

Hello
my name is

INTERN

VBA Internship Program

Intern Orientation | May 28, 2026

Wi-Fi Information

Network: VBA Guest

Password: banker4490



About the VBA

ABOUT THE VBA

Founded: 1893
 Headquartered: Glen Allen, VA
 Staff: 27
 Members: 95 banks
 Mission: To enhance Virginia banking for the benefit of banks, their customers and their communities.
 Chairman: Tom Cherry, C&F Bank
 President & CEO: Bruce Whitehurst, bruce@vabankers.org

INDUSTRY ADVOCACY

- Meet with your state and federal legislators to review important industry issues at the VBA State Legislative Meetings
- Sign up to send comment letters through the VBA Call to Action program
- Contribute to VBA BankPAC
- Attend Banker Day in January and the Washington Summit in March
- Sign up to receive the VBA Legislative Bulletin

Matt Bruning: mbruning@vabankers.org

VBA COMMITTEES

Join one of the committees or peer groups that represent many areas of banking:

- Provide input to the VBA on matters affecting the banking industry and the committee's functional area
- Identify possible legislative and/or regulatory issues
- Provide input on education and training needs
- Participate in a forum for the exchange of ideas and networking

Chandler Owdom: cowdom@vabankers.org

COMMUNICATIONS

Sign up to receive:

- Executive Brief
- *Virginia Banking Monthly*
- Regulatory Bulletin
- Legislative Bulletin
- Emerging Bank Leaders Newsletter
- For Your Benefit Newsletter
- The Kit: Financial Literacy Newsletter
- VBA Virtual: Weekly Webinars email

Chandler Owdom: cowdom@vabankers.org



EMERGING BANK LEADERS

- Join the Emerging Bank Leaders
- Attend regional networking and educational events
- Learn and meet other bankers at the annual Emerging Leaders Conference
- Participate in advocacy efforts on behalf of your bank
- Become more involved in financial literacy in your community
- Make new friends
- Have fun!

Chandler Owdom: cowdom@vabankers.org

FINANCIAL LITERACY

- Host students for the VBA Bank Day Scholarship Program
- Sponsor a school for Virginia Reads One Book
- Become a sponsor of the Virginia Banking Fellows Program
- Participate in Teach Children to Save Day
- Learn about how your bank can partner with VBA Endorsed Provider Banzai
- Participate in Get Smart About Credit Day

Monica McDearmon: mmcdearmon@vabankers.org

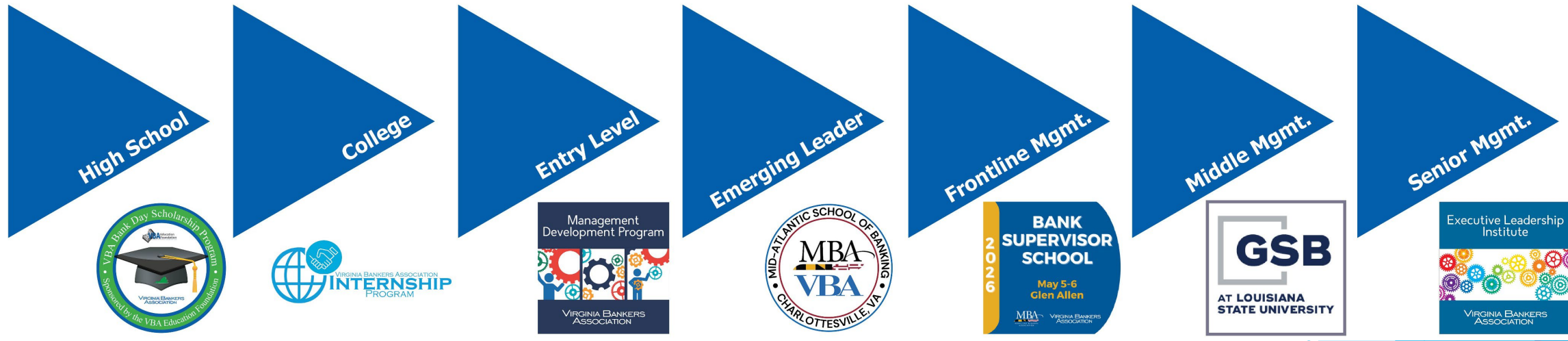
EDUCATION & TRAINING

- Attend one of over 25 live education and training events offered per year
- Inquire about the Mid-Atlantic School of Banking
- Apply for the Management Development Program or Executive Leadership Institute
- Learn about the hundreds of webinars offered on www.vabankers.org

Kristen Reid: kreid@vabankers.org

VBA Education & Training Continuum

Leadership Training Continuum





Find Someone Who...

Get to Know Your Peers!



Careers in Banking Rotations

Members of the VBA Staff and
VBA 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
- More than 650 members and growing





Networking Break



Overview of Internship Program & Schedule

Monica McDearmon
Virginia Bankers Association

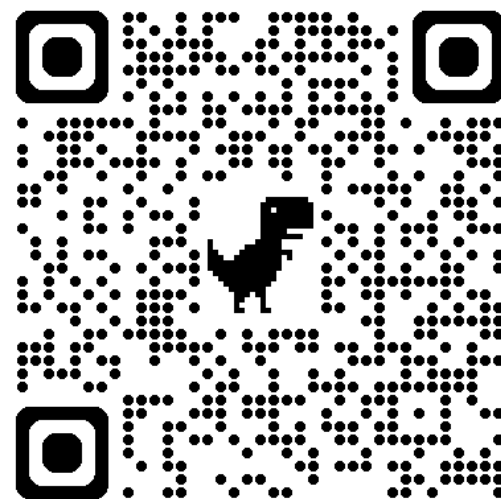


2026 Intern Handbook



Intern Resource Portal:

www.vabankers.org/internal-links/2026-intern-resources





Lunch



Business Etiquette & Other HR Best Practices

Amy Mitchem, Chesapeake Bank
Carla Moore, 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



Top Three Things to Do:
Recommendations from VBA President & CEO Bruce Whitehurst

1. [Bring your team to VBAConnect.](#)
2. [Enter your bank for the ABA Community Commitment Awards.](#)
3. [Learn more about our new Endorsed Provider, Gradifi.](#)

VBA Executive Brief

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





Networking Break



Check Fraud & Money Laundering

Mike Bruno & Marydith Newman
U.S. Postal Inspection Service



VBA Summer Contact

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www.vabankers.org/internal-links/2026-intern-resources



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