



SUPERVISOR BOOT CAMP

JANUARY 13-14, 2021

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.

DAY 1:

Assessing Your Supervisor Effectiveness

- Practice self-evaluation on 12 critical supervisory disciplines
- Learn how to capitalize on the strengths and overcome the trouble spots of your styles
- 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
- Understand motivation
- Describe what constitutes quality work
- Explain Choice Theory
- Illustrate coaching techniques
- Express good questions using the WDEP system
- Discover the value of an Action Plan

DAY 2:

Excelling at Leading, Supervising & Coaching

- Help others achieve
- Address difficult or uninspired team members
- Manage resistance
- Solutions and creative alternatives to challenges you face
- Manage your job: prioritizing, setting goals, establishing standards, planning
- Relate to others
- Develop your team
- Think clearly: analytical thinking, problem solving, decision making and risk assessment
- Your Action Plan: identify what needs to improve and building your improvement plan

Building Performance Plans

- Build collaborative performance plans with employees
- Consider the causes of employee performance or behavioral issues
- Understand the performance improvement plan process
- Identify the leader's role during performance plan execution

About the Instructor



Vicki Kraii's 25+ years of Community Bank experience started at the family bank in rural Nebraska, serving as a bank teller and eventually becoming CEO. She has a passion for developing people for success in the financial services industry. Banker's value Vicki's highly engaging "been there, done that" approach to all facets of her training and speaking engagements

WHEN

January 13-14, 2021
9:00 a.m. - 4:00 p.m.

WHERE

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

WHO SHOULD ATTEND

Anyone in the institution with supervisory oversight would benefit from this workshop. New, as well as seasoned supervisors and managers will find a wealth of practical, useful information in this workshop.



NOTICE

The ABA takes the health and safety of members seriously. Given the impact of the coronavirus pandemic, this event is subject to change to a virtual learning course at any time. We appreciate your understanding and flexibility.



Arkansas Bankers Association | Professional Development Department

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

REGISTRATION FEES

ABA Members:

Early Registration Price: \$680; After December 16: \$780

Non-Members:

Early Registration Price: \$1,360; After December 16: \$1,560

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 Downtown | (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 30. No refunds will be given for cancellations made after December 30. 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 Wednesday, January 13.
- 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.

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.

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JANUARY 13-14, 2021

Bank/Company Name _____ Phone _____

Registrant Name _____ Title _____ E-mail _____

Registrant Name _____ Title _____ E-mail _____

Address _____ City _____ State _____ Zip _____

Registration Contact _____ Phone _____ E-mail _____

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: _____

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