



KANSAS BANKERS  
ASSOCIATION

## BRANCH MANAGER BEST PRACTICES, ARE YOU DETERMINED TO LEAD AN EXCEPTIONAL BRANCH?

August 20-21 - KBA Office, Topeka

"You bet, course I am!" You must agree that would be every branch manager's desire. Unless the branch manager is burned out, burned up or not well prepared.

Maybe you have some team members who need to be coached up or perhaps even coached out. Today's customers have more choices than ever before, and it's no longer enough to offer high-quality products or competitive prices. Your brand is built on—or broken by—the customer experience. Are you building or breaking the brand at your branch?

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 goods as expected?

**WHO SHOULD ATTEND:** Branch managers, retail managers, supervisors



### VICKI KRAAI - CEO OF INTERACTION TRAINING

Vicki Kraai is CEO of 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, where she served as a bank teller and eventually became CEO. Her many years of banking experience include credit card lending, where she was a member of the management team that launched the Cabela's credit card program.

### TOPICS TO BE COVERED:

- » What does it mean to be exceptional?
- » Your role as the reputation builder
- » Managing and training on Professional Maturity
- » Setting behavior and performance expectations
- » Having those courageous conversations with a performance or behavior issue
- » Ideas to Empower and Motivate
- » Identify and resolve branch pain points
- » Coaching 1:1's
- » Teamwork in the workplace
- » Key measurement success factors
- » Leave with a toolbox of resources!

### HERE IS WHAT RECENT ATTENDEES ARE SAYING:

- "The absolute best training I have ever attended!"
- "I needed this training twenty years ago, thank you!"
- "I'm inspired and I now have a large toolbox to help me."
- "Loved this! Learned that my job as a manager is about improving the experience my employees have as well as helping them take ownership of their direction in life."

EDUCATION & CONFERENCES  
785-232-3444 | KSBANKERS.COM

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TO LEAD AN EXCEPTIONAL BRANCH?  
AUGUST 20-21- KBA OFFICE, TOPEKA**



**Program Time**

Registration - 8:30 a.m.  
Program - 9:00 am - Noon  
Lunch - Noon - 1:00 p.m.  
Program Continues - 1:00 p.m. - 4:00 p.m.

**Early bird registrations postmarked on or before August 6, 2024:**

**KBA MEMBER**

**\_\_\_ \$395 PER PERSON**

**NON MEMBER**

**\_\_\_ \$745 PER PERSON**

**Registrations post August 6, 2024**

**KBA MEMBER**

**\_\_\_ \$495 PER PERSON**

**NON MEMBER**

**\_\_\_ \$845 PER PERSON**

We understand circumstances arise requiring cancellation. Cancel up to five business days before the program, and your registration 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 before the event. Cancellations must be received by August 14, 2024. No video or audio recording is 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](http://www.ksbankers.com)