



# BANK SUPERVISOR SCHOOL

**JANUARY 23-24, 2024**



You don't master the art of supervision through luck; you master it with training, experience, self learning, and applying 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. This two-day supervisor training will help take your expertise to a new level as you learn how to collaborate and coach your employees to excel on the job.

Explore the coaching and leadership skills that lay out your plan for success as a highly effective supervisor in this results-oriented workshop! Whether they're new or seasoned supervisors, attendees find this experiential supervisor training invigorating, motivating and applicable to managing and supervising others. You will learn how to manage crucial conversations and challenging situations.

You will practice a coaching approach that encourages your staff to be engaged and accountable.

## UNDERSTANDING YOURSELF AND OTHERS

- Understand your role in role modeling, culture-building, and team support
- Assessing your supervisor effectiveness
- Utilizing individual strengths on your team

## EXCELLING AT LEADING, SUPERVISING & COACHING

- Understanding yourself and others
- Your role as a supervisor
- Self-evaluation tools for you and your team
- On-purpose coaching
- Managing professional maturity

## BEST PRACTICES RELATED TO:

- Hiring
- Training & On-boarding
- Performance Reviews

## HANDLING CONFIDENT AND COURAGEOUS CONVERSATIONS

- Handling those difficult conversations with employees
- Address difficult or uninspired team members
- Ask the right questions using the WDEP system
- Skills in giving and receiving feedback
- Benefits of a behavior change plan

## BUILDING AN EFFECTIVE TEAM

- Learn how to develop and utilize teamwork in the workplace
- Vulnerability & Trust
- Ideas to empower and motivate within the workplace
- The Ideal Team Player – by Patrick Lencioni

## WHEN

January 23-24, 2024  
9:00 a.m. - 4:30 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.

## About the Instructor



**Karen Butcher** is a former teacher, Mary Kay Sales Director, trainer, and Certified Bank Training Professional who earned her credential in 2016. She is a Senior Trainer with InterAction Training and travels the country facilitating bank supervisor training.

Karen also works with Leadership Kentucky as the program coordinator for BRIGHT Kentucky, a new program for young professionals in the 54 counties of the Appalachian Regional Commission. Her passion for people is evident and she knows what is required to become a leader who people want to follow.



# 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 January 2: \$780

### Non-Members:

Early Registration Price: \$1,360; After January 2: \$1,560

Registration fees include continental breakfast, instruction, materials, refreshment breaks, and lunch each day. 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 | Corporate Account Code: 3197385

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

## CANCELLATION

Full registration fees will be refunded if a cancellation is received before January 9. No refunds will be given for cancellations made after January 9. All cancellations must be submitted in written format prior to the event.

## MORE INFORMATION

- Registration will begin at 8:30 a.m. on January 23.
- Dress for the school 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.

## 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 23-24, 2024

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:

Registered: \_\_\_\_\_

Amount: \_\_\_\_\_

Received: \_\_\_\_\_