

# Virtual Management Development Program

September 2020 - January 2021



A five-month program designed for entry level bankers who **have developed a passion for banking**, **want to enhance their knowledge of the business of banking**, and who **are motivated to excel in their career and reach their full potential**.

## Management Development Program Session Norms

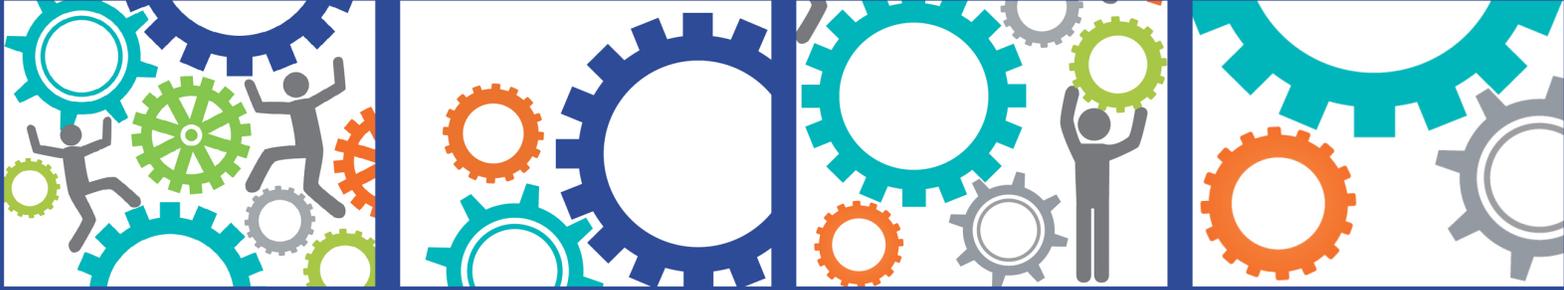
The success of the Virtual Management Development Program relies on active engagement from all participants. As a community, we are committed to making that happen in a virtual classroom. Here are a set of norms to follow so that can happen:

- 1) Prepare for each session.
  - a. Watch the "meet the administrators and instructors" videos in the newsletters sent in the weeks leading into the program.
  - b. Familiarize yourself with the program portal. All of your session materials will be located here in addition to other important documents and scheduling information.
  - c. Complete any pre-work assigned.
- 2) Get to know your fellow participants and instructors.
  - a. Review the instructor and participant profile site.
  - b. Reach out to your fellow participants over email to start or continue to build relationships. It will make your in-session discussion richer.
- 3) Each instructor will do things a bit differently and will have their own session norms. Please familiarize yourself with their preferences before each session.
- 4) Stay present in the conversation during session. Leave the video on and engage with the camera.
- 5) Expect to be called on.
- 6) Be respectful when others are speaking. Please keep yourself on mute unless you have been acknowledged by the instructor to participate verbally.
- 7) Use nonverbal behavior to communicate. Questions can sometimes be answered with a simple thumbs up. Nodding agreement can move the discussion forward.
- 8) Create an environment in which active listening is possible. Attend class from a quiet place with few visual distractions. Avoid backlighting like windows and bright lamps. Place your laptop on a solid surface for best sound. Do not engage in other electronics or social media during class.

# VIRGINIA BANKERS ASSOCIATION

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9) Use the chat feature for comments directly related to the session discussion or to raise technical issues. It is your second voice and can be powerful.

10) If you are having any technical difficulties, please text VBA staff immediately so we can try to help you troubleshoot.

11) Be gracious with each other and the instructors. We're in this together.

We are excited about creating this new experience with you.