Retail Banking Management Series

Dept. 106

REGISTRATION FEES
IBA Members
$275 - Single Session
$1,080 - Full Series

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.

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.

Registration

Attendee Name_____

Bank_____

Email_____

Address_____

City, State, Zip_____

Phone_____

Additional Attendee_____

Additional Attendee_____

Additional Attendee_____

Payment Information

Please circle one: VISA MasterCard AMEX

Total Amount Enclosed $_____

Card Holder Name_____

Credit Card Number_____

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INDIANA BANKERS ASSOCIATION

Register online at indiana.bank!

indiana.bank/education

Retail Banking Management Series

January 14, 2026
May 6, 2026
August 12, 2026
October 20, 2026



INDIANA BANKERS ASSOCIATION

SERIES OVERVIEW

Retail Banking Management Series is a four-part, interactive, learning series designed to provide a complete overview of management and leadership principles for Retail Banking Managers serving in all roles of retail banking.

WHO SHOULD ATTEND?

All Retail Banking Managers at all levels of experience, as well as any banker not currently in a leadership position but who aspires to future management roles. 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, as well as Senior Retail Managers who are seeking new frameworks and tools for developing their teams.

BENEFITS OF THIS SERIES

- Interact, network, and learn from the experience of 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!

MEET YOUR FACILITATORS



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 five years. In addition, Christie has 26 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.



Josh Collins has been creating content and facilitating courses as part of the Drexler Consulting team for the past two years. He has twelve years of direct banking experience serving in various leadership roles in retail banking, human resources, and talent development. Josh's background includes developing and facilitating banking, customer service, and leadership and culture development training programs.

WORKSHOPS

January 14, 2026
Session I: Essentials of Leading a High Performing Team
The session lays out foundational management and leadership principles that separate great leaders from ordinary managers.

Agenda:
- Where Am I Today? Self-Assessment of Current Skills and Talents
- The Challenge of Leadership in Today's Retail Banking Environment
- Leading with Vision, Purpose, and Values
- Building a High Performing Culture
- Effective Communication Strategies
- Performance Management Tools for the New Workforce
- Craft a Winning Business Plan
- Business and Development Planning: Putting Learning to Action

May 6, 2026
Session II: Building, Engaging, and Developing the Team
This session focuses on hiring, motivating, and developing the retail banking team. Managers learn proven ways to engage team members and challenge them to exceptional performance**.**

Agenda:
- Hiring, Promoting, and Retaining "the Best"
- Master Effective Interviewing
- Getting the Right Person in the Right Seat
- Boost Team Member Engagement
- Key Needs and Motivations of Today's Workforce
- Coaching for Impact, Connection, and Results
- Business and Development Planning: Putting Learning to Action

August 12, 2026
Session III: Serving with Excellence and Growing the Bank
The session focuses on the Retail Leader's role in building client loyalty and growing the bank

Agenda:
- .How Today's Customer Experience is Changing
- Foster Loyalty in a Digital World
- Leading a Culture Committed to Service and Growth
- Run Impactful Team Meetings
- Growing the Bank through "WOW!" Service
- Deepening and Expanding Client Relationships
- Successful Networking and Business Development Strategies
- Business and Development Planning: Putting Learning to Action

October 20, 2026
Session IV: Raising the Bar for Sustainable Growth
This session provides strategies for increasing the Retail Leader's operational and leadership effectiveness.

Agenda:
- Overcoming Obstacles in Plan Execution
- Optimize Operations, Compliance, and More
- Success and Time Management Strategies for the Overcommitted Banker
- Building Support Across the Bank
- Navigate Conflict with Confidence
- Leading Through Planned and Unplanned Change
- Navigating the Team Through Crisis
- Business and Development Planning: Putting Learning to Action