Managers learn new methods for communicating and raising the bar through the performance management process, team building, and leadership abilities.

Branch Management Series
Raising the Bar for Sustainable Growth
Thursday
October 15, 2020
Virtual Training

IBA Members
$225 Single Workshop
$850 Full 4-part Series

100% Surcharge for Non-Members will be applied.

This workshop will be held on Thursday, October 15, 2020 virtually via zoom technology!

While we may not be able to get together "in person" for this event as originally planned given the circumstances, we know that education/training to stay current and be the best banker you can be is important. That's why we're committed to providing this session and we're taking it online via webinar technology. Same instructor with the same content, but you'll have the ability to join from wherever you're located from the convenience (and safety) of your computer. We look forward to seeing you online!

You will receive your manual 4-5 days in advance should you want to print this to have during training. At this time, you will also receive log in instructions. This is a completely LIVE virtual training where you will be able to ask questions directly to the speaker.

Confirmation / Cancellation

Confirmations will be e-mailed at time of registration. If you have questions, please contact Elizabeth DeHaven via e-mail at edehaven@indiana.bank or call the IBA office, 317-387-9380.

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 the day before or absences on the day of the program. Substitutions are welcome at anytime.
Program Overview

This workshop focuses on maintaining superior performance. Managers learn new methods for communicating and raising the bar through the performance management process, team building, and leadership abilities. We explore how to keep a team motivated and focused on achieving organizational goals.

Presenter

The Branch Management Series is presented by Performance Solutions, Inc., a bank training and consulting company that specializes in providing "real-world" solutions to the key challenges facing financial institutions today in developing the team and building profitable relationships. The Branch Management Series was originally introduced in 1983 and is continually revised and updated to meet the challenges and changes the banking industry experiences.

Trina McCoy is the Senior Consultant and Facilitator for Performance Solutions, Inc., a bank training and consulting company that specializes in providing "real-world" solutions to the key challenges facing banks today in developing the team and building profitable relationships. As a former banker, Trina has held positions as City President, Sales Manager, Corporate Trainer, Frontline Banker, Mortgage Originator and Loan Officer. She also assisted with the opening of over 30 branches in a de nova market. Her training is energized, fast paced, interactive and results-focused.

Agenda

• Creating a Pathway for Sustainable Growth
• Conducting Performance Reviews – The Good, the Bad, and the Ugly
• Dealing with Personalities, Conflicts, and Challenges
• Generating Solutions to Retail Branch Challenges and Problems
• Getting the Best from Teams – Accountability Skills
  ◦ The 10% Difference
  ◦ Ten Steps to Building a Winning Team
• Mentoring and Creating Leaders
• Expanding the Leadership Challenge
• Energizing and De-Stressing Methods, Ideas, and Tools
• Celebrating Performance: Rewards and Recognition
• Review of the Self-Assessment – “And the Places We Will Go”
• Branch “Best Practices” and Action Planning

Who Should Attend

Retail Managers, Branch Managers, Assistant Managers, Branch Manager Candidates and anyone responsible for the direction and development of a retail branch.

Raising the Bar for Sustainable Growth

(Dept. 106)
Please type or print legibly.
Copy this form for additional participants.

Name

Nickname for Badge

Bank/Firm

Address

City/State/Zip

Phone Fax

Emergency # (In case of bad weather, etc.)

E-Mail

Fees for IBA Members

☐ $225 Single Workshop
☐ $850 Full 4-part Series

Participation in IBA programs is limited to members, associate members, and nonmembers from an eligible membership category at applicable member or nonmember rates. A 100% surcharge will be applied for nonmembers.

Payment Information

Total payable to the IBA Foundation, Inc.

☐ Check Enclosed ☐ VISA
☐ MasterCard ☐ AMEX

Account Number Exp. Date

Image Use Policy: Registration in IBA events constitutes an agreement to the IBA’s use and distribution of the attendee’s image or voice. Details: indiana bankers.org/policy

Register online: www.indiana.bank