

FEES & LOCATION

The following fees include the program, training materials, continental breakfast, lunch & refreshments:

IBA Members
\$225

100% Surcharge for Non-Members will be applied.

This seminar will be held on Tuesday, November 9, 2021 at the IBA Center for Professional Development, located at 8425 Woodfield Crossing Blvd., Suite 155E, Indianapolis, IN 46240. Directions, map & a list of local hotels are available on our website, www.indiana.bank or by calling 317-387-9380.

Non-Profit Org.
U.S. POSTAGE
PAID
Indianapolis, IN
Permit No. 221

SPECIAL ACCOMMODATIONS

The IBA is committed to providing the best education in the best facility possible. To that end, we strive to accommodate any special needs bankers may have while attending our programs. If you need special accommodations or have dietary restrictions, please let us know.

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.



IBA Foundation Inc.
8425 Woodfield Crossing Blvd.,
Suite 155E
Indianapolis, IN 46240

Mailing Address Information
If the addressee listed on this brochure is no longer employed at the bank or the mailing address is incorrect, please update the information on our website at www.indianabankers.org or contact Lizzie Kerzenberger at 317-387-9380, or email: lkerzenberger@indianabankers.org

Managers
learn new
methods
for

SEMINAR

communicating and raising the bar through the performance management process, team building, and leadership abilities.

- Attend this IBA Seminar -

Branch Management Series

Raising the Bar for Sustainable Growth

Tuesday
November 9, 2021

**IBA Center for
Professional Development**
8425 Woodfield Crossing Blvd.,
Suite 155E
Indianapolis, IN 46240



Register Online
www.indiana.bank

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

Christie Dexler is a Consultant with Performance Solutions, Inc., (PSI). Dexler has over 26 years of banking experience. Her wide-range of training and consulting experience includes customer service and retail management, leadership development, business development, and service and sales development.

Before joining Performance Solutions, she held senior positions with Persons Banking Company, State Bank and Trust, and BB&T. Christie received her M.B.A. from Georgia College and State University, Milledgeville, Georgia.

Christie's training programs are designed to "close the gap" between the bank's needs and employees' skills. A philosophy of experiential learning and participant involvement in training led to the development of her "TELL-SHOW-DO" training method that is skill based rather than theory based.

The training limits lecture discussions to a maximum of 7-9 minutes, relying on an active "hands on" approach by the participants.

AGENDA

- Pre- Assignment: Review of the Self-Assessment
- Creating a Pathway for Sustainable Growth
- Conducting Performance Reviews – The Good, the Bad, and the Ugly
- Communicating Upwards
- Dealing with Personalities, Conflicts, and Challenges
- Getting the Best from Teams – Accountability Skills
- Expanding the Leadership Challenge
- "And the Places We Will Go"
- Retail "Best Practices"

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

☐ \$225 IBA Members

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

Payment Information

Total payable to the IBA Foundation, Inc.

☐ Check Enclosed ☐ VISA ☐ MasterCard

Name on Card

CVV Code

Account Number

Exp. Date

Dress is Business Casual

**Register online:
www.indiana.bank**

Return this form to:
IBA Foundation Inc. ,
8425 Woodfield Crossing, 155E,
Indianapolis, IN 46240

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Register online: www.indianabankers.org