Proposed Training Model for the Banks

**Business Strategies**
- New Markets
- Branch Expansion
- Introducing New Technology
- New Products and Services
- Improved CS
- Enhanced Customer Delight
- Building Competitive Advantage
- Mergers and Acquisitions

**Needs of the Bank**
- Goals and Objectives of the Bank

**Needs of the Employees**
- Existing Skills of the Employees
- Required Skills of the Employees

**Evaluation of Training in the Light of Change in the Behaviour, Skill, Attitude and Competence of the People**

**Introduction of Training Programmes to Meet the Needs of the Bank**

**Evaluation of Training Programmes**

**TNA**
- TNA is the Joint Effort of BMs, RMs or DMs and the Employees
- Incorporating Necessary Changes, Plan and Implement Accordingly

**Outcomes**
- Updation of New Technology
- Improvement in employees' Skills and Attitude
- Better Efficient Customer Service
- Learning and Personality Development
- Participation and Hard Working
- Job Satisfaction and Motivation

**Determinants**
- Combination of Internal and External Training Programmes (Value Based and Functional Based)
- Good Infrastructure
- Motivated Trainers
- Encouragement by Supervisors & Top Mgt
- Placement of Employees in Relation to the Training Opted

**HRD Mechanisms**
- CP and CD
- PA
- Potential Appraisal
- Counselling
- Bank Development and Change
- Leadership Development
- Succession Planning

**Legend**
- LP = Career Planning
- CS = Customer Service
- RM = Regional Manager
- TNA = Training Needs Analysis
- CD = Career Development
- BM = Branch Manager
- DM = Divisional Manager
- PA = Performance Appraisal