



सांग्रिला डेभलपमेन्ट बैंक लि. Shangri-la Development Bank Ltd.

स्थानिय विकाशको आधार

Training Report

First and Second Quarter of FY 2082/83

| S.N | Particular | Participants Count |
|-----|----------------------------|--------------------|
| 1 | 1 st Quarter | 125 |
| 2 | 2 nd Quarter | 238 |
| | Total Staff Trained | 363 |

| S.N | From Date | To Date | Program | Participants |
|-----|------------|------------|--|--------------|
| 1 | 10/04/2082 | 10/04/2082 | WORKSHOP ON Customer Handling & Brand Representation | 2 |
| 2 | 11/04/2082 | 11/04/2082 | Demonstration on enhanced GovDataAxis features | 4 |
| 3 | 17/04/2082 | 17/04/2082 | Discussion Program on the Monetary Policy 2082/83 | 2 |
| 4 | 23/04/2082 | 23/04/2082 | Elevating Customer Service Excellence with Mystery Shopping, Tailored Training Workshops, and Customer-Centric Evaluations | 20 |
| 5 | 29/04/2082 | 29/04/2082 | Global Economic and Technological Landscape: Strengthening Growth, Ensuring Stability and Embracing Innovation | 2 |
| 6 | 30/04/2082 | 30/04/2082 | Credit & Lending Laws | 35 |
| 7 | 2082/04/31 | 2082/04/31 | Workshop on Practical Approach to AML Compliance | 2 |
| 8 | 01/05/2082 | 01/05/2082 | Secure the Shift, Driving Digital Transformation with Cloud Migration & Cyber Resilience for BFIs | 1 |
| 9 | 06/05/2082 | 06/05/2082 | Workshop On Cross Border Payments: Opportunity, Risk, Challenges | 2 |
| 10 | 07/05/2082 | 07/05/2082 | Workshop on Practical Approach to AML Compliance | 3 |
| 11 | 14/05/2082 | 14/05/2082 | Strategic Negotiation & Team Synergy | 3 |
| 12 | 20/05/2082 | 20/05/2082 | Sales Summit 2025, EMPOWER WITHIN, LEAD BEYOND | 2 |
| 13 | 04/06/2082 | 04/06/2082 | AML/CFT in Banking: AML at the Frontline, Strengthening Branch Defenses against Money Laundering | 42 |
| 14 | 08/06/2082 | 08/06/2082 | Financial Literacy-"Understanding & Delivery to the Community" | 4 |



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|-----|------------|------------|--|--------------|
| 15 | 09/06/2082 | 12/06/2082 | NPS-NCS Market Rehearsal (MR) and Training for Members | 1 |
| 16 | 12/07/2082 | 12/07/2082 | Workshop on goAML | 5 |
| 17 | 15/07/2082 | 15/07/2082 | Operational Excellence | 2 |
| 18 | 15/07/2082 | 15/07/2082 | AML/CFT Compliance | 2 |
| 19 | 15/07/2082 | 18/07/2082 | 4 day Train the Trainer Bootcamp | 3 |
| 20 | 20/07/2082 | 20/07/2082 | Global Economic and Technological Landscape: Strengthening Growth, Ensuring Stability and Embracing Innovation | 1 |
| 21 | 22/07/2082 | 22/07/2082 | AML/CFT in Banking: AML at the Frontline, Strengthening Branch Defenses against Money Laundering | 33 |
| 22 | 22/07/2082 | 22/07/2082 | Essential Behavioral Skills for Customer Delight | 4 |
| 23 | 24/07/2082 | 27/07/2082 | Management Development Program on Leadership & Development | 4 |
| 24 | 28/07/2082 | 28/07/2082 | Training Program on Financial Literacy | 4 |
| 25 | 28/07/2082 | 28/07/2082 | 14th National HR Conference | 1 |
| 26 | 29/07/2082 | 29/07/2082 | Workshop on Practical Approach to AML Compliance | 2 |
| 27 | 29/07/2082 | 29/07/2082 | Credit & Lending Laws | 29 |
| 28 | 29/07/2082 | 29/07/2082 | Workshop On Smart Strategies For Debt Recovery | 1 |
| 29 | 05/08/2082 | 05/08/2082 | Interaction Program on Risk and Credit Quality Management | 1 |
| 30 | 06/08/2082 | 06/08/2082 | Effective Management of Malpot Transactions | 2 |
| 31 | 06/08/2082 | 06/08/2082 | AML/CFT in Banking: AML at the Frontline, Strengthening Branch Defenses against Money Laundering | 28 |
| 32 | 06/08/2082 | 06/08/2082 | Operational Excellence | 2 |
| 33 | 10/08/2082 | 10/08/2082 | Digital Strategy & AI Training | 1 |
| 34 | 18/08/2082 | 18/08/2082 | AML/CFT in Banking: AML at the Frontline, Strengthening Branch Defenses against Money Laundering | 33 |



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|-----|------------|------------|---|--------------|
| 35 | 20/08/2082 | 20/08/2082 | AML/CFT Knowledge Sharing Session | 20 |
| 36 | 21/08/2082 | 24/08/2082 | Exposure Visit: Bank and Financial Institutions of Maldives | 2 |
| 37 | 23/08/2082 | 23/08/2082 | Training on Dispute Management System (DMS) | 1 |
| 38 | 25/08/2082 | 27/08/2082 | Training of Trainers (TOT) — Leadership in Facilitation Expertise (LIFE) | 1 |
| 39 | 26/08/2082 | 26/08/2082 | Training Program on Financial Literacy | 4 |
| 40 | 27/08/2082 | 27/08/2082 | Customer Service Excellence | 3 |
| 41 | 27/08/2082 | 27/08/2082 | Driving AML/CFT Effectiveness Amidst Grey Listing: A regional Conclave | 1 |
| 42 | 04/09/2082 | 05/09/2082 | Just Sales: Credit Edition | 2 |
| 43 | 05/09/2082 | 05/09/2082 | AML/CFT in Banking: AML at the Frontline, Strengthening Branch Defenses against Money Laundering | 20 |
| 44 | 05/09/2082 | 05/09/2082 | Workshop on Practical Approach to AML Compliance | 3 |
| 45 | 06/09/2082 | 06/09/2082 | Interaction with Information Officers | 1 |
| 46 | 07/09/2082 | 07/09/2082 | Discussion Regarding Automation of Interbank Transaction | 1 |
| 47 | 17/09/2082 | 17/09/2082 | Interaction on Earmark System | 1 |
| 48 | 18/09/2082 | 18/09/2082 | Training Workshop on - Compliance, Capability, and Care: A Holistic Approach to Remittance Sector Development | 2 |
| 49 | 25/09/2082 | 26/09/2082 | Liquidity Management and its Objective, Importance and Effectiveness in BFIs | 1 |
| 50 | 25/09/2082 | 26/09/2082 | Advanced MS Excel: Data Analytics & Automation | 16 |
| 51 | 26/09/2082 | 26/09/2082 | National Silk Conference-2026 | 1 |

Human Resource Department

Shangri-la Development Bank

2nd Magh 2082