Soft Skills Webinar Series

Meet Your Presenters



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.

Pricing

Entire Series
First Registrant: $795
Additional Registrant: $695
All Non-Members: $1,590

Single Sessions
All Members: $250
All Non-members: $500

Cancellation Policy:
Due to our commitments, the price is inclusive of all four sessions. A full refund will be given for cancellations received prior to the first session. Any registrant who does not cancel before the first session will be billed the full registration fee and sent the materials. Substitutions are welcome at no additional charge.

Dept. 12

Registration Form

Attendee Name_____

Email_____

Attendee Name_____

Email_____

Bank Name_____

Address_____

City, State, Zip_____

Phone_____

Payment Information
(Please circle one) **Please Send Invoice** **VISA** **MasterCard** **AMEX**

Total Amount Enclosed $_____

Cardholder Name_____

Credit Card Number_____

Expiration Date_____ **CVV Code** _____

Agenda Mar 17
8:45am - Zoom Waiting Room Opens
9:00am - Program Begins
11:00am - Program Adjourns

All times in ET.

Agenda Jun 16, Oct 6 & Dec 8
9:45am - Zoom Waiting Room Opens
10:00am - Program Begins
11:00am - Program Adjourns

All times in ET.

Please circle sessions you wish to attend.

Full Series

Session I: March 17, 2026 **Session III: October 6, 2026**

Session II: June 16, 2026 **Session IV: December 8, 2026**

Soft Skills Webinar Series

In association with Performance Solutions, Inc., Drexler Consulting, LLC is excited to present one of our programs, **Soft Skills Webinar Series**, new for 2026!



2026 Series

Soft Skills Webinar Series is a four-part interactive virtual learning series designed to provide a complete overview of essential banking soft skills.

INDIANA BANKERS ASSOCIATION

Mastering Coaching to Achieve Lasting Change

Frustrated when your coaching fails to change team behavior? Don't let ineffective sessions waste your time or sap team morale! This dynamic 2-hour live virtual webinar equips managers and aspiring leaders with proven strategies to deliver impactful coaching that drives lasting performance improvements. Led by a leadership expert, this training has empowered many leaders to create high-challenge, high-support environments that transform teams.

Mar 17

Agenda Highlights:

- Defining the Role of Transformative Coaching
- Preparing for Coaching by Having a Plan
- Master Question-Driven Coaching
- Adopting a Proactive Approach for Coaching Success
- The Feedback Loop
- Expecting Obstacles
- Ensuring Follow-up to Maintain Momentum

Turn Conflict Into Togetherness

Is team conflict draining your energy and derailing productivity? Don't let unresolved tensions sabotage your success! This dynamic 1-hour live virtual webinar equips managers and aspiring leaders with proven strategies to transform conflict into opportunities for trust, collaboration, and growth. Led by a leadership expert, this training has empowered many professionals to resolve disputes with confidence and build stronger, more cohesive teams.

Jun 16

Agenda Highlights:

- Why Conflict Management is a Critical Leadership Skill
- Identifying Your Personal Conflict Resolution Style
- Crafting Positive Solutions (Stop, Collaborate, and Listen)
- Proactive Techniques to Minimize Future Conflicts
- Mastering the Language of Effective Conflict Resolution

Unlock Your Leadership Potential: Grow Your Teams

Struggling to retain your team members or inspire your team to reach their full potential? This dynamic 1-hour live virtual webinar equips managers and aspiring leaders with proven strategies to foster growth, boost engagement, and drive team success. Led by a leadership expert, this training has empowered professionals to transform their teams into high-performing powerhouses. Don't let disengaged employees or stagnant performance hold you back.

Oct 6

Agenda Highlights:

- Your Role in Team Member Development
- Don't Make Promises without a Plan
- How to Develop a Growth Plan
- Create Connection to Build Commitment
- Be The Example You Would Want to Follow

Transform Tough Conversations: Master Managing Difficult Employees

Struggling with difficult employees who disrupt your team's morale or performance? Join our dynamic 1-hour virtual webinar and gain proven strategies to turn challenging conversations into opportunities for growth and productivity. Designed for managers and leaders at all levels, this training equips you with practical tools to build stronger connections, set crystal-clear expectations, and motivates your team to excel even when faced with underperformance or resistance.

Dec 8

Agenda Highlights:

- Identifying Types of Difficult Team Members
- Know Your Team's Unique Dynamics
- Setting Expectations That Drive Accountability
- Communicating Effectively in High-Stakes Situations
- Leveraging Consequences as a Powerful Motivator
- Nothing Changed – What Comes Next?
- Eliminating the Tolerance for Underperformance

Why Choose this Series:

- Expert-Led: Learn from a seasoned leadership coach with a proven track record.
- Actionable Tools: Gain practical strategies you can apply immediately.
- Time-Efficient: Transform your leadership approach in just 60 minutes.
- Proven Success: Join many leaders who've elevated their teams with this training.

Who Should Attend:

Managers, supervisors, HR professionals, and aspiring team leaders—new or experienced—looking to elevate team performance across industries like HR, customer service, sales, operations, and beyond.

Attendees are required to:

- Have Zoom virtual meeting access

For the best training experience and learning results, attendees are highly encouraged to have their video cameras on during training. To receive a full overview of banking, it is recommended that participants attend all six sessions of the series, beginning with session one. However, one session is not a prerequisite for another. Each session may be attended as a stand-alone class.

INDIANA BANKERS ASSOCIATION

Register Online at indiana.bank!