



ALL INDIA STATE BANK OFFICERS' FEDERATION

(Registered under the Trade Unions Act 1926, Registration No: 727/MDS)
Central Office: State Bank Buildings, St. Mark's Road, Bangalore-560 001
Registered Office: 22, Rajaji Salai, Chennai- 600 001

CIRCULAR NO. 36
TO ALL OUR AFFILIATES

DATE: 01.07.2024

Dear Comrades,

BANK DAY: EMBRACING CHALLENGES, EMPOWERING LEADERS

1st July holds a special significance for every SBlian—a day that illuminates the outstanding contributions we make as members of the State Bank family. Bank Day serves as a tribute to our unwavering dedication, resilience, and steadfast commitment to meeting the diverse needs of our customers and advancing our nation's financial landscape. As SBlians, we take immense pride in delivering exceptional customer service, not only to our external clients but also to our internal stakeholders—our colleagues who rely on our support daily.

2. Our commitment to offering a seamless and personalized banking experience distinguishes us, reinforcing the trust that millions place in our institution. Today, as we celebrate Bank Day, let us reflect on the trust we've earned through our actions and renew our pledge to uphold it with unwavering integrity. Trust is not bestowed; it is built meticulously over time, brick by brick, through consistent delivery on our promises. Let us continue to be the custodians of this trust, maintaining the highest standards of professionalism and ethics in every interaction we undertake.

3. SBI is recognized as a leading employer with a diverse and talented workforce spanning over 22,000 offices and branches nationwide. However, leadership roles within our organization face significant challenges that demand collective attention:

- a. **Stress Management:** Stress poses a formidable challenge, often stemming from unrealistic targets, capability gaps, and excessive commitments, leading to physical symptoms like headaches, fatigue, and in severe cases, depression. Introverted leaders, especially in roles requiring extensive social interaction like marketing or customer relations, face heightened stress levels.
- b. **Supportive Work Environment:** A supportive work environment is crucial, and inappropriate behaviour from supervisors can create a negative workplace atmosphere. It's equally important for junior employees to empathize with the challenges faced by their senior counterparts.
- c. **Perception Gaps:** It arises when officers at lower grades perceive themselves differently from how executives view them, impacting their leadership effectiveness and communication. It is crucial for leaders at all levels to align perspectives, work cohesively, and operate on the same wavelength. Furthermore, operational caution due to accountability factor over decisiveness also hinder team dynamics and effectiveness.

4. Addressing these challenges is crucial for overcoming obstacles and identifying opportunities for personal and organizational growth. This effort requires a collective approach, reflecting our commitment to excellence as an organization. Continuous enhancement of tailored training programs to leverage employees' strengths and cultivate a supportive environment is paramount. Additionally, ongoing introspection and improvement at all levels are vital, ensuring alignment with our organizational goals and values. Every action taken by our staff should embody the distinctive yet cohesive working style of our esteemed organization.

5. We hold a strong belief that our Branch Managers, the bedrock of our organization, possess the essential capabilities to champion standardized practices nationwide. All that is needed is comprehensive training and steadfast staff support. Through offering personalized guidance to branch staff within a nurturing work environment, they can nurture individual growth and enhance overall performance.

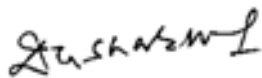
6. Crafting achievable quarterly plans with clear milestones and deadlines, and transparently sharing them with the team, ensures alignment and accountability. Effective collaboration with Controllers is akin to harmonizing with a ship's captain—aligning efforts with organizational goals while adapting to diverse leadership styles and expectations. This necessitates cultivating robust relationships, proactive engagement, and a commitment to ongoing feedback.

7. The cornerstone of success for each branch or office unit lies in demonstrating unwavering commitment to our organization and team, earning respect and trust through consistent fulfilment of commitments. There is a pressing need for Controllers to cultivate a supportive environment where branch leaders can refine their working and relationship-building skills in low-pressure scenarios, engage meaningfully with customers, and actively participate in professional networks. These collaborative endeavours will not only strengthen interpersonal bonds and nurture a unified team spirit but also convert challenges into opportunities for growth empowering our leaders with exceptional qualities to excel in their respective roles.

As we commemorate Bank Day, let us reaffirm our dedication to collectively embrace these challenges, nurturing a workplace culture where every individual thrives and contributes significantly to our organization's success.

#OurUnityLongLive

With greetings,



**(Deepak Kumar Sharma)
General Secretary**

At the Service of Members for more than 5 Decades

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