

## Hot Topics: Roundtable Session

- **Management/Attracting & Retaining Talent:**
  1. What training programs do you have for your support employees?
  2. What are incentive ideas for retaining good employees? How can you keep them advancing in their careers?
  3. If you don't manage anyone, answer from your perspective – what incentivizes you to stay at your bank or what are other ideas for retaining talented employees like you?
- **Communications and Culture:**
  1. How does your bank make sure employees feel engaged?
  2. Where do you see the most success in your internal communications/communications between departments? How do you make sure retail, lending, operations, fraud etc. are talking and on the same page?
- **Economy:**
  1. How are you staying ahead of the potential recession and or attempting to “recession-proof” your bank?
  2. What trends are you seeing in your area/in your local economy when it comes to housing prices, inflation effects, loan demand, etc.?
  3. What concerns are you hearing from your customers? What concerns do your small business customers have these days and how is your bank responding?

