

## Fees & Location

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

**Single Session**                      **Full Series**  
**\$275** IBA Member                      **\$1050** IBA Member

This seminar will be held on Wednesday, May 1, 2024 at the IBA Center for Professional Development, 8425 Woodfield Crossing, Blvd. Suite 155E Indianapolis, IN 46240.

## Agenda

8:30 a.m.	Registration & Continental Breakfast
9:00 a.m.	Program Begins
12:00 Noon	Lunch (included)
1:00 p.m.	Program Resumes
4:00 p.m.	Program Adjourns

## Upcoming Sessions

**Session IV: Raising the Bar for Sustainable Growth**  
July 9, 2024

**Session I: Essential Elements of the High Performing Team**  
January 2025

**Session II: Leading, Developing, and Engaging the Team**  
March 2025

## 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

The IBA will send confirmations as requested for its programs. Please check the appropriate box on the registration form. If you have questions, contact AyZha Hazelwood at 317-387-9380 or via email at ahazelwood@indiana.bank.

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 the day before or on the day of the program. Substitutions are welcome at any time.



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

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## Retail Banking Management

This workshop focuses on building the team. Managers learn proven ways to get team members engaged and challenging teams to exceptional performance.

# Retail Banking Management Series Session III

*Serving with Excellence and  
Growing the Retail  
Branch*

*Wednesday  
May 1, 2024*

**IBA Center  
for Professional  
Development  
Indianapolis**



**INDIANA  
BANKERS  
ASSOCIATION**

### 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.indiana.bank](http://www.indiana.bank) or contact Silvia Peraza at 317-387-9380, or email: [speraza@indiana.bank](mailto:speraza@indiana.bank)

## Topics

- How Today's Customer Experience is Changing
- Building Client Loyalty in a New Age
- Leading a Culture Committed to Service and Growth
- Holding Productive Team Meetings
- Providing "WOW!" Service
- Deepening and Expanding Client Relationships
- Building Community and Networking for Results
- Business and Develop Planning: Putting Learning to Action

## Meet Your Presenter

**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 three years.

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. Christie has a B.S. in finance from Berry College and an MBA from Georgia College and State University. She is a passionate facilitator and coach who strives to live the values and leadership strategies she teaches in her training programs.

## Who Should Attend

All retail banking managers at all levels of experience, as well as any banker who is being prepared for a future retail management role. Candidates for this training include branch managers, customer service managers, sales and service managers, retail/branch operations managers, assistant branch managers, head tellers/universal bankers, human resource managers and senior retail managers.

## About the Series

In association with Performance Solutions, Inc., Drexler Consulting, LLC is excited to again present one of our legacy programs, the **Retail Management Series** (formerly known as the **Branch Management Series**), updated for 2024. This is a four-part interactive learning series designed to provide a complete overview of management and leadership principles for retail managers serving in all roles of the retail banking line of business for the bank.

Whether you are an aspiring retail leader, are brand new to a management role, or you have been in a bank or other management role for many years, you can expect to develop your aptitude by fully engaging this course series.

### Key Elements of the Series

- Interact, network, and learn from the experience other retail bankers;
- Create and execute an effective retail business plan;
- Implement a plan for your continued growth and development that is aligned with your manager's and bank's goals;
- Effectively communicate vision, purpose, strategies and consequences for your team;
- Define and implement a culture of success;
- Understand how to relate to others more effectively;
- Build quality relationships and get important tasks done;
- Effectively address underperformers;
- Hire, promote, and retain the best;
- Build client loyalty and grow the bank;
- Streamline compliance requirements and retail operations;
- Better address conflict with others and manage stress;
- And much more!

The IBA is proud to offer the Retail Banking Management Certification Program. The workshops do not have to be taken in sequence in order to receive certification. Each of the four sessions may also be taken as stand-alone sessions.

## Serving with Excellence and Growing the Retail Branch

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

Name

Nickname for Badge

Bank/Firm

Address

City/State/Zip

Phone

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

Email

### Fees - Single Session

\$275 each IBA Member

### Full Series

\$1050 each IBA Member

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. 100% surcharge applied to non-members.

### Payment Information

Total payable to the IBA Foundation, Inc.

Check Enclosed  VISA  MasterCard  AMEX

Card Number

Exp. Date

Cardholder Name

Billing Zip Code

CVV Code

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

Register online: [indiana.bank](http://indiana.bank)