

CENTER FOR FINANCIAL TRAINING & EDUCATION ALLIANCE

Presents

Managers as Leaders

Leading to Service Excellence

Developed and Delivered by Linda S. Blessing M.S. Ed

March 19, 2019 in White River Junction, VT

CFTEA and Linda S. Blessing are pleased to bring several professional development programs in leadership for managers to you! This Session, Leading to Service Excellence, is one of five Managers as Leaders programs designed specifically for the bank manager striving for leadership qualities.

PROGRAM TOPICS

Retaining the Best

- ◆ The Leader's Role in Retention
- ◆ Why Employees Leave
- ◆ Why Employees Stay
- ◆ Steps to Improve Retention

Dealing with the Unsatisfactory Employee

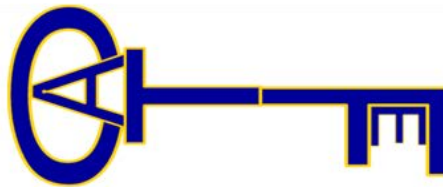
- ◆ Identifying the Unsatisfactory Employee
- ◆ Seeking Causes and Developing Tentative Solutions
- ◆ Taking Action

Managing Workplace Negativity

- ◆ Impact of Negativity on the Workplace
- ◆ Negativity and the Three C's
- ◆ Communicating Negativity
- ◆ Pervasive Individual and Team Negativity
- ◆ Accountability Model for Individuals and Teams



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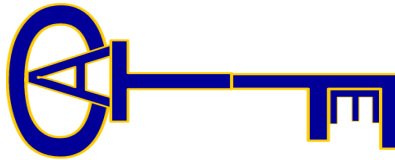
IS YOUR KEY TO SUCCESS



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WWW.CFTEA.ORG



YOUR INSTRUCTOR

Linda Blessing has over 30 years of experience in human resources, training, operations, management, quality assurance, project management, and healthcare compliance. Currently she is principal at Linda S. Blessing, MS. Ed, Life Coach and Trainer, also working on a contract basis for Career Management Associates in Portland, Maine. She spent seven years with D.Gallant Management Associates as Senior Associate providing human resources, training, and coaching, counseling expertise. Prior to that she served in senior management at McKesson Corporation overseeing human resources, training, and healthcare compliance at the national level.

Linda also held various management level positions during her 22 years with Anthem Blue Cross and Blue Shield. Among her responsibilities were human resources, training, project management, and claims operations. Linda holds a Bachelor of Science in Secondary Education from Southeast Missouri State University, as well as a Master of Sciences in Education/Counseling from the University of Maine. She has taken many professional and personal development courses and seminars in management, leadership, communications, customer services, human resources, quality assurance, and compliance.

The complete **Managers as Leaders** classroom series taught by Linda Blessing through CFT:

Leadership and Management: September 18, 2018

Building a Winning Team: October 16, 2018

Performance Management and Coaching: November 13, 2018

Managing Time and Change in a Leadership Role: February 19, 2019

Leading to Service Excellence: March 19, 2019

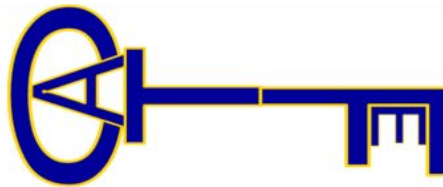
Planning on taking all five of these exceptional programs? If so, you will earn CFTEA's **Managers as Leaders Certificate!** This special program has been developed specifically for those in the financial services field who currently hold management positions. Facilitated by Linda, each of the topics provided in this series is designed to assist managers to develop their leadership skills in an engaged and dynamic learning environment.

ENROLL ONLINE FOR ANY OF THE ABOVE DATES OR ALL FIVE PROGRAMS AT

WWW.CFTEA.ORG



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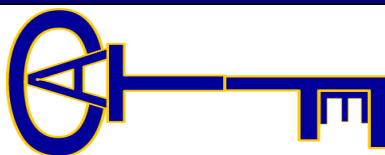
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Registration Information

Tuition for this single program: \$295.00 per attendee, which includes materials. Please register at least one week prior to the date of the program. Cancellation of a registration must be made at least one week prior to the date of the program otherwise the full registration fee must be charged. Participant substitutions may be made. The full registration fee will also be charged for any cancellation made less than one week prior to the date of the program due to *anticipated* bad weather. Should bad weather become a deterrent for any student(s) to attend a class on the day/evening of the program, there will be no charge for the enrollment.

Tuesday, March 19, 2019

9:00AM—4:00PM

Mascoma Savings Bank

243 Sykes Mountain Avenue, White River Junction, VT

REGISTRATION FORM:

Managers as Leaders: Leading to Service Excellence

Name: _____ Last Four Digits of SS#: _____

eMail address: _____ Telephone #: _____

Financial Institution Name and Address: _____

_____ Authorization: _____

Authorizer's eMail Address: _____ Telephone #: _____

Please Check the programs you wish to attend:

- _____ Leadership and Management: September 18, 2018
- _____ Building a Winning Team: October 16, 2018
- _____ Performance Management and Coaching: November 13, 2018
- _____ Managing Time and Change in a Leadership Role: February 19, 2019
- _____ **Leading to Service Excellence: March 19, 2019**

Register Online at: WWW.CFTEA.ORG

You may scan/email your registration to: info@cftea.org

You may FAX your registration form to: 207-514-8260

OR mail it to: CFTEA, Auburn Hall Suite 303, 60 Pineland Drive, New Gloucester, ME 04260

Questions?

Call 1-888-366-3242 or 207-688-6225 Email us at info@cftea.org

CFTEA is committed to offering professional continuing education programs in partnership with area Financial Institutions and their employees. We value and deliver a high standard of cost effective educational programs while promoting personal growth through professional development.

The Center for Financial Training reaffirms its standing policy of nondiscrimination in employment and in all programs and activities with respect to race, creed, color, sex, sexual orientation, age, religion, ethnic or national origin, handicap or veteran status.