

Managing a Successful Branch Webinar

Learn how to manage successfully the real-world challenges and opportunities that face today's branch manager. This webinar provides you with the know-how, 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 Reed was executive vice president 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 Reed'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.

CE Awarded: 2 hours per session of credit with the Texas State Board of Public Accountancy

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 of instruction and 30 minutes of live Q&A. Each webinar registration provides one connection to the live webinar, written 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 a PIN, written 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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SW2-1016

Branch Manager - Part 1

August 11, 2010

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Branch Manager - Part 2

August 18, 2010

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

Phone: Call Bankers Ed at 888-262-7701

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