



**INDIANA BANKERS
ASSOCIATION**



RETAIL MANAGEMENT

CONTINUING EDUCATION SEMINAR: *BUILDING A SUCCESSFUL & ENGAGED TEAM*

Drexler Consulting, LLC, is excited to present our newest program, the Retail Management Continuing Education Seminar. This one-day seminar provides annual, ongoing continuing education for bankers in retail banking management roles. Not only will participants receive more in-depth training each year on topics introduced in the Retail Banking Management Series, they will also receive training relevant to immediate challenges they are facing today. Each year, the course content will change to support the ongoing development of retail banking leaders. Participants will learn through real-world examples, case studies, group discussion and practical application of concepts taught.

The seminar topic for 2024 is Building a Successful and Engaged Team. This year's focus is a deep dive into hiring, developing and engaging team members to improve your retention and team performance.



Meet Your Facilitator

Christie Drexler is the founder and President of Drexler Consulting, LLC. Prior to founding the company in 2020, Christie worked directly for both community and large regional banks for 26 years. Her experience has been expansive to include successfully navigating retail and commercial banking careers. Like many bankers, Christie began her career on the front-line serving as a Teller and discovered her passion for banking. She has also served

as a Division President, Market President, Chief Credit Officer, Commercial Banker, Chief Retail Officer, and Regional Sales & Service Manager.



**WEDNESDAY
September 11**

**IBA Center for
Professional Development**

**8425 Woodfield Crossing
Blvd., Suite 155E
Indianapolis, IN 46240**

317-387-9380

indiana.bank

RETAIL MANAGEMENT CONTINUING EDUCATION SEMINAR: ***BUILDING A SUCCESSFUL & ENGAGED TEAM***

WHO SHOULD ATTEND?

All Retail Banking Managers who have completed the Retail Banking Management Series and Retail Banking Managers in all roles, who have at least three years of bank management experience. Branch Managers, Assistant Branch Managers, Retail Operations Managers, Teller Managers, Customer Service Center Managers, Retail Training Managers and Human Resources Managers who meet the above requirements are encouraged to attend.

AGENDA

- Recruit Well So You Don't Recruit Often
- E is for Engagement...and Effort
- Developing Team Member Growth Plans
- Acting as the Voice of Your Team
- The Difference Between Appreciation and Recognition
- Managing Risk While Empowering the Team
- Leading Your Team Through Uncertainty and Discomfort
- What is Your Plan – Updating Your Business Plan

BENEFITS OF THE SEMINAR:

- Interact, network, and learn from the experience of other Retail Banking Leaders.
- Enhance hiring, engagement and retention practices.
- Build team member growth plans and support their development.
- Effectively act as an advocate for your team.
- Balance risk management and team member autonomy.
- Prepare to guide team members through times of growth and change.
- Continue development of a business plan to meet team and individual goals.
- Receive an abundance of helpful tools and practical strategies that you can take back to your bank and immediately implement with your team.

RETAIL MANAGEMENT SEMINAR - BUILDING A SUCCESSFUL & ENGAGED TEAM

DEPT. 52

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Registration fees include the program, materials, continental breakfast, lunch and refreshments each day. 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. A 100% surcharge for non-members will be applied.

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.

FEES

IBA Member
\$295 - First attendee
\$245 - Additional
attendee from same
institution

