

EMERGING LEADERS WORKSHOP

January 13, 2025 | Church Landing, Meredith, NH

AGENDA

8:30 AM – 9:00 AM

REGISTRATION & CONTINENTAL BREAKFAST

9:00 AM – 9:05 AM

WELCOME

Kristy Merrill, *President*
NH Bankers Association

Ross Gibson, *Strategic HR Business Advisor*
The Richards Group

9:05 AM – 9:45 AM

WASHINGTON UPDATE

Chris Fisher, VP of Congressional Relations
American Bankers Association (ABA)

9:45 AM – 10:05 AM

NH LEGISLATIVE UPDATE

Ryan Hale, VP of Government Relations
NH Bankers Association

10:05 AM – 11:05 AM

POWERFUL MEETINGS AND PROPOSALS THAT MAKE YOUR CUSTOMERS FALL IN LOVE WITH YOU

Joe Micallef
Grow UP Sales

Remember your first meetings with your spouse? Remember your marriage proposal? As a banker, we want to build a lifelong relationship with our customers, so it's important we know how to conduct impactful meetings and present compelling proposals. During this session Joe Micallef will share proven best practices for conducting highly captivating customer meetings and producing irresistible proposals that your customers and prospects will love.

Key Takeaways:

- Discover Joe Micallef's engaging Sales Meeting Process.
- Learn a better structure for creating Compelling Customer Proposals.
- Confidently win more wholistic and long-lasting customer relationships.

11:05 AM – 11:15 AM

BREAK

11:15 AM – 12:15 PM

TIME MANAGEMENT

Ross Gibson, *Strategic HR Business Advisor*
The Richards Group

The objective of this session is to help participants be more effective with their time management, both at work and outside of work. Participants will learn some very easy-to-apply tech 'hacks' to assist with managing their time.

12:15 PM – 1:00 PM

LUNCH

NH BANKERS ASSOCIATION | COMMUNITY BANKERS ASSOCIATION

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1:00 PM – 2:00 PM

DEALING WITH WORKPLACE CONFLICT

Ross Gibson, *Strategic HR Business Advisor*
The Richards Group

The objective of this session is to help participants deal with conflict in the workplace. Too often, our natural tendencies are to avoid conflict even though conflict is unavoidable. We will work on strategies to not only identify conflict but to use conflict in building stronger teams and organizations.

2:00 PM – 3:00 PM

PEER TODAY, BOSS TOMORROW

Susan Loynd, *Strategic HR Business Advisor*
The Richards Group

The objective of this session is to discuss and overcome the challenges of moving from line staff to supervisor. Topics include how to be friendly without being friends, and how to hold former peers accountable in your new role.

3:00 PM – 3:15 PM

WRAP UP & ADJOURNMENT