

# Branch Administrators' Workshop

October 26-27, 2006 • Sheraton Stamford Hotel • Stamford, Connecticut

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Branch administrators are more than merely “super-managers.” They must develop and motivate retail bank personnel to deliver superior customer service while meeting your bank’s strategic goals.

ACB’s Branch Administrators’ Workshop specifically addresses the challenges of managing managers – producing results through several independent teams with common goals. Come meet with other administrators and discuss best practices and tools of effective management.

## **PROGRAM TOPICS**

- Managing the Role of Mentor and Model
- Managing Human Resource Needs
  - Managing Managers
  - Coaching and Evaluation
  - Disciplining and Dismissal
  - Recognition and Development of Talent
- Managing as an Intermediary in Conflict Resolution
- Managing Personal Goals - Determining Your Vision
- Managing Change

## **WHO SHOULD ATTEND**

- Branch Administrators
- Regional and Division Managers
- Senior Retail Bank Officers
- Managers responsible for the management of branch managers
- All those about to be promoted to branch administrators



## Sheraton Stamford Hotel

The Sheraton Stamford Hotel's recently renovated guest rooms wait to welcome you at your arrival and following a rewarding seminar day. All guest rooms provide high-speed Internet access, refrigerators, irons/ironing boards, coffee makers and voicemail. For leisure hours, the lounge and restaurant encourage peer exchange with fellow attendees in the evening. The hotel's indoor pool, newly renovated health club, and the nearby Town Center Mall, movie theatres and restaurants provide after-class diversions.

### Travel:

Red Dot Airport Shuttle serves all New York airports and stops at the Sheraton Stamford Hotel. Call 1-800-6REDDOT for schedules, rates, and reservations.

Amtrak and Metro North trains stop at the transportation station in downtown Stamford. Cabs are readily available at the station. The hotel is only minutes from the station, I-95 and the Merritt Parkway.

Call the hotel directly for the most current driving directions at (203) 359-1300.

### For More Information:

#### Program Content:

(888) 872-0275 ext. 3194

#### Registration & Accommodations:

(888) 872-0275 ext. 3151

#### Fax (applications):

(202) 659-1134

#### Website:

[www.AmericasCommunityBankers.com/edu](http://www.AmericasCommunityBankers.com/edu)

## Faculty

Faculty members are highly-rated by their students. They have experience teaching these topics to community bankers across the country.

### **Brad Kenyon, Director, Kenyon-Trede Associates, NY**

Mr. Kenyon has participated in management programs for the Maine-New Hampshire Banking School and American Management Association, as well as being a faculty member of ACB's National School of Banking, Branch Management Development series and the Senior Communication Workshop. His firm specializes in helping organizations improve their management & customer service performance.

### **Dr. Gerald P. Cusack, Director, Westchester Psychological Services, P.C. and Assistant Professor of Management, St. John's University, NY**

Dr. Cusack is a member of the faculty of ACB's National School of Banking and Senior Leadership Institute, as well as various management programs and human resource workshops. He has been a resource for many institutions, counseling them on change management, conflict resolution and management coaching.

## Registration Fees

ACB Member. . . . .	\$595
Non-Member. . . . .	\$700

## Schedule

Thursday, October 26	Registration	8:30 a.m.
Thursday, October 26	Class	9:00 a.m. – 5:00 p.m.
Friday, October 27	Class	8:30 a.m. – Noon

*Dinner on your own.  
Business casual dress is recommended.*

**"I thoroughly enjoyed the program. It was timely and gave me a renewed perspective on my role within the organization."**

*– Fran Goldstein  
Branch IRA Administrator  
Ocean City Home Bank  
Ocean City, NJ*

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## REGISTRATION FORM

Registrant Info

Name	Title	
Bank	Nickname (for Badge)	
Address	City/State/Zip	
Email	Phone	Fax

Registration & Meeting Fees

### Registration Fees

- ACB Member      \$595  
 Non-Member      \$700

### Meeting Fees\*

- 2 days @ \$90 = \$180

### Total Fees

Registration Fee	\$ _____
Meeting Fee	\$ _____
<b>TOTAL</b>	<b>\$ _____</b>

### Payment\*

\*Payment is due before meeting begins

- Visa    MC    AMEX    Check (payable to ACB)

Card# \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

### Registration Cancellation

(must be in writing)

	Refund
7 days or less prior to program .....	0%
8-30 days prior to program .....	25%
31-61 days prior to program .....	40%

Applies to Registration and Meeting Fees. No penalty if substitute is provided.

Hotel

### Hotel Accommodations

ACB Customer Service will handle all hotel reservations. A block of rooms has been reserved for delegates at the Sheraton Stamford Hotel. To ensure your accommodations at the special conference rate, please make your reservations through ACB by **October 5, 2006**. After that date, reservations are on a space-available basis only.

- I will not need hotel accommodations.

### Room Rates

- Single/Double      \$167 per day (includes tax)

Arriving: \_\_\_\_\_ Departing: \_\_\_\_\_  
 (Check-in 4 p.m. Check out Noon)

- Non-smoking    Smoking

The **Sheraton Stamford Hotel** requires one night's room and tax deposit that is fully refundable if cancellation notice is received **by the hotel at least 72 hours prior to your scheduled arrival**. Deposits can be made by credit card by completing the following information.

To make your hotel deposit by check, **please make your check payable to the Sheraton Stamford Hotel and return it with this form to ACB Customer Service.**

**If it becomes necessary to cancel my reservations, I will assume responsibility for contacting the hotel directly (203) 359-1300.**

In order to guarantee my room reservation, I hereby furnish ACB with my credit card number shown below, and authorize ACB to transmit this number (through written, electronic, or verbal means) to the Sheraton Stamford Hotel.

- Visa    MC    AMEX    Other \_\_\_\_\_

Card# \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

- If you have a disability that may affect your participation in this conference, please check here and attach a statement regarding your needs. We will contact you to discuss accommodations.

## 3 EASY WAYS TO REGISTER!

### 1 Online

www.Americas  
CommunityBankers.com/edu

### 2 Fax

to (202) 659-1134

### 3 Mail

this completed form, along with  
your check(s) to:  
Customer Service  
America's Community Bankers  
P.O. Box 91712  
Washington, DC  
20090-1712

### Questions

should be directed to:  
(888) 872-0275

### Program Content

Ashlie Hampton  
ext. 3194

### Registration & Hotel Information

Michelle Strachan  
ext. 3151

Source Code: BAW806



ACB's National School of Banking • July 12-20, 2007 • Fairfield, Connecticut  
Visit [www.AmericasCommunityBankers.com/NationalSchool](http://www.AmericasCommunityBankers.com/NationalSchool)

- Program Topics Include:
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  - Managing Human Resource Needs
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**Branch Administrators' Workshop**  
Register by  
October 5, 2006

