

Lewis University, Oak Brook  
September 16-17 & November 18-19, 2009  
**Supervisors School**

**Illinois Bankers Association**



IBA / AIB Financial Education Services  
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## **Supervisors School**

**September 16-17 & November 18-19, 2009**  
**Lewis University, Oak Brook**

**[ilbanker.com](http://ilbanker.com)**



## LEARNING OBJECTIVES

- Select communication strategies that will increase your effectiveness with others.
- Plan and conduct effective team meetings.
- Employ a dynamic goal setting process that will energize your team.
- Discover the power of focusing on the important rather than the urgent.
- Utilize best practices in interviewing and hiring.
- Explore and practice strategies for dealing with your most common employee-supervisor interactions.
- Understand why supervisors must follow the law in all workplace practices.
- Diagnose and manage individual and group behaviors that are getting in the way of maximum productivity and teamwork.

## SCHEDULE & LOCATION

<b>8:00 a.m.</b>	<b>Registration and Continental Breakfast</b>
<b>8:30 a.m.</b>	<b>Class Begins</b>
<b>Noon</b>	<b>Lunch Provided</b>
<b>4:00 p.m.</b>	<b>Class Concludes</b>

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Lewis University, Oak Brook  
2122 York Road  
630-573-1740

# Creating Effective Leaders

## CLASS 1 Wednesday, September 16

### It All Starts With Communication

Good management is dependent on effective communication. This session explores effective communication using a self-diagnostic survey to learn effective theories and practices such as active listening, providing useful feedback, and verbal and non-verbal communication.

### The Role of Managers and Management

Is your department over-managed and under lead? Are your management efforts sabotaging your leadership efforts? Learn the difference between leading and managing – when each is appropriate and the impact on productivity and teamwork.

### Effective Staff Meetings

Long a staple of supervisory action, staff meeting management is rarely taught. This session provides effective techniques guaranteed to improve your meeting planning and leading skills.

## CLASS 2 Thursday, September 17

### Building a Team: Interview and Selection

Though most supervisors start out with pre-assigned team members, over the course of time they will have the opportunity to attract individuals to their own teams. This session identifies practical and effective ways to improve employee recruitment, selection, and the interview process..

### Time Management

Applying a time management system is critical to running an efficient, productive and profitable banking operation. All too often managers spend critical time feverishly dealing with unimportant and urgent, low payoff tasks rather than important things that make the long-term difference in their performance.

### Goal Setting

The setting of goals is much more than getting everyone to accept their share of the pie, or even to figure out how big the pie is. This session examines goal setting in its primary uses (top down and bottom up) and also focuses on the psychology of the supervisor and the staff in setting goals so that the maximum buy-in may be created.

### Emotional Bank Account: A Management Perspective

A key component of all human relationships is the emotional connection between the two people involved in every interaction. This session describes the personal skills and tactics that allow persons to maximize their own emotional connection with their staff and bosses.



## SPEAKERS

Prior to joining Robert H. Franke & Associates in 1996, **Michael Dixon** served as a corporate accounts sales professional for ten years. In addition to his consulting work, Dixon serves as president and leads the development and execution of its training programs. He has broad experience in sales leadership, management development, strategic planning, and executive coaching.

**Liz Bowermaster** is vice president-training and development at Robert H. Franke & Associates and has more than 25 years experience as a corporate trainer. Her extensive training experience includes sales, service and management development training in restaurants, retail, insurance and community banks. A balance of theory and practical managerial experience make her presentations immediately useful to participants.

## WHAT OTHERS HAVE SAID

*"Enjoyed the school. Great investment for my bank."*

*"The instructors were insightful and energetic."*

*"There were many new and interesting theories and concepts."*

## CLASS 2 Thursday, September 17 *continued*

### The Motivated Supervisor

The motivation of staff is one thing but motivating ourselves is another. This session covers the topic of motivation from a general level so that participants may identify how to improve their own drive and determination and, in turn, their teams.

### Issues Summary

This session reviews the key concepts addressed in the first two classes. Participants then develop specific, written action plans that they can implement at their institutions. These plans help reinforce the supervisory principles that the school delivers.

## CLASS 3 Wednesday, November 18

### Coaching and Counseling

Good management requires positive, personal interaction with employees. This interaction, often related to coaching, needs to take place on a regular basis and be constructive in nature, particularly when addressing areas needing improvement.

### Coaching and Counseling Exercises

Typical coaching and counseling experiences are role played including counseling the under achiever, the top performer, and reviews of specific customer service experiences. Participants are provided the opportunity to practice the skills discussed and investigate different means of addressing problem situations.

### Managing Change

Perhaps one of the most challenging aspects of a supervisor's job is implementing change, particularly if it is a "directive from above." Frequently it means coping with one's own resistance and that of the staff. Understanding the dynamics involved and learning some effective techniques for communicating change and overcoming resistance are the keys to success.

## CLASS 4 Thursday, November 19

### Meaningful Performance Evaluations

The role of performance evaluations in employee coaching and counseling is critical to individual development and organizational success. This session integrates the performance evaluation into the coaching process and establishes measurable goals and criteria for areas where specific results are needed.

### Supervisor and the Law

Given today's litigious environment, it is important that supervisors conduct themselves appropriately. This session examines legal issues that apply specifically to supervisors – the laws, regulations and court decisions that dictate proper workplace practices.

### Upward Influencing

The ability to effectively communicate with your superior can make or break a career. Maintaining an open line of communication can influence your ability to successfully manage a department. Learn how to understand and react appropriately to various attitudes and behaviors.

### Group Dynamics

Ultimately the success of a supervisor depends upon the effectiveness of its team. This session addresses the issues of groups and their processes: how the members of groups interact and influence each other as they develop a social relationship.

## GENERAL INFORMATION

### Tax Deduction

All program expenses including fees, travel, meals and lodging intended to maintain and improve professional skills are tax deductible subject to the Internal Revenue Code.

### Certificate

Each participant will receive a Certificate of Completion. Persons attending all four classes will earn the IBA's Certificate in Effective Supervision.

### Continuing Professional Education

The IBA is recognized as a public accountant continuing professional education sponsor by the Illinois Department of Financial and Professional Regulation. Public accountants licensed in the state of Illinois will earn 7 hours of continuing professional education credit for attending each class.

For more information, contact Kevin Fitzgerald at 800-783-2265.

## CANCELLATION POLICY

### Cancellation Policy

A refund less \$75 processing fee will be furnished if canceling within five business days of a given class. No refunds will be honored less than 24 hours prior to start of a class. Substitutions are permissible.

### Satisfaction is Guaranteed

If you are not satisfied that a given class was delivered as advertised, IBA will give you credit toward another comparably priced class. IBA should be notified in writing within seven days after a class concludes.

## Supervisors School Registration Form

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Register online at [ilbanker.com](http://ilbanker.com) or complete the form below.

Name \_\_\_\_\_

Title \_\_\_\_\_

E-mail \_\_\_\_\_

*Required for registration confirmation*

Indicate the class(es) you wish to attend.

All four classes  Class 1  Class 2  Class 3  Class 4

Name \_\_\_\_\_

Title \_\_\_\_\_

E-mail \_\_\_\_\_

*Required for registration confirmation*

Indicate the class(es) you wish to attend.

All four classes  Class 1  Class 2  Class 3  Class 4

Institution/Company \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

### Method of Payment

IBA Member All four classes: \$795 Individual class: \$225

Nonmember All four classes: \$1,395 Individual class: \$385

Visa  MasterCard

Check payable to *Financial Education Services*

Illinois Bankers Association, P.O. Box 19237, Springfield, IL 62794-9237

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Cardholder's Name \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Billing Address (if different from above) \_\_\_\_\_

City / State / Zip \_\_\_\_\_

*Confirmation will be sent 7-10 days in advance of the classes via e-mail.*

### Need Assistance?

Contact Kevin Klug or Amy Ostermeier, Illinois Bankers Association, at 800-783-2265.