



*The NJBankers*  
**LEADERSHIP  
ACADEMY**

The New Jersey Bankers Leadership Academy is an opportunity to learn the skills for moving the bank into the future and ultimately support advocating for the banking industry. Help cultivate and advance the careers of these individuals by achieving their personal goals of success. It's a win-win-win situation for all; the bankers, the institution and the industry!

\*\*\*\*\*  
**Success Through Effective Practices of Supervision (STEPS)**

**This program series is designed for Head Tellers, Teller Supervisors, and Department Supervisors**

This three-day program will focus on the following:

- Session 1: Critical Skills for Supervisors (April 19, 2017)
- Session 2: Coaching for High Performance (May 23, 2017)
- Session 3: Time Management & Delegation (June 21, 2017)

**The STEPS Curriculum:**

✓ **Session 1: Critical Skills for Supervisors**

- Characteristics and behaviors of effective supervisors
- Understanding and maximizing your supervisory style via DISC Assessment
- Motivating a multi -generational staff
- Understanding and managing change
- Promoting teamwork

✓ **Session 2: Coaching for High Performance**

- Identifying coaching opportunities
- Using effective feedback to correct performance problems
- Effective coaching actions
- Conducting effective coaching sessions
- Dealing with difficult employee situations

✓ **Session 3: Time Management & Delegation**

- Understanding your time management style
- Learn how delegating can be a powerful time management strategy
- Overcome procrastination, time robbers and road blocks to best manage your time
- Develop a time management plan

\*\*Certificate to be awarded upon completion of all three sessions.

**(LIMITED REGISTRATION)**

**The STEPS Program can be customized specifically to your organization and delivered at your location.  
Contact us to get more information about our in-house training options.**

*Presented by:*



*Designed by:*



*in Partnership with:*



## **THE NEW JERSEY BANKERS, LEADERSHIP ACADEMY, continued**



**Your Instructor:  
Cynthia S. Rowan, Ph.D.  
President, Performance Management Solutions**

Dr. Rowan is a seasoned professional with an extensive background in banking; having successfully served in a variety of positions within the retail, lending, and credit areas as well as an officer in the areas of human resources, training, and employee development. Since 1992, Rowan has served as President of her own consulting firm, Performance Management Solutions. During her consulting career, she has helped a variety of financial service institutions improve their profitability by designing and implementing training initiatives in the areas of leadership, management, and service excellence, creation of coaching cultures to support continued learning, and performance management strategies to foster employee growth and accountability.

# THE NEW JERSEY BANKERS, LEADERSHIP ACADEMY, continued

## STEPS Program

NJBankers  
411 North Avenue East  
Cranford, NJ 07016

### Dates:

Session 1 – Wednesday, April 19, 2017  
Session 2 – Tuesday, May 23, 2017  
Session 3 – Wednesday, June 21, 2017

**Registration:** 8:30 a.m. – 9:00 a.m.

**Program:** 9:00 a.m. – 4:00 p.m.

### Location:

New Jersey Bankers Association  
411 North Avenue East  
Cranford, NJ 07016

## TO REGISTER

### By Mail:

New Jersey Bankers Association  
411 North Avenue East  
Cranford, NJ 07016

### By Fax:

908-272-2720

### Online:

[www.njbankers.com](http://www.njbankers.com)

### Questions?

908-272-8500

**Registration Information:** Program fee includes seminar materials, Continental Breakfast, luncheon and refreshment breaks. The deadline to register is **April 5, 2017**. Registrations will be accepted after the deadline based on a space available basis. After **April 5, 2017**, refunds will *not* be granted. However, substitutions for the entirety of the three day program will only be honored. All cancellations must be submitted in writing.

*In case of inclement weather, please call the New Jersey Bankers Association office after 6:30 a.m. for a message on cancellation.*

**Dress Code:** Business casual attire is appropriate.

## REGISTRATION

### Attendee:

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

### **Attendee Registration Fee:**

NJBankers member - \$895

NJBankers add'l member - \$870

Non-member - \$1,045

I will require special accommodations/dietary needs to participate.

**Please List:** \_\_\_\_\_

## PAYMENT METHOD

AmEx\_\_ Visa\_\_ MasterCard\_\_ Discover\_\_ Check\_\_

**Name on Card** \_\_\_\_\_

**Card #** \_\_\_\_\_

**Exp. Date** \_\_\_\_\_ **CCV#** \_\_\_\_\_

**Phone #** \_\_\_\_\_

**Signature** \_\_\_\_\_

**The STEPS Program can be customized specifically for your organization and delivered at your location. Contact Cris Goncalves to get more information about our in-house training options.**

### **Program:**

**Cris Goncalves**

908-272-8500, ext. 630

[cgoncalves@njbankers.com](mailto:cgoncalves@njbankers.com)

### **Registration:**

**Diane Starr**

908-272-8500, ext. 600

[dstarr@njbankers.com](mailto:dstarr@njbankers.com)

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