

AUGUST 30 & 31 - TOPEKA

The branch manager is tasked with the expectation to be a high performing branch, holding down costs and being intentional about income opportunities. At a minimum our focus is retention, new account growth, referrals, meeting or exceeding goals, cross-selling along with training and developing our people and the list goes on.



What about the employee experience? What three words would you use to describe the work culture at your branch? Does your staff feel included? Do they have clear expectations and the training, the tools, and the coaching to deliver the customer experience as expected?

This workshop will help you grasp how to manage your time and your staff as you focus on making the most out of your branch.

WHO SHOULD ATTEND

Branch managers, retail managers, supervisors.

TOPICS TO BE COVERED:

- What does it mean to be exceptional?
- Identify and resolve branch pain points
- Your role as the reputation builder
- Benefits of engaged employees
- Setting behavior and performance expectations
- Coaching: What it is and what it isn't
- Best Practices of managing a branch
- Key measurements of success factors

Program Presenter**VICKI KRAAI****CEO, INTERACTION TRAINING**

A company passionate about professional development training and education. Vicki's 25+ years of Community bank experience started at the family bank in rural Nebraska, serving as a bank teller and eventually becoming CEO. Her many years of banking include credit card lending experience where she was a member of the management team that launched the Cabela's credit card program.



**BRANCH MANAGER BEST PRACTICES:
ARE YOU DETERMINED TO LEAD AN EXCEPTIONAL BRANCH?
AUGUST 30 & 31 - TOPEKA**



Program Agenda
Registration - 8:30 a.m.
Program - 9 a.m. - 4 p.m.
Lunch - 12:00 p.m. - 1:00 p.m.

	<u>Early bird registrations postmarked on or before August 12, 2022.</u>	<u>Registrations post August 12, 2022.</u>
<u> </u> KBA Member	\$350 per person	\$450 per person
<u> </u> Non-member	\$700 per person	\$800 per person

We understand circumstances arise requiring cancellation - if you cancel up to 3 business days before the program, your registration fee will be refunded. Substitutions are always welcomed with advanced notice. If you have special dietary needs, please contact the KBA office. If you have a disability, and request special accommodations, please contact the KBA office. Registration for and attendance at KBA meetings and events constitutes an agreement by the registrant for KBA's use of the attendee's photograph in printed and/or digital promotional materials, publications, mobile app and social media, unless permission is revoked and received by the KBA prior to the event.

Cancellations must be received by August 24, 2022.
No video or audio recording allowed.

Name: _____

Bank Location: _____ E-mail: _____

Name: _____

Bank Location: _____ E-mail: _____

Bank: _____

Total Enclosed: \$ _____ Total Attending: _____

Address: _____

City: _____ State: _____ Zip: _____

Three ways to register:

1. Complete and mail registration form with payment.
2. Fax registration form, followed by mailing of payment. Please use this form as your invoice.
3. Register Online using a credit card at www.ksbankers.com