

# 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

## BRANCH MANAGERS PROGRAM

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](mailto:cmirtl@levelfive.ca) or 1-888-311-3030 Ext 236

OR **Jan Hall** [jhall@levelfive.ca](mailto: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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