



Picture from left - Jayantha Amarasinghe (NTB Senior Manager Human Resource), C. Hewapattini (Head of Human Resource), Zulfiqar Zavahir (CEO) and Sujeevan Pathmaraja (Manager Sales & services Training)

NTB launches e-learning initiative

Nations Trust Bank, in their effort to further develop the banking and product knowledge of their staff, recently launched e-learning for its staff.

Through e-learning, NTB plans to give its employees and the organization a competitive edge to allow them to keep ahead of the rapidly changing banking industry in Sri Lanka. NTB CEO Zulfiqar Zavahir said that "e-learning and product certification is another initiative by Nations

Trust Bank to enhance its customer service which is the primary focus of the bank."

NTB's Head of Human Resources C Hewapattini said that today, more than ever, businesses need to keep their employees up to date to stay ahead.

"Knowledge and effective training needs to be available immediately. E-learning is a flexible way of acquiring new knowledge and skills in a manner that suits the place, pace and the style of learning

of individual employees".

This initiative also focuses on the bank's mission to be the best service provider in Sri Lanka by 2007. "Product knowledge plays a very important role in quality customer service. No matter which division of the bank you work in, it is important for all employees to be conversant with all our products. Customer service after all is everybody's business," said Sujeevan Pathmarajah from the Training Division.