

Dr. S. Bharathi Vasu published a case study titled “**Optimizing Resource Management and Performance in Wealth Management: A Case Study on Leadership in a Private Sector Bank**”. This case study is used for second year MBA students for Human Resource Management course.

CASE STUDY 6

Jayant, as the Head Relationship Manager in the wealth management division of a private sector bank, has successfully cultivated an internal environment conducive to the effective and efficient performance of his ten-member relationship management team. A typical day in Jayant's life involves managing a series of interrelated and continuous functions.

To align with the organization's objectives, Jayant sets departmental targets well in advance, ensuring clarity for his team members about their future course of action. He ensures that all essential resources, such as iPads with GPS systems, account opening forms, brochures, and account holder details, are readily available to the relationship managers to facilitate their work.

Recognizing the importance of empowerment, Jayant entrusts his executives with sufficient authority to carry out their assigned tasks. He collaborates closely with the Human Resource Manager to maintain a content and motivated workforce within his department. Through constant guidance and motivation, Jayant inspires his team to unleash their full potential.

To cater to the diverse individual needs of his team members, Jayant offers various types of incentives from time to time. He closely monitors their individual performance to ensure alignment with set standards and takes prompt corrective actions whenever required.