

# Managing a Successful Branch Webinar



NORTH DAKOTA  
**BANKERS**  
ASSOCIATION

Learn how to successfully manage the "real world" challenges and opportunities that face today's branch manager. This webinar provides you with the knowhow, confidence and techniques to keep your team members' productivity and morale up to par. You will discover many new ways to break through barriers and resistance in order to improve overall branch results.

## **Part 1 - August 11, 2010, 1:30-3:30 pm CT**

- Know your market - how to compete effectively
- Building a business plan for your branch
  - Grow deposits
  - Exceed expectations for your branch
  - Retain existing customers
  - Hustle in new deposits
  - Improve cross selling
  - Reduce single account households
  - Increase loans
- Branch "Best Practices"

## **Part 2 - August 18, 2010, 1:30-3:30 pm CT**

- Mastering the juggling act - maximizing your time
- How to be a goal getter!
- Know, meet and exceed what is expected of you
- Communicate what is expected of others
- Recruit and develop a winning team
- Managing the difficult employee symptoms
  - Negative attitudes and indifference
  - Low productivity
  - Poor people skills
  - Complaining, whining and gossip
- Retain your outstanding employees
- Delegate and develop your staff
- Build a more positive work environment
- More "Best Practices"

## **What You Will Learn**

- Your responsibilities - sales goals, service delivery, efficiencies and on-target growth
- Scheduling and staffing today's branch
- How to build a more positive work environment
- How to confront the tough stuff
- Coaching skills for outstanding job performance

## **Key Benefits**

- Learn better ways to manage your day, week and month
- Improve sales and service through effective coaching
- Boost employee productivity, loyalty and morale
- Reduce stress and raise self esteem in yourself and others
- Protect yourself from the negative attitudes of others
- Enhance communication, listening and questioning skills
- Learn and teach others how to focus on tasks that matter

## **Speaker**

**Honey Shelton Reed** brings the best of both worlds to her speaking engagements. She has over 25 years experience as a trainer and quality improvement consultant for banks and banking associations. Recently she was EVP for an independent bank where responsibilities included managing the retail division, marketing, training and deposit growth. Nationally recognized as an outstanding speaker, over a half million bankers have participated in Honey's programs. Her knowledge, enthusiasm, and compelling personality have left a lasting mark on InterAction Training, the firm she founded in 1983.

## **Audience**

Branch Managers, Assistant Managers, Branch Manager Candidates. Anyone responsible for the direction and development of a retail branch.

## **What is a Webinar?**

A webinar is an online seminar featuring live audio and PowerPoint slides. **Everything is delivered through your PC.** No special hardware is needed; however, speakers or headphones are required. The program consists of 90 minutes instruction and 30 minutes live Q&A. Each webinar registration provides 1 connection to the live webinar, materials and access to the On-Demand Webinar for 30 days following the broadcast. You may have unlimited listeners on your connection by PC. You will receive materials and instructions prior to the seminar. If you do not receive a confirmation at least 2 days prior to the event call 888-262-7701.

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### Registration Information and Form

SW2-1016

#### **Branch Manager - Part 1**

**August 11, 2010**

Webinar/Materials (live hookup) \$250  
On-Demand Webinar/Materials\* \$270

#### **Branch Manager - Part 2**

**August 18, 2010**

Webinar/Materials (live hookup) \$250  
On-Demand Webinar/Materials\* \$270

*\*Unlimited online access to a copy of the webinar for 6 months from purchase date*

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Bank \_\_\_\_\_

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City/State/Zip \_\_\_\_\_

Phone/Fax \_\_\_\_\_

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### **Preferred Payment Method: Online or e-Check**

**Payment Must Accompany Registration - Invoices are Not Provided**

### **Three Ways to Register**

**Online:** Visit [ndba.com](http://ndba.com) or [bankersed.com/ndbankers/telephone.asp](http://bankersed.com/ndbankers/telephone.asp).

**Mail:** Mail completed form with check to Bankers Ed, 5700 S. Mopac, #C310, Austin, TX 78749 at least **10 days prior** to the event

**Phone:** Call Bankers Ed at 888-262-7701

**Late Registration:** Please register online when registering **2 days prior** to the event (credit cards & e-Checks accepted). Call 888-262-7701 for assistance.

### **Method of Payment (check one):**

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