



Branch Management Development School

November 13-17, 2006 • Sheraton Stamford Hotel • Stamford, Connecticut

Learning how to work through your staff is a critical skill. You could do it yourself faster and better. But then, when do you find time for your own work? Come to this interactive workshop, meet other managers and assistant managers and practice real-life management techniques to improve your effectiveness and encourage your own growth.

This two-part school can be taken either in its entirety during this session or in two parts with a six-month interval. The full program is repeated in April 2007.



PART I

November 13-15, 2006

Program Topics

- Communications Management
 - Communication style development
 - Conflict and pressure effects
 - Feedback improvement
 - Listening skills enrichment
- Team Management
 - Assessing your management style
 - Techniques for team building
- Staff Development
 - On-the-job training techniques
 - Re-focusing the experienced employee
- Effective Task Management — An In-Basket Simulation
 - Recognizing priorities and sequencing functions
 - Dealing with interruptions and time-stealers

PART II

November 15-17, 2006

Program Topics

- Management Techniques for Today's Branch Manager
 - Delegating and managing expectations
 - Evaluating performances: informal feedback and summary appraisals
 - Counseling and disciplining
 - Resolving conflict effectively
- Management Styles & Effectiveness
 - Determining your own style and that of your team
 - Assessing your competency and effectiveness
- High Achievement Selling Skills
 - Designing effective sales calls
 - Reducing stress



**Register
for Parts I & II
and Save
\$200!**

Who Should Attend:

Branch managers, assistant managers, line supervisors and those on a career track for any of these positions.

Registration Fees:

Each Part

ACB Member \$795
Non-Member \$900

Both Parts

ACB Member \$1390*
Non-Member \$1600*

***SAVE \$200!**

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

Faculty

Susan McClive

Ms. McClive focuses on increasing sales and employee performance through communication skills training, sales and persuasive executive presentation, business writing, customer service and interpersonal communication skills training. Ms. McClive is an Adjunct Professor of Management Communication at New York University's Stern School of Business where she teaches skills in oral presentation, negotiation, corporate advocacy, cross-cultural communications and business writing.

Dr. Karen Lawson

Dr. Lawson, international consultant, speaker and writer, is president of Lawson Consulting Group, a consulting firm based in the Philadelphia area, specializing in organization and management development. She has taught at Temple University, St. Joseph's University, Rochester Institute of Technology and Pierce College on topics in human resource management, leadership, quality, training and development and management at both the graduate and undergraduate levels.

Brad Kenyon

Mr. Kenyon has participated in management programs for the Maine-New Hampshire Banking School, American Management Association, ACB's National School of Banking, as well as being a faculty member of ACB's Branch Administrators' Workshop.

Paul Karasik

Mr. Karasik is the President of The Business Institute, a sales and management training and consulting organization. Mr. Karasik has devoted 18 years helping America's financial industry professionals achieve their goals. He is the creator of eight sales and management programs. Mr. Karasik is regularly featured in the leading banking and financial magazines including: National Underwriters, Investment Advisor, Bank Securities Journal Research Manager, Bank Investment Representative and CFP Today.

William Lovett

Mr. Lovett is the President of Lovett Associates, a productivity improvement and consulting firm that provides a full range of services in management development and supervisory training, improving personal and organizational creativity, developing quality improvement programs and team implementation. He has taught numerous management and psychology courses at Boston University, Bryant College, University of New Haven and Fairfield University. Mr. Lovett has also written articles for Industry Magazine and the Electrical Distributor.

Schedule

Part I

Monday, November 13	Registration	8:30 a.m.
Monday, November 13	Class	9:00 a.m. – 4:30 p.m.
Tuesday, November 14	Class	9:00 a.m. – 4:30 p.m.
Wednesday, November 15	Class	8:30 a.m. – Noon

Part II

Wednesday, November 15	Registration	Noon
Wednesday, November 15	Class	1:15 p.m. – 4:30 p.m.
Thursday, November 16	Class	8:30 a.m. – 4:30 p.m.
Friday, November 17	Class	8:30 a.m. – 1:00 p.m.

Dinner on your own.
Business casual dress is recommended.

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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

	<u>ACB Member</u>	<u>Non-Member</u>
<input type="checkbox"/> Part I Only	\$795	\$900
<input type="checkbox"/> Part II Only	\$795	\$900
<input type="checkbox"/> Both Parts	\$1,390*	\$1,600*

*includes \$200 discount

Meeting Fees*

- Part I or II – 3 days @ \$90 = \$270
- Both Parts – 5 days @ \$90 = \$450

*Includes continental breakfast, lunch, morning & afternoon breaks, gratuity and taxes.

Total Fees

Registration Fee	\$	
Meeting Fee	\$	
TOTAL	\$	

Payment*

*Payment is due before meeting begins

- Visa MC AMEX Check (payable to ACB)

Card# _____

Expiration Date _____

Signature _____

Registration Cancellation

(must be in writing)

	<u>Refund</u>
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 23, 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: BMD806



ACB's National School of Banking • July 12-20, 2007 • Fairfield, Connecticut
Visit www.AmericasCommunityBankers.com/NationalSchool

- Part II Highlights:**
- Management Techniques for Today's Branch Manager
 - Management Styles & Effectiveness
 - High Achievement Selling Skills

- Part I Highlights:**
- Communications Management
 - Team Management
 - Staff Development
 - Effective Task Management

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Register by
October 23, 2006

**Branch Management
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900 19th St., NW, Suite 400
Washington, DC 20006

