



BRANCH/RETAIL MANAGEMENT WORKSHOP



September 22 9:00 AM – 4:00 PM EST and September 23 9:00 AM - 3:00 PM
Holiday Inn Marquette

INTRODUCTION

Retail Management Workshop is a two-day, interactive workshop designed to provide a complete overview of management and leadership principles for Retail Managers serving in all roles of retail banking. Participants will learn through real-world examples, case studies, group discussion, and practical application of concepts taught.

Day 1: Essentials of Leading a High Performing Team

The session lays out foundational management and leadership principles.

Objectives:

- The Challenge of Leadership in Today's Retail Banking Environment
- Leading with Vision, Purpose, and Values
- Developing and Executing Your Business Plan
- Building a High Performing Culture
- Effective Communication Strategies
- Performance Management Tools for the New Workforce
- Coaching for Impact, Connection, and Results

Day 2: Developing the Team and Growing the Bank

This session focuses on hiring, motivating, and developing the retail banking team. Managers learn proven ways to engage team members and challenge them to exceptional performance.

Objectives:

- Adapting to a Changing and Diverse Workforce and Customer-base
- Growing the Bank through WOW! Service
- Defining Service Commitment
- Leading Effective Team Meetings
- Moving Bankers from Order-Takers to Relationship Builders
- Building Client Loyalty in a High-Tech Age
- Successful Networking and Business Development Strategies
- Business and Development Planning: Putting Learning to Action

WHO SHOULD ATTEND

All Retail Banking Managers at all levels of experience, as well as any Banker not currently in a leadership position but who aspire to future management roles. Candidates for this training include Branch Managers, Customer Service Managers, Sales and Service Managers, Retail/Branch Operations Managers, Assistant Branch Managers, Head Tellers/Universal Bankers, Human Resource Managers, as well as Senior Retail Managers who are seeking new frameworks and tools for developing their teams.

IT'S EASY TO REGISTER!



BRANCH/RETAIL MANAGEMENT WORKSHOP September 22-23 Marquette

ATTENDEE INFORMATION

Name: _____

Title: _____

Bank/Firm: _____

Email (required for confirmation): _____

Phone (optional): _____

REGISTRATION FEE

\$495 Per Person

Total: \$_____

QUESTIONS?

Contact Stephanie Fisher, SVP, Education



sfisher@michigan.bank



517-342-9057

METHOD OF PAYMENT

ACH (contact MBA at mbaregistrations@michigan.bank to pay by ACH)

Credit Card

Name on Card: _____

Card Number: _____

Expiration: _____ CSC: _____ Zip Code: _____

Signature: _____

Check (Payable to Michigan Bankers Association)

LOCATION



906-225-1351

Holiday Inn Marquette 1951 US-41 Marquette, MI 49855

We have a small room block at the hotel.

Please ask for the Michigan Bankers Association room rate.