

Hello
my name is

INTERN

VBA Internship Program

Intern Orientation | June 2, 2022

VBA Virtual Internship Program

- ▶ Welcome
- ▶ Introductions
 - ▶ If you could watch a show or movie again for the first time (or read a book again for the first time), what would it be?
- ▶ VBA's Overall Program Goals



VBA Education & Training Continuum

Virginia Bankers Association | Education & Training *Leadership Training Continuum*





Banking Industry & VBA Overview

Bruce Whitehurst
President & CEO
Virginia Bankers Association

VBA SNAPSHOT

We are Old! 129 Years!

High Banker Engagement; Outstanding
Professional Staff

Key Focus Areas

Advocacy & Communications

Education & Training

Employee Benefits

Member Services

Committees & Boards

CURRENT SITUATION





VBA EMERGING BANK LEADERS

Emerging Bank Leaders



VBA EMERGING BANK LEADERS

- Created in 2009 with the purpose of ensuring a continuum of leadership for the future of Virginia banking
- 530 members and growing



Leadership

Plentiful Job Opportunities

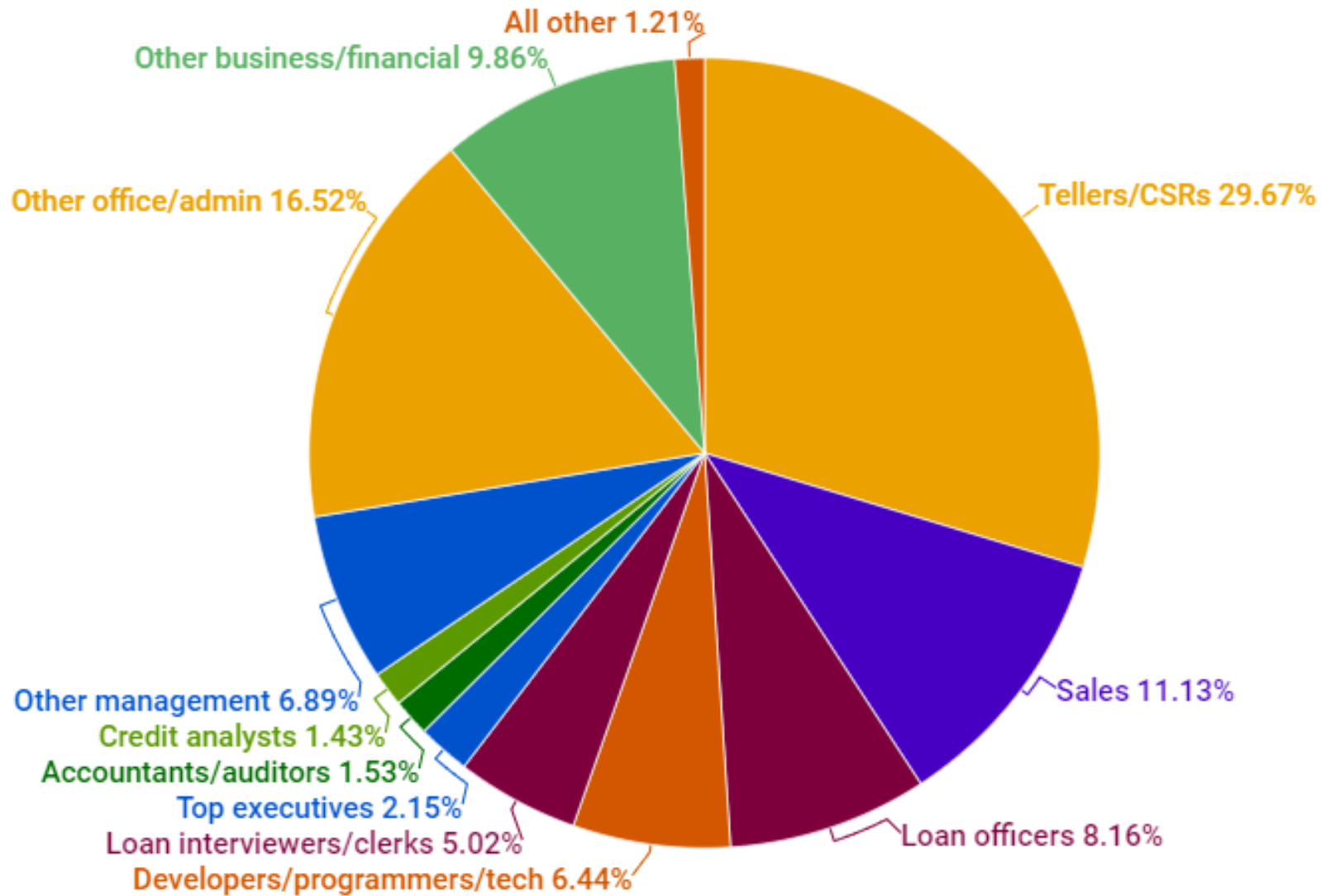
Career Advancement

CAREERS BANKING

Challenging Work

Community Service

Banks Employ 2 Million People Nationwide



Source: Bureau of Labor Statistics

Darren Tully



Background

- Born and raised in Northern Virginia
- Attended Chantilly High School
- Graduated with a BA in international economics from UVA



What I Look for in an Employer

- Great management team
- Clear vision
- Promotes collaborative work environment
- Values employees' contributions



About My Bank



When?

- July 23, 2001

Who?

- Our current President & CEO is Joe Thomas

What makes my bank unique?

- We are committed to being a bank for entrepreneurs.
- We are agile, adapting to rapidly changing markets conditions while continuously striving for state-of-the-art technology and responsiveness to customer's needs.
- We have a creative approach towards banking solutions and a flat organizational structure.



Darren Tully

Banking Experience

- After graduating from UVA, worked in NYC in the financial and insurance markets before returning to Northern Virginia
- 11 years in banking – started as commercial loan officer
- Been with Freedom Bank for seven years, currently serving as Fairfax Market President

Experiences as a Result of my Career in Banking

- Entire banking career has been in commercial lending, working directly with small business owners to create financing and banking solutions to help their businesses grow
- Virginia Bankers School of Bank Management Class of 2017
- VBA Emerging Bank Leaders Steering Committee
- VBA BankPAC



Sherry Williams

Background

- Grew up in Water View, VA
- Received a BBA from Averett University in Danville, VA

What I Look for in an Employer

- Growing industry
- Innovative and collaborative environment
- Passion for their customers/community
- Room for upward mobility



About My Bank

When?

- 1900

Who?

- Our current Chairman, President & CEO is Jeff Szyperski

What makes my bank unique?

- Community Involvement –
“It’s All About Community”



Sherry Williams



Banking Experience

- 23 years in banking – started as part time teller immediately out of high school
- Served in a variety of roles in the industry
- Been with Chesapeake Bank for 15 years, currently managing the loan operations team

Experiences as a Result of my Career in Banking

- Virginia Bankers School of Bank Management Class of 2012
- Current Chair of the VBA Emerging Bank Leaders Steering Committee
- Graduate School of Banking at LSU Class of 2018
- VBA Executive Leadership Institute
- VBA BankPAC and other advocacy efforts including VBA Banker Day and the ABA/VBA Washington Summit



Service Business

Innovative

PERKS OF BEING A BANKER

Educational

Community Service

Banking is Educational

Multiple Career Paths

Professional Certifications

Extensive Trade Association Support
and Resources Available to You

Continuing Education



VBA
Connect | Protect
Experience

VBA Management
Development Program



VBA School of Bank
Management

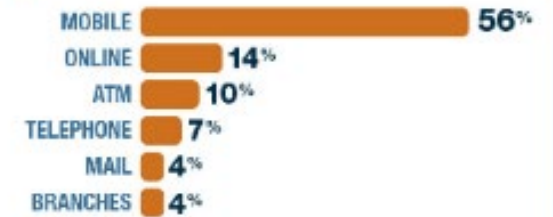
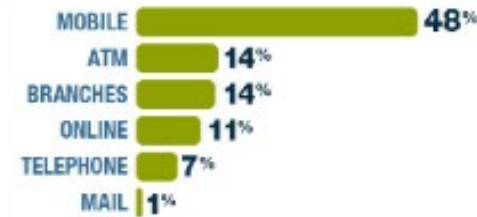
Banking is Innovative

- Banking has a history of innovation – mobile banking, ATMs, online bill pay, credit and debit cards
- These inventions have helped make consumers' lives simpler and safer
- New technology requires banks to add jobs to create and support mobile banking platforms, ATMs, and secure computer networks

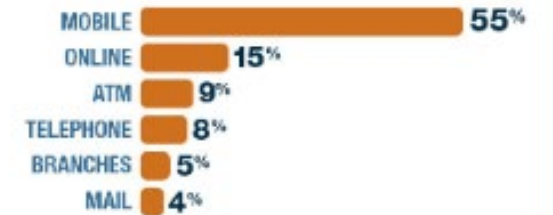
BEFORE PANDEMIC

SINCE PANDEMIC

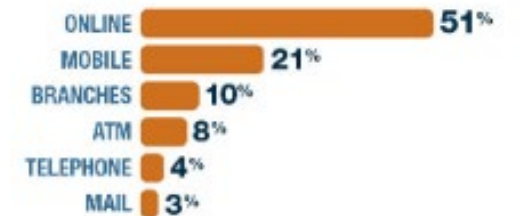
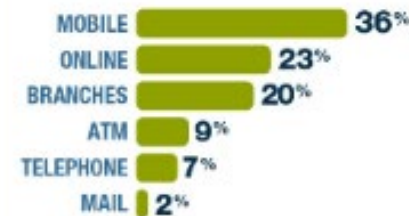
GEN Z (1997–2012)



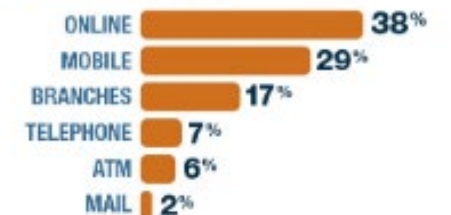
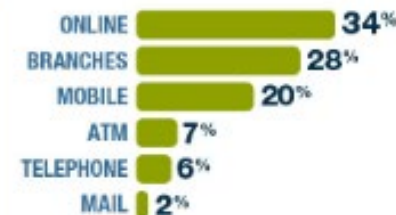
MILLENNIALS (1981–1996)



GEN X (1965–1980)

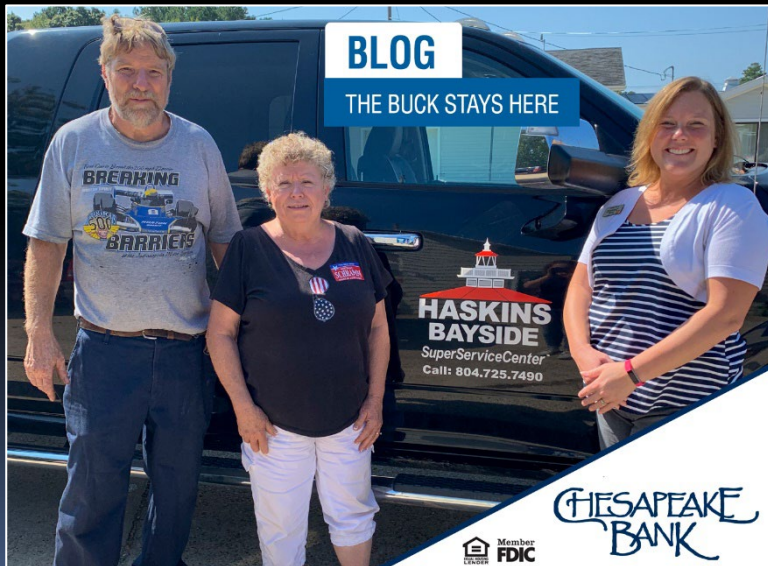


BABY BOOMERS (1946–1964)



Banking is a Service Business

- We help people and businesses manage their money and use credit carefully.
- We help people buy a home or start a business.
- We help our communities grow.



Best Perk of Being a Banker:

Giving Back to Your Community

- Working on community events through sponsorships and volunteerism
- Providing loans and opportunities to small businesses
- Being a resource to your customers
- Connecting people



Diverse Job Opportunities – We're Hiring for Positions Across the Board!

customer sales
representative

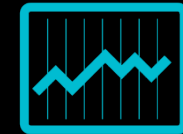


computer network technician



electronic banking officer

economist



human
resources
manager



attorney



trainer

agricultural
lender



\$ accountant

marketing manager

Commercial loan officer



teller



Compliance officer

CAREERS BANKING

Explore the Opportunities



Overview of Internship Program & Schedule

Monica McDearmon
Virginia Bankers Association



Lunch



Business Etiquette & Other HR Best Practices

Lindsay Cheatham
Village Bank

Monica McDearmon
Virginia Bankers Association



First Impressions and Body Language

First Impressions Are...

55% visual



38% presentation

7% words



Things That Make a Great First Impression

- ▶ A smile
- ▶ The right handshake
- ▶ Introductions
- ▶ Speaking clearly
- ▶ Eye contact
- ▶ Appropriate body language



85% of your job success is connected to your people skills.

Body Language

Positive

- ▶ Appearing open and engaged
- ▶ Avoiding fidgeting
- ▶ Smiling as you walk into a room
- ▶ Actively listening to your conversational partner
- ▶ Maintaining eye contact
- ▶ Standing straight and relaxed
- ▶ Circulating the room

Negative

- ▶ Folding arms over your chest
- ▶ Leaning on walls, tables, etc.
- ▶ Scanning the room while having a conversation
- ▶ Slouching





Dress to Impress

Dress Tips

- ▶ Casual
- ▶ Business Casual
- ▶ Professional Dress



Business Casual vs. Professional Dress: Women



Business Casual vs. Professional Dress: Men



Other Tips to Consider

- ▶ Figure out your “uniform”
- ▶ Groom accordingly
- ▶ Don’t use too much perfume or cologne
- ▶ Don’t forget about your hair and nails
- ▶ Appropriate amount and type of jewelry
- ▶ Conceal tattoos



*Remember, if you can see up it, down it or through it,
don't wear it!*



Communication

Networking Events

- ▶ Ask mentor about appropriate dress before you go
- ▶ Circulate the room
- ▶ Act with confidence
- ▶ Don't try to "top" the other person's comments
- ▶ Have a snack before the event
- ▶ Don't be too loud
- ▶ Try to always have right hand free



Have “Small Talk” Prepared

- ▶ Be well informed
 - ▶ Read or watch a daily news source
 - ▶ Stay current on specific industry news
 - ▶ Stay current on local community news
- ▶ Safe topics:
 - ▶ Surrounding/venue
 - ▶ Relationship to event
 - ▶ Weather
 - ▶ Sports/hobbies
 - ▶ Current events
 - ▶ Travel plans



Electronic Etiquette

- ▶ Know that people notice
- ▶ Be mindful of cell phone visibility
- ▶ Be mindful of the volume of your voice
- ▶ Know your audience
- ▶ Don't assume ear buds are OK



Social Media

- ▶ You are what you post
- ▶ Engage with your bank on platforms
- ▶ Post about your internship experience
- ▶ Update LinkedIn to mirror your resume



Email Etiquette

- ▶ Aim for 24-hour response time
- ▶ Always spell check
- ▶ Avoid “reply all”
- ▶ Use caution when forwarding messages & clicking on links from external emails
- ▶ Know your audience
- ▶ Tone





Past Intern Panel

David Cahill, First Bank & Trust Co.
Whitney Eriksen, Chesapeake Bank
John Paul, Atlantic Union Bank
Michael Williams, C&F Bank



Networking Break



Networking Activity

The Marshmallow Challenge

The Marshmallow Challenge

Objective	Success Criteria
<ul style="list-style-type: none">• Build the tallest freestanding structure in 15 minutes using:<ul style="list-style-type: none">• 20 pieces of spaghetti pasta• 3 feet of tape• 3 feet of string, easily broken• 1 marshmallow	<ul style="list-style-type: none">• The whole, entire, un-cut, un-eaten marshmallow must be on top of the structure• Height is measured from the tabletop surface to the top of the marshmallow• The structure must be free-standing at the time of measurement

The Marshmallow Challenge - Rules

Your Team Must...

- Build structure on the tabletop
- Have the whole, un-cut, un-eaten marshmallow on top
- Use only materials in the paper bag (not all have to be used; materials can be cut or broken)
- Complete the challenge in 15 minutes

Your Team Cannot...

- Use the paper bag
- Hang anything from the ceiling or walls
- Hold or touch the structure after 15 minutes
- Use any additional materials (including your phone to Google ideas)



VBA Summer Contact

Monica McDearmon

Manager, Communications & Financial Education

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www.vabankers.org/internal-links/2022-intern-resources



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