



KANSAS BANKERS
ASSOCIATION

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

August 18-19, 2026 -
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, anyone who leads/manages a team.



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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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 4, 2026:

KBA MEMBER

___ \$450 PER PERSON

NON MEMBER

___ \$900 PER PERSON

Registrations post August 4, 2026:

KBA MEMBER

___ \$550 PER PERSON

NON MEMBER

___ \$1,000 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 or require accommodations for a disability, 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, 2026. 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 the registration form with a check.
2. Email the registration form to education@ksbankers.com, followed by payment via check by mail or credit card over the phone.
3. Register online using a credit card at www.ksbankers.com.