

## **FITC'S WEB-NEWS FOR MAY 2007**

### **COMMISSIONED**

The First Bank of Nigeria Plc. has again commissioned FITC to conduct the fourth edition of both its Annual Essay Competition for Undergraduates in Universities and Polytechnics, and Quiz Competition for Secondary Schools in the Federation. The Essay Competition for Universities and Polytechnics is designed to enhance the intellectual development of undergraduate students, by promoting research and independent scholarship amongst them, particularly in the area of Banking and Finance. The topic for this year's competition is: **"Harnessing the Potential of Nigerian Banks for meeting the Millennium Development Goals"**.

The Quiz Competition for Secondary Schools, which is in three stages, is aimed at promoting scholarship among students and determining the best Secondary School Student in Nigeria with multidisciplinary proficiency in a varied number of subjects.

### **RECENTLY HELD PROGRAMMES**

A course on **Exceptional Customer Service for Tellers** was held at FITC Head Office. It was led by Mr. Anthony Isunuoya, a General Manager with Intercontinental Bank Plc. from 4<sup>th</sup>-5<sup>th</sup> May, 2007. Participants were drawn from Stanbic Bank Plc. and First Bank Nigeria Plc.

Structured to aid participants in making optimal business decisions in the global financial market, a course on **International Trade Finance** was held from 8<sup>th</sup>-11<sup>th</sup> May. Mrs. Akanji, the Director of Trade and Exchange Department of the CBN took participants through the rudiments of the course. It was attended by participants from Fidelity Bank Plc., Oceanic Bank Plc., IBTC Chartered Bank Plc., Bank PHB, Stanbic Bank Plc. and Access Bank Plc.

To assist the average manager in devising ways of managing himself and other team members to meet set objectives, a course on **Improving Your Personal Effectiveness** was held from the 22<sup>nd</sup>- 24<sup>th</sup> May, 2007. It was led by Mrs. Okeke, Head, Resources Division of First Bank of Nigeria Plc. In attendance were participants from Fidelity Bank Plc., First Bank of Nigeria Plc., Intercontinental Bank Plc., and Wema Bank Plc.

Designed to assist participants leverage their human capital to gain competitive advantage, a course on **Winning through the Human Resource** was led by Dr. Oladimeji Alo, Managing Director of FITC, from the 22<sup>nd</sup> -25<sup>th</sup> May, 2007. Participants were drawn from Central Bank of Nigeria, Federal Mortgage Bank of Nigeria, Fidelity Bank Plc, IBTC-Chartered Bank Plc, Nigerian Deposit Insurance Corporation (NDIC), Skye Bank Plc, Spring Bank Plc, Zenith Bank Plc, Sterling Bank Plc and Tawada Limited

## **CURRENT PROGRAMMES**

The FITC is currently running a comprehensive training programme on

**Risk Management** sponsored by the Central Bank of Nigeria (CBN). The first segment of the training sessions was held at Protea Hotel, Oakwood Park, Lekki-Epe Express Way, Lagos from 12<sup>th</sup>-31<sup>st</sup>, 2007 March. Among experts who facilitated on the programme were:

- John Sherwood, an operational risk expert from the United Kingdom;
- Amalendu Gosh of the Reserve Bank of India;
- Eileen Shaiyen, CEO of H. Pierson Associates Limited; and
- Bola Onadele, President of Financial Datanet House Limited (FDHL).

The programme, which would run in a total of ten streams, will be concluded on the 23<sup>rd</sup> of June, 2007.

## **UPCOMING PROGRAMMES**

**Customer Care and Retention Strategies** will be led by Mr. Agbaje, Deputy Managing Director, Guaranty Trust Bank Plc, from the 19<sup>th</sup> -21<sup>st</sup> of June, 2007. The course seeks to share the insights gained from a recent research study of customer care and retention strategies of some successful companies.

To enlighten participants with the skills needed by its staff to provide efficient seamless and error-free services in the banking industry, a course on **Managing Banking Operations** will be held from the 19<sup>th</sup>-22<sup>nd</sup> of June, 2007. It would be led by Mrs. Cathy Echeozo, Executive Director, Corporate Banking of Guaranty Trust Bank Plc.

Designed to assist participants write good audit reports, a course on **Effective Audit Reporting** will take place at FITC Head Office. It will be led by Mr. E. O. Olabisi, a Partner with BDO Oyediran Faleye Oke & Company, from the 26<sup>th</sup>-28<sup>th</sup> of June, 2007.

A workshop on **Advanced Train-The-Trainers** will take place from the 26<sup>th</sup> -29<sup>th</sup> June 2007. The three day workshop will be led by Dr. Oladimeji Alo, the Managing Director of FITC.

A course on the **Fundamentals of Banking Business** will be held from the 2<sup>nd</sup>-6<sup>th</sup> of July 2007. Mr. Mike Chukwu, Managing Director of Spring Bank Plc, will lead participants through the rudiments of banking practices.

Efficiently and effectively managed branch offices act as a veritable tool for serving an ever-increasing customer base and expanding market share. In the light of this, a workshop on **Effective Management of Branch Offices** will be held at FITC Conference Centre, Ahmadu Coomassie House, Abuja, from the 3<sup>rd</sup>-6<sup>th</sup> July, 2007. The workshop will be led by Dr. Ayuba, a General Manager in Diamond Bank Plc.