



# VERMONT BANKERS ASSOCIATION, INC.

## BUILDING A HIGH-PERFORMANCE BANKING TEAM

Thursday, November 9, 2023

10:00 AM - 4:00 PM

Virtually, via Zoom

Leading and sustaining behavioral and culture change for your team or organization is a critical challenge every banking leader must tackle. As Peter Drucker, one of the best-known experts and writers on business management, put it, “Culture eats strategy for breakfast.” Your business plan will only be as effective as the team culture you build to support it. If your goal is to build a high-performing team, this workshop will provide you with the framework you need to implement, lead, and sustain the culture shift required to achieve this goal.

### Where does your banking team need a cultural transformation?

From Customer Service Mediocrity to Customer Service Excellence

From a Loose Credit Culture to a Strong Credit Culture

From a Culture of Stagnation to One of Focused Growth and Increasing Profitability

From a Culture of No Accountability to One of Personal Ownership and High Team Engagement

### Learning Objectives

Why Culture Reflects Leadership

Defining Your Team Culture

Implementing the 5 C’s Required for Culture Change

Establishing the Foundations for High Performance

Characteristics of High-Performing Teams

Creating Individual and Team Alignment with Organizational Goals

Affecting Change in Individuals, Teams, and Organizations

Overcoming Resistance to Change

Contracting for Change

Hiring, Engaging, and Retaining High Performers

Why Most Leaders Fail at Sustaining Culture Change

### Audience

All bank team members in a management or leadership role would benefit from this seminar.

### Meet the Facilitator

Christie Drexler is Senior Consultant and Facilitator for Performance Solutions, Inc. (PSI). She has over 26 years of experience in the financial industry, serving the community and regional banks. Her experience has been expansive in successfully navigating retail, operations, treasury services, and commercial banking careers. Christie has served as Chief Retail Officer, Chief Credit Officer, and Market/Division President. She has a B.S. in Finance from Berry College and an MBA from Georgia College and State University. Christie is a passionate facilitator and coach focusing on developing competent, caring, and impactful leaders in all banking roles.

Performance Solutions, Inc. is a training and consulting company that has been a part of the banking community for over 35 years. PSI specializes in providing solutions to the key challenges facing banks today in attracting and building profitable customer relationships. During the recent pandemic, PSI adapted and pioneered a virtual, “live” platform to meet the ever-changing needs of our banking communities. PSI’s in-person, virtual, and hybrid training and speaking engagements are energized, fast-paced, interactive, and results-focused.





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**REGISTRATION FORM**

**COMPANY:** \_\_\_\_\_

**CONTACT:** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**REGISTRATION - Email address needed in order to forward conference information. Please use another sheet if more room is needed for registrations.**

**Fee: Members \$265  
Non Members \$465  
per person**

NAME:

EMAIL:

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**TOTAL ENCLOSED:** \$ \_\_\_\_\_



**Please return this completed registration form no later than Tuesday, October 31, 2023 with check payable to:**

Vermont Bankers Association, Inc.  
PO Box 587  
Montpelier, VT 05601-0587

To be invoiced, email registration to [vtbanker@sover.net](mailto:vtbanker@sover.net) or fax 802-223-5078.

***VBA Cancellation Policy:*** Registrations may be canceled by close of business on Friday, November 3, 2023 by notifying the VBA office at 802.229.0341. Refunds are subject to a \$50.00 per person service charge. Any cancellations received after November 3rd are not refundable, but are transferable to another individual from your institution who wishes to attend this program. All registrations received by fax or email are subject to this policy.