



**FEE:**

**PKR  
36,000**

(Plus Tax)



# EMOTIONAL INTELLIGENCE FOR BANKING PROFESSIONALS

Transform Customer Interactions, Strengthen  
Leadership, Enhance Performance

In today's fast-paced banking environment, technical expertise alone is not enough. Emotional Intelligence (EQ) is the key differentiator that enables banking professionals to build trust, manage pressure, resolve conflicts, and create exceptional customer experiences.



TRAINING DATE

**SEPTEMBER 21-22, 2026**



# EMOTIONAL INTELLIGENCE FOR BANKING PROFESSIONALS

Transform Customer Interactions,  
Strengthen Leadership, Enhance  
Performance

**LAST DATE FOR REGISTRATION: SEPTEMBER 17, 2026**

## Training Methodology

This workshop is delivered using a facilitative learning approach with minimal lectures and maximum participation through simulations, discussions, experiential activities, coaching, and real-life banking scenarios.

## Workshop Highlights

- Real Banking Case Studies
- Customer Service Simulations
- Role Plays & Team Challenges
- Emotional Intelligence Self-Assessment
- Peer Coaching & Reflection
- Practical Tools for Immediate Workplace Application
- Personal Emotional Intelligence Action Plan

## What You Will Learn

### Master Yourself

- Understand your emotional triggers and responses
- Build self-awareness and emotional resilience
- Manage stress and remain composed under pressure

### Strengthen Customer Relationships

- Develop empathy without compromising compliance
- Handle difficult customers with confidence and professionalism
- Build trust and lasting client relationships

### Communicate with Impact

- Listen actively and respond effectively
- Navigate challenging conversations with emotional maturity
- Influence through positive communication

### Build High-Performing Teams

- Improve collaboration across departments
- Resolve workplace conflicts constructively
- Foster a culture of trust, accountability, and respect

### Lead with Emotional Intelligence

- Make balanced decisions under pressure
- Inspire confidence and motivate others
- Enhance leadership presence and executive professionalism

## What You Walk Away With

- Deliver exceptional customer experiences
  - Build stronger workplace relationships
  - Manage emotions during high-pressure situations
  - Improve teamwork and collaboration
- Enhance personal effectiveness and leadership impact

## Who This Is For

- Leaders and Managers seeking to enhance their leadership impact
- Customer-facing professionals responsible for relationship management
- HR, L&D, and Talent Development practitioners
- Team members working in high-pressure and collaborative environments
- Professionals aiming to improve communication, resilience, and interpersonal effectiveness
- Individuals aspiring to build stronger workplace relationships and emotional intelligence

## Facilitator

**Ms. Sonia Suri**, is an internationally certified Facilitative Trainer, Leadership Coach, and Customer Experience Consultant with over 20 years of professional experience in learning and development, organizational effectiveness, customer service excellence, and leadership transformation. She is widely recognized for her engaging and experiential facilitation style and has successfully designed and delivered impactful learning interventions across the corporate, banking, hospitality, education, real estate, and service sectors. Her training programs go beyond traditional classroom instruction, utilizing simulations, case studies, role plays, reflective exercises, and collaborative problem-solving techniques to create meaningful learning experiences. Sonia strongly believes that individuals learn best through experience, reflection, and practical application, and her sessions encourage participants to challenge conventional thinking, gain new perspectives, and translate learning into measurable workplace performance.