

SUPERVISOR BOOT CAMP

January 14-15, 2020

ABOUT THE INSTRUCTOR

Vicki Kraai is a senior training consultant for InterAction Training. Attendees value Vicki's highly engaging "been there, done that" approach to all facets of her training. She has a passion for developing people for success in the financial services industry.



Her banking career began at the family bank in Sutton, Nebraska, serving as a bank teller and eventually becoming CEO. Vicki's many years of banking include credit card lending experience where she was responsible for the managing the credit card lending function.

In addition, she shares her expertise and experience as a faculty member for the Graduate School of Banking, Madison, Wis. Currently, she serves on the Board of Directors of West Gate Bank in Lincoln, Neb.



AN INTENSE FOCUS ON SUCCEEDING AT MANAGING OTHERS

You don't master the art of supervision through luck, you master it with training, experience, self-learning, and staying on top of best practices. As a supervisor, you must have the attitude, aptitude, skill set, confidence, persistence, and commitment to excel in this multi-tasking, challenging role. Supervisor Boot Camp will help you build essential traits such as leadership, professional maturity and emotional IQ.

This two-day program includes exploring the coaching and leadership skills that lay out a plan for your success as a highly effective supervisor. You will work and learn, share and listen and go back eager to implement and make a difference.

DAY 1

- Assessing Your Supervisor Effectiveness
 - Learn how to interact effectively with other styles
 - Make effective choices to be successful and effective in any situation
- Motivating Yourself & Others
 - Why do we do what we do, how to gain buy-in from your team
 - Understand yourself and others
 - Illustrate coaching techniques

DAY 2

- Assessing Your Supervisor Effectiveness
 - Address difficult or uninspired team members
 - Manage your job, relate to others, and develop your team
- Building Performance Plans
 - Build collaborative performance plans with employees
 - Identify the leader's role during performance plan execution



INCLEMENT WEATHER POLICY

Cancellations due to inclement weather are refundable. If you have questions concerning the status of an ABA program due to inclement weather, please call (501) 376-3741 or visit www.arkbankers.org for further information.



WHO SHOULD ATTEND

- Supervisors
- Managers
- Trainers



WHEN

January 14-15, 2020
9:00 a.m. – 4:30 p.m.



WHERE

Arkansas Bankers Association
1220 W. Third Street
Little Rock, AR 72201

REGISTRATION FEES

ABA Members:

Early Registration Price: \$650; After December 16: \$750

Non-Members:

Early Registration Price: \$1,300; After December 16: \$1,500

Registration fees include continental breakfast, instruction, materials, refreshment breaks, and lunch. To receive a registration confirmation, please provide an e-mail address on the registration form. If you do not receive a confirmation within 48 hours, please check with the ABA.

HOTEL INFORMATION

This event will be held at the Arkansas Bankers Association. Should you need a hotel room reservation, a Local Negotiated Rate (LNR) has been reserved for your convenience at the following hotels. The LNR is based on hotel availability, and you are responsible for all hotel room charges.

Hilton Garden Inn | (501) 244-0044
Group Rate: \$122 | Group Code: 3197385

Downtown Marriott Little Rock | (501) 906-4000
Group Rate: \$159 | Group Code: A5698

CANCELLATION

Register before December 16 if possible. Full registration fees will be refunded if a cancellation is received before December 31. No refunds will be given for cancellations made after December 31. Substitutions are welcome and encouraged. All cancellations and substitutions must be submitted in written format prior to the event.

MORE INFORMATION

- Registration will begin at 8:30 a.m. on January 14.
- Dress for the seminar is business casual. To ensure your comfort, please bring a jacket or sweater.
- If you have any special dietary requests, please contact the ABA Professional Development Department at (501) 376-3741.
- By attending an ABA event, you are consenting to the ABA taking and using your photograph and name for use in its marketing or promotional materials, news publications or website.



CONTINUING EDUCATION

Attendants qualify for 12 Continuing Professional Education (CPE) Credits in Specialized Knowledge in group-live training. No advance preparation is required. The Arkansas Bankers Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website:
www.nasbaregistry.org.

Arkansas Bankers Association Professional Development Department

1220 West Third Street | Little Rock, Arkansas 72201 | (501) 376-3741 | www.arkbankers.org

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REGISTRATION INFORMATION

Registrant #1 Name _____

Title _____

Email _____

Registrant #2 Name _____

Title _____

Email _____

Registrant #3 Name _____

Title _____

Email _____

Bank/Company _____

Address _____

City _____ State _____ Zip _____

Billing Contact _____

Phone _____

PAYMENT INFORMATION

Charge my: Mastercard  Visa 
 American Express  Discover 

Account Number _____

Name on Card _____

Expiration Date _____ CSC Number _____

(3-digit security code on back of your card)

If you would prefer to give us your credit card information over the phone, please call the ABA Professional Development Department at (501) 376-3741. Please do not email credit card information.

Note: Non-Members must pay with credit card or check prior to the event.

Email: kami.coleman@arkbankers.org

Fax: (501) 376-9243

Mail: Check Payable to
Arkansas Bankers Association
Professional Development Department
1220 West Third Street
Little Rock, AR 72201

ABA USE ONLY:

Registered: _____

Amount: _____

Received: _____