

REGISTRATION FORM

Dept. 34

Name _____

Bank _____

Address _____

City _____

State _____ Zip _____

Phone _____

Email _____

REGISTRATION PRICING

IBA Members

\$295 per first attendee

\$255 per additional attendee

100% surcharge for non-members.

Fees include study materials, continental breakfast, lunch and refreshment breaks.

Participation in IBA programs is limited to members, associate members and non-members from an eligible membership category at applicable member or non-member rates.

Cancellation Policy:

Within three or more business days prior to the day of an educational program, no cancellation charge will be assessed. Within two days prior, 50% of the fee is assessed. Refunds are not provided for cancellations or absences on the day of the program. Substitutions are welcome at any time.

PROGRAM OVERVIEW

Supervisory and Performance Management Virtual Workshop is a one-day, interactive, live virtual training for managers and aspiring managers seeking to acquire or develop their management and leadership skills and to optimize individual and team performance.

AGENDA

Tuesday, August 18, 2026:

9:45am - Zoom Waiting Room Opens

10:00am - Program Begins

12:00pm - Lunch

5:00pm - Program Adjourns

All times in EST.

WHO SHOULD ATTEND

All managers, supervisors, and aspiring bank managers/supervisors at all levels of experience. Candidates for this training include Human Resource Managers and HR Team Members, Executive and Senior Level Managers, Branch Managers and Assistant Branch Managers, Customer Service Managers, Sales and Service Managers, Deposit and Loan Operations Managers, Head Tellers/Universal Bankers, and all Team Leaders and Department Managers.

ATTENDEES ARE REQUIRED TO:

- Fully engage in the training through chats or audio and video
- Actively participate in all activities and exercises

New 2026 Program!

SUPERVISORY & PERFORMANCE MANAGEMENT WORKSHOP

August 18, 2026

Virtual Training



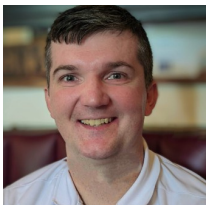
THE AGENDA INCLUDES:

- Not Only Management but Leadership
- Four Key Skills of Great Leaders
- Effectively Providing Positive and Constructive Feedback
- Performance Management Tools for the New Workforce
 - Coaching, Counseling and Constructive Discipline
- Coaching for Impact, Connection, and Results
- Documenting Performance to Engage Behavioral Change and Protect the Bank
- Hiring, Promoting, and Retaining Top Talent
- Interview Effectively: The Legalities and Best Practices
- Understanding the Manager's Role in Creating Team Member Engagement
- Key Needs and Motivations of Today's Workforce
- Prioritizing Leadership and Action Planning

MEET YOUR FACILITATORS



Christie Drexler is the Owner of Drexler Consulting, LLC, a financial services consulting and training business focused on developing purpose-driven, competent, servant leaders in all roles of banking. In association with Performance Solutions, Inc. and Dianne Barton, Christie has offered training and consulting services through Drexler Consulting, LLC, for the past five years. In addition, Christie has twenty-six years of direct experience in the financial services industry, working for both community and large regional banks. Her experience has been expansive to include successfully navigating retail and commercial banking careers. She has served as Division President, Market President, Chief Credit Officer, Chief Retail Officer, and Regional Sales & Service Manager.



Josh Collins has been creating content and facilitating courses as part of the Drexler Consulting team since 2023. He has twelve years of banking experience serving in various leadership roles in retail banking, human resources, and talent development. Josh's background includes developing and facilitating banking, customer service, and leadership and culture development training programs. Josh is a graduate of The University of Georgia and is SHRM-CP certified. Josh enjoys equipping and encouraging bankers to grow their personal skillsets and build strong teams and cultures to maximize results for themselves and the banks they serve.



BENEFITS OF THE PROGRAM:

- Implement a plan for your team members growth and development that is aligned with your bank's goals
- Establish and communicate vision, purpose and values
- Align strategies and consequences for your team
- Define and implement a high-performance culture
- Effectively address underperformers with accountability processes
- Hire, promote, retain, and cultivate top talent
- Balance serving your team member and protecting the bank
- Prepare to have difficult conversations that are productive
- Increase team engagement to improve productivity and results
- Understand how to clearly address and document performance gaps
- Reduce your management stress
- And much more!

ASSOCIATION CONTACT

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