

Virtual Bank Manager School

May 21, 2020 *Estimated Completion Time for Pre & Post Work Assignments: Up to 1 Hour*
1:00 – 3:00 pm EST

Module #1: Understanding yourself and Others

- Recognize and develop your own unique management style
- Understand your role in role modeling, culture-building and team support
- Assessing your supervisor effectiveness
- Utilizing individual strengths on your team

May 28, 2020 *Estimated Completion Time for Pre & Post Work Assignments: Up to 2 Hours*
1:00 – 3:00 pm EST

Module #2: Difficult Conversations

- Handling those difficult conversations with employees
- Address difficult or uninspired team members
- Ask the right questions using the WDEP system
- Benefits of a behavior change plan

June 4, 2020 *Estimated Completion Time for Pre & Post Work Assignments: Up to 2 Hours*
1:00 – 3:00 pm EST

Module #3: Coaching

- One-on-one's with your team
- Skills in giving and receiving feedback
- Coach, empower and delegate effectively
- Communicating with positive confrontation
- Managing "Professional Maturity"

June 11, 2020 *Estimated Completion Time for Pre Work Assignment: Up to 1 Hour*
1:00 – 3:00 pm EST

Module #4: Building an effective team

- Learn how to develop and utilize teamwork in the workplace
- Ideas to empower and motivate within the workplace
- The Ideal Team Player – by Patrick Lencioni

Other topics suggested by participants will also be covered throughout the program.