

127 JHI  
2081/5/26 TO 27

**Program Schedule (Day-1: Bhadra 26)**

**Venue : Hotel Majestic Lakefront, Lakeside, Pokhara**

Time	Topic	Facilitator
7:00 AM - 8:00 AM	Breakfast	
8:00 AM - 10:00 AM	Session 1: Meaning and Importance of Emotional Intelligence to Staff	Mr. Ramesh Prasad Joshi
10:00 AM - 12:00 PM	Session 2: Strategies and Methods to Manage Emotions	Mr. Ramesh Prasad Joshi
12:00 PM - 1:00 PM	LUNCH	
1:00 PM - 2:30 PM	Session 3: Skills to Manage Emotions	Mr. Ramesh Prasad Joshi
2:30 PM - 3:00 PM	TEA BREAK	
3:00 PM - 4:00 PM	Session 4: Applying Emotional Intelligence in Micro Finance Context	Mr. Ramesh Prasad Joshi
4:00 PM - 4:10 PM	BREAK	
4:10 PM - 6:00 PM	HR Strategies & Others	Mr. Surya Bahadur Thapa

**Program Schedule (Day-2: Bhadra 27)**

Time	Topic	Facilitator
7:00 AM - 8:00 AM	Breakfast	
8:00 AM - 9:00 AM	Overview of Credit Management	Mr. Pushpa Raj Bhandari
9:05 AM - 11:00 AM	Role of Branch-Level Staff in Credit Management	Mr. Pushpa Raj Bhandari
11:00 AM - 12:00 PM	Client Assessment and Credit Appraisal	Mr. Pushpa Raj Bhandari
12:00 PM - 1:00 PM	LUNCH	
1:00 PM - 1:40 PM	Risk Management in Credit	Mr. Pushpa Raj Bhandari
1:50 PM - 2:30 PM	Credit Monitoring and Follow-Up	Mr. Pushpa Raj Bhandari
2:30 PM - 3:00 PM	HI-TEA	
3:00 PM - 4:00 PM	Client Relationship Management	Mr. Pushpa Raj Bhandari
4:00 PM - 4:10 PM	BREAK	
4:10 PM - 6:00 PM	AML/CFT	Mr. Bhubaneshor Fulara
6:00 PM - 6:30 PM	Closing	Mr. Anand Pandey

*(Handwritten signatures and initials)*