



MISSOURI
INDEPENDENT
BANKERS
ASSOCIATION

One Mission. Community Banks.®

BRANCH MANAGEMENT SERIES

SESSIONS I AND II APRIL 11-12, 2018

SESSIONS III AND IV AUGUST 7-8, 2018

PRESENTED BY DIANNE BARTON

PRESIDENT, PERFORMANCE SOLUTIONS, INC.



MIBA HEADQUARTERS

108 E. HIGH ST, SUITE B

JEFFERSON CITY, MO 65101

COURSE INTRODUCTION

More than ever before, today's branch manager is faced with a multitude of challenges and opportunities. Successful banks have Branch Managers who are focused on motivating and engaging the team, building and increasing loyal customer relationships, mitigating risks through compliance and regulatory adherence and accomplishing retail banking goals. In essence, the Branch Manager is the business manager. On-going education, training and networking are essential in developing successful Branch Managers in today's ever-changing environment.

The benefits of this series include:

- An investment in developing "best practices" for your bank's branch network
- An educational resource for training and career development
- Recognition and opportunities for branch managers by completing these sessions
- A foundation builder for banking schools
- A commitment to successful, profitable, efficient and effective branches

KEY TOPICS

- Develop and implement a Retail Banking Business Plan
- Discover individual leadership and management skills
- Ensure regulatory, compliance and operational efficiencies
- Mitigate risks
- Grow the retail banking branch
- Explore proven sales, service and relationship building skills and tools
- Motivate and boost employee and team success
- Manage challenging situations with team members and customers
- Strengthen communication and day-to-day effectiveness
- Increase "bench strength" in the branch

JOIN US FOR THIS TWO-PART SESSION AT OUR JEFFERSON CITY MEETING SPACE

Session I: New Year-New Start: Key Components for a Successful Year

Session II: Leading, Developing and Engaging the Team

Session III: Growing the Retail Branch

Session IV: Raising the Bar for sustainable Growth

ABOUT THE PRESENTER: DIANNE BARTON



Dianne Barton is the founder and president of Performance Solutions, Inc., a training and consulting company that specializes in providing solutions to the key challenges facing banks today in attracting, selling and servicing their customers. Dianne's expertise in customer service, leadership, performance cultures, retail regulatory and compliance is recognized as leading edge by many banks. Her programs are designed to "close the gap" between the bank's needs and employees' skills. Her philosophy of experiential learning and participant involvement in training led to the development of her energized, interactive training method that is skill based rather than theory based. Prior to founding Performance Solutions, Inc., Dianne held senior positions with Bank South Corporation, the IRS and John H. Heartland Company, where she introduced the highly acclaimed Officer Call Program.

2018 BRANCH MANAGEMENT AGENDA

8:30 AM Breakfast and Registration

9:00 AM Session Begins

12:00 Noon Lunch

1:00 Pm Session Resumes

4:00 PM Session Adjourns

REGISTRATION FORM

Name of Bank: _____

Address: _____

City, State, Zip _____

Phone #: _____

Attendee/Title: _____

E-Mail: _____

Attendee/Title: _____

E-Mail: _____

Attendee/Title: _____

E-Mail: _____

Payment Method:

Credit Card* Invoice Check Enclosed

*If you are paying by credit card, please fill out the following information

Name on Card: _____

Billing Address: _____

Card Number: _____

Exp Date: _____ Security Code: _____

There will be a 3% Convenience Fee for credit card payments



Please Remit form & payment information to:

Missouri Independent Bankers Association
PO Box 1765
Jefferson City, MO 65102

Fax: (573) 636-2753

E-mail: sluetkemeyer@miba.net

PRICING:

MEMBER: \$700

NONMEMBER: \$1,400

FEES INCLUDE: BOTH TWO-DAY SESSIONS OF THE SEMINAR, COURSE MATERIALS, BREAKFAST, REFRESHMENT BREAKS AND LUNCH

WHO SHOULD ATTEND?

- ◆ RETAIL MANAGERS
- ◆ BRANCH MANAGERS
- ◆ ASSISTANT BRANCH MANAGERS
- ◆ BRANCH MANAGER CANDIDATES
- ◆ THOSE RESPONSIBLE FOR DIRECTION AND DEVELOPMENT OF A RETAIL BRANCH.

HOTEL RESERVATIONS CAN BE MADE AT:

*DOUBLE TREE BY HILTON HOTEL
ROOM RATE: \$134
573.636.5101

OR

*CAPITOL PLAZA HOTEL
ROOM RATE: \$99
573.635.1234

PLEASE REFERENCE GROUP NAME:
MISSOURI INDEPENDENT
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