



July 23-24 • IBA Center for Professional Development



You don't master the art of leading and managing through luck; you master it with training, experience, self-learning, and applying best practices. As a manager or supervisor, you must have the attitude, aptitude, skillset, confidence, persistence, and

commitment to excel in this multi-tasking, challenging role. This training will help take your expertise to a new level as you learn how to collaborate and coach your employees to excel on the job. Whether you are new or seasoned managers and supervisors, attendees find this experiential training invigorating, motivating and applicable to managing and supervising others. You will learn how to manage crucial conversations and challenging situations. You will practice a coaching approach that encourages your staff to be engaged and accountable and walk away with a toolbox for immediate use back in your workplace!

Who Should Attend

Anyone who is responsible for managing a team (new or seasoned) or identified as a future up and coming leader in the bank. For anyone who wants to take their leadership role to the next level.



PROGRAM PRESENTER

Karen Butcher
Interaction Training

Karen Butcher is a trainer and former Mary Kay Sales Director whose career journey led her to leave the corporate world to train and coach women and men who want to elevate their leadership skills, lead productive teams and achieve their goals. Karen is a Certified Bank Training Professional who earned her credential in 2016. She is a Senior Trainer with VK Solutions and travels the country facilitating bank supervisor training.

Topics

Excelling at Leading, Supervising & Coaching

- Understanding yourself and others
- Handling those difficult conversations with employees
- Address difficult or uninspired team members
- Benefits of a behavior change plan
- Setting performance/behavior standard
- Communicating with positive confrontation
- Employee 1:1 meetings
- Practice conversations
- Skills in giving and receiving feedback
- Assessing your effectiveness

Building a Productive Team

- Learn how to develop and utilize teamwork in your workplace
- Ideas to empower and motivate within the workplace
- A dive into employee engagement
- Best practices in all facets of leading and managing a team
- Managing the generational gaps – inclusive
- The Ideal Team Player

Creating a collaborative work environment – group discussion

- Recruiting & Hiring – best practices
- Training & onboarding – strategies to develop your people
- Excelling at performance reviews

Register Online at
indiana.bank

**IBA Center for
Professional Development**

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Program Agenda

(Times are in EDT)

Day 1

Registration: 8:30 a.m.

Program: 9:00 a.m. – 4:00 p.m.

Lunch: 12:00 p.m. – 12:45 p.m.

Day 2

Program: 8:30 a.m. – 3:00 p.m.

Lunch: 12:00 p.m. – 12:45 p.m.

Info & Fees*

IBA Members:

\$595 First Attendee

\$450 Second Attendee from the Same Institute

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.

2024 Supervisor Bootcamp

Attendee 1

Name: _____

Bank: _____

Email: _____

Phone: _____

Attendee 2

Name: _____

Bank: _____

Email: _____

Phone: _____

Attendee 3

Name: _____

Bank: _____

Email: _____

Phone: _____

Payment Information - Total payable to the IBA Foundation, Inc.

(Please circle one) Check Enclosed VISA MasterCard AMEX

Cardholder Name: _____

Card Number: _____ Exp. Date: _____

CVV Code: _____ Zip Code: _____

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.

