

Revised SBP Instructions on Call Center Management

December 13, 2022
9:30am-1:30pm



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- Why Is Listening Important?
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- Techniques for Communicating with Customers Speaking Different Languages
- Dealing with Indecisive Customers
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- SBP Policy On Call Centre

Online Via Zoom

With Our Expert



Mr. Shahid Iqbal
Subject Specialist
NIBAF

Mr. Shahid Iqbal is a seasoned professional with rich practical experience spanning over 37 years of banking operations including 25 years as a professional trainer. Mr. Shahid is currently working with NIBAF as a subject specialist for commercial banking programs and has designed and conducted various training programs on banking operations, Regulatory Compliance, Account Opening, AML/CFT, Customer Service Excellence, Leadership and other Soft skills and has been instrumental in designing certification programs for NIBAF. Besides the banking sector, Mr. Shahid has also conducted trainings for a wider audience including officers from NAB, FIA and Pakistan Post.

Course Fee
Rs. 8,000 Plus Tax



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