiently.
- Addressing day-to-day challenges the operations team lead might face.
- Delivered by seasoned professionals with an in-depth understanding of the relevant subject areas.
- Cost-effective and result-oriented methods of running operations.

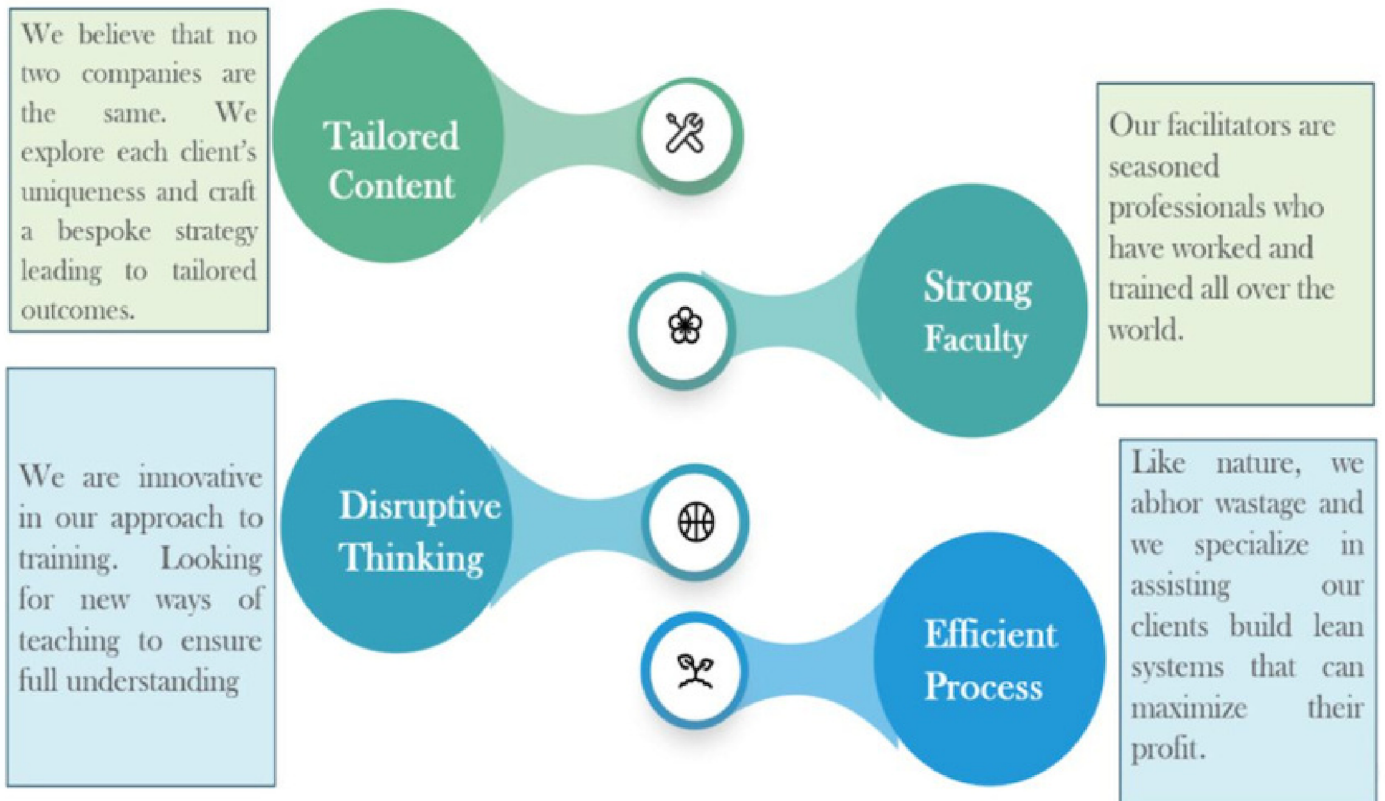
Datis Nigeria has a team of professionals who are:

- Committed to quality and excellence.
- Dedicated and result driven.
- Experienced in adopting appropriate methodology for each of our trainings to ensure quality learning takes place.

Datis Consult therefore brings to your table the people, tools, methodology, and experience that you require to get the results desired by your organization.



OUR MANTRA



OVERVIEW OF OUR COURSE

Purpose

The purpose of the course is to help banks' Operations Team lead have a grip on the critical success factors in customer satisfaction, and retention, and that will help master the act and to strengthen their customer service delivery skills.

Objectives

By the end of the course, participants will:

- Master the act of being an efficient operations team lead.
- Understand the various banking operations.
- Understand and acquire different soft skills that will enable the operations team to lead various units efficiently.
- Acquire the ability to identify the different banking products and services.
- Develop personal skills that will achieve a greater understanding of the bank and its customers, by so doing you will be able to build better client relationships.
- Understand how to identify the inherent risk involved in the banking system.
- Understand the role the bank can play in providing excellent customer service to be able to deliver better satisfaction and retain customers.

Course Content

A detailed outline of the course content is provided in Appendix 1. The topics covered by the course are:

- **Qualities and Attributes of a Master:** This looks at the various attributes or qualities an efficient operations team lead needs to have to be regarded as an expert. This is the foundation on which every other characteristic will be built on like knowledge acquisition, effective communication and problem solving. The Team Lead must be able to identify and mitigate against any risk with a view to achieving all organizational goals and maximizing profit.
- **Operations Risk Management:** All bank operation units are exposed to various types of risk. An efficient operations team lead must be able to identify and mitigate against this inherent risk. This module will look specifically at operation risk management as a tool needed by every team lead in becoming a master. The module will further illustrate how operations risk management can help in achieving organizational goals.



Course Content

- **Operations and Controls:** An operations Team Lead must master the act of healing to various controls put in place by the organization and must also put in place control of his own to make sure that the organizations assets are always protected.
- **Branch Operations:** This will take a strong look at various branch operations units such as handling of customer accounts, both savings, current, etc., handling of cheques, opening of accounts for all customers (personal accounts, minor accounts, and joint accounts), depositing of funds, withdrawing of cash by the customer. This is inclusive of knowing ways to handle an angry customer. A bank teller manages the whole activities of a customer; the operation of the customer in the bank such as the determination of optimum cash level, cash management models, float management techniques, and preparation of cash budget.
- **Cash Fraud Management:** this module aims at helping us to identify the different types of fraud involved in the banking system as well as how to manage it. It also involves alerting customers about the risk involved in giving out their personal bank details to a third party, detecting and managing counterfeit cheques issued by customers, signature frauds, and falsification of cheques. Emerging issues and future challenges in fraud and its impact on the banking system will also be examined.
- **Cash Management:** This looks at the various issues that can arise from a cash management stand point such as cash theft and unauthorized movements.
- **Domestic and Treasury operations:** These are the operational arms attached to specialized units in the bank. They serve as checks to the various units. We will be observing the end-end how the unit functions and the various risks involved.
- **International Operations:** This module deals with how our operations help in facilitating trade relationships between our customers and their customers in other countries. We will look briefly at the roles of corresponding banks and the various laws that govern international trade.
- **Electronic Banking:** This module tends to look at channels of services delivery and other platforms that id used in delivering service and the concept of Omani channels
- **Case Study:** All would participate in role plays with different customers who have different issues that need to be resolved by the company.

TRAINING METHOD

The Training would be conducted using slide presentations, class exercises, quizzes, video plays, role plays, case studies, and practical group module.

We adopt four major techniques in delivering our training programs

01 Videos and Other Aids

03 Simulations and Role Play

02 Case Studies

04 FacilitatorLed Trainings

Course Duration: 2 days

DATIS NIGERIA LIMITED

- DATIS Nigeria Limited was established in March 2015. It is a fast-growing Nigerian company that focuses on turning knowledge into value for the benefit of our clients and our people. We are committed to working with our clients and cutting through complexities.
- Our team consists of seasoned, knowledgeable professionals who have over seventy collective years of working experience, cutting across diverse professional organizations. Our key resource persons have in many years, increased knowledge potentials in creating positive customer experiences and business management training and consulting.
- We focus on working with our clients to arrive at premium quality solutions that directly improve the goals of the organization. Our objective is to deliver value-added service to our clients with assurance and confidence that meets expectations and goals for the company and delivers on projects in terms of quality, cost, and schedule.

VISION

To deliver premium service to all stakeholders

MISSION

Providing premium quality service to our clientele by analyzing needs, proffering bespoke solutions, and following through to facilitate sustainable quality improvements.

CORE VALUES	RESULTS
Customer Focused	Our clients are the reasons we are in business and as such form our focus of priority
Corporate Governance	Structured Leadership with each party playing his/her part
Ethics	Maintain the highest ethical standards in our interactions with all stakeholders
Excellence	Continuously perform and deliver all projects brilliantly to the satisfaction of our clients
Financial Discipline	Adherence to financial discipline in transactions involving our team
Integrity	We follow through on our commitments
Knowledge	Constantly seek and acquire knowledge and keep abreast with the changing environment
Professionalism	Adherence to professionalism in our work and respect for all

COMPANY SERVICES

- Professional HR Services
- Recruitment & On-Boarding
- Out-Sourcing of Manpower
- Training and Development

We seek to understand our client's needs, proffer professional advice, conduct interviews to recruit, and conclude the recruitment process on behalf of our clients. Specifically, this would involve the following.

PROFESSIONAL HR SERVICES RECRUITMENT & ON-BOARDING

PROFESSIONAL HR SERVICES: OUTSOURCING OF MANPOWER

OUR FACULTY

BABAJIDE IJIMAKINWA

Jide Ijimakinwa is the team lead and the Chief Executive Officer of Datis Consult. He is a certified Business Operations Professional with over 20 years' experience in strategically managing business operations and overhauling customer service processes for leading banks within Nigeria and Gambia.

He has held several leadership roles in the banking Industry in and outside Nigeria such as Country Operations Officer (Gambia), Zonal Head, Operations (South-East), Regional Branch Service Head (West), Regional Customer Service Manager (North) and Customer Service Manager in different branches in Lagos.

He is passionate about improving the operation of firms/companies and is driven to ensure efficiency and quality services by identifying areas of weakness in business operations, developing compelling interventions to improve the quality of service that meets customers' expectations, and by offering bespoke training interventions.

An expert in operations and customer service who has facilitated several training courses, change workshops, seminars, and recruitment processes.

OUR FEES

Our professional fees for each run of the course will be N1,600,000. The foregoing amount is exclusive of local value-added tax at 7.5% of our fee quote. Our fees are also exclusive of the costs of meals, refreshments and the training location and facilities to be used for the course which will be provided by the company.

Payments of our fees in respect of the training will need to be made as follows:

- 75% on commissioning us for the training
- 25% on completion of the training program

CONCLUSION

We are very enthusiastic about this project and look forward to working with you on it. As an organization that has a deliberate commitment to excellence in all we do, we assure you that we will bring to bear all resources at our disposal to ensure that we maintain our track record of excellence and go above and beyond board to ensure the training outcome.

Our proposal shall be binding upon us subject to any modifications resulting from Contract negotiations, up to the expiration of the validity period of the Proposal.

For more details on this proposal, please contact:

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MODULES

MODULE	ACTIVITY	TIME (MINUTES)
I	Welcome Note	10
II	Introduction to Mastering Operations	25
III	Qualities of a Learn lead	75
IV	Operations and Risk Management	20
V	Operations VS Controls	60
VI	Units in the banking hall	40
VII	Cash-in-transit and Vault Management	40
VIII	International and Domestic Operations	60
IX	Treasury Operations	45
X	Case Study	50
XI	Action Planning and Closing	10



Module 1: Welcome notes (5 mins)

Learning Objectives

By the end of this module, participants will

- Feel relaxed and welcomed.
- Learn about our company and our support.

Key learning point

The company appreciates that they have a crucial role to play in the overall success of the organization.

Training method

Method: Facilitator-led

Module 2: Introduction to Mastering Operations

Learning Objectives

By the end of this module participants will:

- Understand how to Master various units in banking operations.
- Have a clear understanding of the attributes of a Team Lead
- Understand the various banking products.
- Knowing that bank products should be part of the everyday life of staff.

Key learning point

The Team Leads get more insight into bank operations and how to use that to achieve the company's goals.

Training method

Phase 1: Introduction to bank operation

Method: Facilitator-led

Phase 2: Identification of who a team lead

Method: Facilitator-led, Simulations and Role Play

Module 3: Mastering Customer Service

Learning Objectives

By the end of this module participants will be able to:

- Understand more about customer service.
- Understand the role of customer service in the success of the bank.
- Understand the value clients place on good service.
- Know that excellent client service is not just a slogan, the success of the company depends on the understanding of customer service needs and expectations.
- Specify the features of the service and define each customer's needs and expectations.
- Understand the role they can play in providing excellent service through an effective response to customer's service needs and expectations.

Key learning point

- Irrespective of the nature of any business the principle of customer service is essentially the same.
- Customer service needs to be viewed from the perspective of the customer's experience.
- Customers are real people and customer service is about meeting their needs.

Training method

Phase 1: Defining customer service.

Method: Facilitator-led, Simulations and Role Play

Phase 2: Group exercise (participants will discuss and come up with a list of the features of excellent service in different ways to improve customer relations.

Phase 3: Sharing features.

Method: Facilitator-led, Simulations and Role Play

Module 3: Mastering Customer Service

Learning Objectives

By the end of this module participants will be able to:

- Understand more about customer service.
- Understand the role of customer service in the success of the bank.
- Understand the value clients place on good service.
- Know that excellent client service is not just a slogan, the success of the company depends on the understanding of customer service needs and expectations.
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Method: Facilitator-led, Simulations and Role Play

Phase 2: Group exercise (participants will discuss and come up with a list of the features of excellent service in different ways to improve customer relations.

Phase 3: Sharing features.

Method: Facilitator-led, Simulations and Role Play



Key learning point

It is important to recognize that there is an inherent risk in all desks of operation, and we must assess, identify, and provide mitigations for that risk.

Training method:

Phase 1: Identification of various risk

Method: Class discussion

Phase 2: Discussing performance.

Method: The facilitator will lead the discussion on various risks in operation and how to mitigate them

Phase 3: Conclusion

Method: Personal reflection on key learning points from the Module

Module 6: Various Units in the Banking Operations

Learning Objectives

By the end of this module participants will be able to:

- Understand all units in the banking hall.
- Manage operations staff.

Key learning point

The class will know how to effectively carry out the bank operations in the banking hall and knowledge of all the banks product in order to improve its customer network.

Training method:

Phase 1: Discuss the roles of the various branch operations unit in the bank



Key learning point

It is important to recognize that there is an inherent risk in all desks of operation, and we must assess, identify, and provide mitigations for that risk.

Training method:

Phase 1: Identification of various risk

Method: Class discussion

Phase 2: Discussing performance.

Method: The facilitator will lead the discussion on various risks in operation and how to mitigate them

Phase 3: Conclusion

Method: Personal reflection on key learning points from the Module

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Training method:

Phase 1: Discuss the roles of the various branch operations unit in the bank



Module 7: Cash in Transit unit and cash management

Learning Objectives

By the end of this module participants will be able to:

- The importance of the CIT unit
- Controls to put in place when managing a CIT unit.

Key learning point

How the knowledge of the roles of a bank teller can positively impact the progress of the company.

Training method:

Defining a bank teller and identifying their various duties

Module 8: Cash Fraud Management

Learning Objectives

By the end of this module, participants will be able to

- Understand Cash Fraud.
- Identify various fraud techniques.
- Understand the impact of fraud activity in a banking system.

Key learning point

Various fraud activities that negatively affect the bank and its operation

Training method: Facilitator-led



Module 9: International and Domestic Operations

Learning Objectives

By the end of this module, participants will know how these units run and the impact on the bottom line of the Bank.

Key learning point

Understand the day-to-day running of the bank units

Training method: Facilitator-led

Module 10: Treasury Operations

Learning Objectives

By the end of this module, participants will

- Understand the synergy between the treasury unit of the banks and the operation arm.
- Understand the Standard Operating Procedure (SOP) guiding postings in treasury operations.

Key learning point

Understand the day-to-day running of the Treasury Operations

Training method: Facilitator-led, and Simulations