



# TRANSFORMING CULTURE: BUILDING A HIGH-PERFORMANCE BANKING TEAM VIRTUAL

*FRAMEWORK YOU NEED TO IMPLEMENT, LEAD, AND SUSTAIN THE CULTURE SHIFT*

**REGISTER NOW**

## WHEN

November 9, 2023

9:00 a.m. - 3:30 p.m.

## WHERE

Comfort of your desk or anywhere with an internet connection.

## WHO SHOULD ATTEND

All bank team members in a management or leadership role would benefit from this seminar

Leading and sustaining behavioral and culture change for your team or organization is a critical challenge every banking leader must tackle. As Peter Drucker, one of the best-known experts and writers on business management, put it, “Culture eats strategy for breakfast.” Your business plan will only be as effective as the team culture you build to support it. If your goal is to build a high-performing team, this workshop will provide you with the framework you need to implement, lead, and sustain the culture shift required to achieve this goal.

## WHERE DOES YOUR BANKING TEAM NEED A CULTURAL TRANSFORMATION?

- From Customer Service Mediocrity to Customer Service Excellence
- From a Loose Credit Culture to a Strong Credit Culture
- From a Culture of Stagnation to One of Focused Growth and Increasing Profitability
- From a Culture of No Accountability to One of Personal Ownership and High Team Engagement

## LEARNING OBJECTIVES

- Why Culture Reflects Leadership
- Defining Your Team Culture
- Implementing the 5 C’s Required for Culture Change
- Establishing the Foundations for High Performance
- Characteristics of High-Performing Teams
- Creating Individual and Team Alignment with Organizational Goals
- Affecting Change in Individuals, Teams, and Organizations
- Overcoming Resistance to Change
- Contracting for Change
- Hiring, Engaging, and Retaining High Performers
- Why Most Leaders Fail at Sustaining Culture Change



# Arkansas Bankers Association | Professional Development Department

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

## About the Instructor



**Christie Drexler** is the Senior Consultant and Facilitator for Performance Solutions, Inc. Christie has over 26 years of experience in the financial industry for community, regional and national banks. Her experience has been expansive to include successfully navigating both retail and commercial banking careers. Her past roles include Commercial Banker, Regional Sales Manager, Chief Retail Officer, Chief Credit Officer, and Market/Division President. Christie has an MBA with Georgia College and State University, and she is a John Maxwell Team Certified Trainer, Coach, and Speaker. Christie is a passionate facilitator and coach with a focus on developing leaders in banking.

## REGISTRATION FEES

### ABA Members:

Early Registration Price: \$340; After October 12: \$390

### Non-Members:

Early Registration Price: \$680; After October 12: \$780

## CANCELLATION

Full registration fees will be refunded if a cancellation is received before October 25. No refunds will be given for cancellations made after October 25. All cancellations must be submitted in written format prior to the event.

## VIRTUAL LIVE FORMAT

Attendees will need Internet access and a standard web browser to join this video and web conferencing. They will receive an email with a link to join the virtual meeting, handouts, and any additional information a few days before each event.

You do not need your own Zoom account. You will use the link, meeting ID and password we provide.

- You can log in on a desktop computer, laptop or download the Zoom app on your smart device.
- Internet access
- Audio on computer or a phone line

# TRANSFORMING CULTURE: BUILDING A HIGH-PERFORMANCE BANKING TEAM

NOVEMBER 9, 2023

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)*

Billing Zip Code \_\_\_\_\_

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:

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