

BRANCH MANAGERS PROGRAM



Everything starts with the Branch Manager...

A Branch Manager requires so much more than quantitative skills or the ability to crunch numbers. A Branch Manager must also possess strong sales, people-management and member-service skills, because a branch manager's responsibilities include developing and maintaining a strong, positive relationship with their staff.

MARCH 19 & APRIL 16, 2013 • HOMEWOOD SUITES & HAMPTON INN, TORONTO

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THE LEARNING INSTITUTE

a division of Level Five Strategic Partners Inc.

BRANCH MANAGERS PROGRAM

PROGRAM OVERVIEW

The Branch Managers Program is a two day, in-class series that offers a unique learning experience for Credit Union Branch Managers. The program will teach participants the skills and techniques to build a high performing and united branch team. It focuses on core elements that drive performance and lead with conviction and passion. Group activities, video observation and challenging case studies are a key component of each module.

FACILITATOR – Kathy Clutterbuck

WHO SHOULD ATTEND

The program is ideally suited for all Credit Union Branch Managers.



MODULE 1

INFLUENCING, ENGAGING AND BUILDING TALENT

This module will teach Branch Managers the key steps necessary to build a united branch team. Participants will see first-hand how a high performing team is created. You will learn the step by step actions required to effectively delegate and use your authority to achieve outstanding results.

In this module we will cover:

- The twelve C's of Teambuilding
- Introduction to Tuckman's Model
 - Understand the progression of a team
 - Recognize where your team is
 - Create Strategies and tactics to improve your teams current performance

MODULE 2

BUILDING A BRANCH TEAM - FROM CONFLICT TO COLLABORATION

This module will build on the skills learned in Module 1. When working to turn conflict into collaboration, Branch Managers encounter a number of conflict styles. Participants will learn the characteristics of each of the five individual conflict styles and how to implement effective strategies to encourage collaboration. Through this process a motivated and dedicated team will emerge working together to exceed branch goals.

In this module you will learn:

- The five individual conflict styles
- The five dysfunctions of a team
- Why teams fail and how to prevent it
- Identify if you are Sapping or Zapping your team

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You must successfully complete both modules in order to receive the program certificate.

REGISTRATION FEE INCLUDES:

Course material, breakfast, lunch, 2 nutrition breaks

Note: The course includes a copy of "Nine Minutes on Monday" by James Robbins.

DATES & TIMES

Module 1 - Influencing, Engaging and Building Talent

March 19, 2013 8:45 am to 5:00 pm

Module 2 - Building a Branch Team - from Conflict to Collaboration

April 16, 2013..... 8:45 am to 5:00 pm

LOCATION:

Homewood Suites & Hampton Inn

5515 Eglinton Avenue West, Toronto ON M9C 5K5

Telephone: 416-646-3000

For more information about the program please contact:

Candis Mirtl at cmirtl@levelfive.ca or 1-888-311-3030 Ext 236

OR **Jan Hall** jhall@levelfive.ca or Ext 0.

Please fax the completed registration form to:

Jan Hall at 905-602-0063 or mail to:

Level Five Strategic Partners Inc.

27-4444 Eastgate Parkway, Mississauga, ON L4W 4T6

BRANCH MANAGERS PROGRAM REGISTRATION FORM

Name: _____

Title: _____

Credit Union: _____

Address: _____

Postal Code: _____

Telephone: _____ Fax: _____

Email: _____

Choose Your Course(s): Please Tick the Appropriate Box

Module 1 \$595.00 plus HST = \$672.35

Module 2 \$595.00 plus HST = \$672.35

Full Program \$1,090.00 plus HST = \$1,231.70

Payment Cheque enclosed Payment to follow

Please make cheque payable to Level Five Strategic Partners Inc.


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