

EMERGING LEADERS WORKSHOP

January 9, 2024 | Grappone Conference Center, Concord, NH

AGENDA

8:30 AM – 9:00 AM

REGISTRATION & CONTINENTAL BREAKFAST

9:00 AM – 9:05 AM

WELCOME

Sandy Tracy, SVP/COO
NH Bankers Association

Crystal Dionne, EVP/CFO
Primary Bank
Member of ABA Emerging Leader Council

9:05 AM – 9:45 AM

PUBLIC SERVICE – FINDING WAYS TO GIVE BACK TO YOUR COMMUNITY

The Honorable Representative Chris Pappas

New Hampshire's 1st District
U.S. House of Representatives

For Congressman Chris Pappas, public service has always been about finding ways to give back to the community that has given him so much. A lifelong resident of Manchester, New Hampshire, Rep. Pappas was born into a proud Greek-American family. After graduating from Harvard, he returned home where he began a career in public service while helping run the 105-year-old family restaurant where he started scooping ice cream and bussing tables at age 14. How can you give back to your community?

9:45 AM – 10:45 AM

ON LEADERSHIP

Ross Gibson, Director – Client Services
The Richards Group

The objective of this session is to provide an overview of Leadership, increase group communication and trust and set a framework and definition of both leadership and management. Expected outcomes include clarity around the definitions of leadership and management and increased understanding of leadership theory.

10:45 AM – 11:00 AM

BREAK

11:00 AM – 12:00 PM

BUSINESS WRITING BASICS

Kimberly Marlowe Hartnett
New Hampshire-Based Workplace-Communications Coach
Instructor at the Nackey S. Loeb School of Communications

Kimberly works with business professionals to help them deliver well-crafted and on-time reports, correspondence, speeches, web and marketing content, and other workplace communications. Kimberly is a former journalist for news organizations throughout New Hampshire and the Pacific Northwest, including a decade as a

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reporter, columnist, and editor for The Seattle Times. She is the author of a book on the American civil rights movement and a frequent writing instructor for the Nackey S. Loeb School of Communication in Manchester, NH. In this session, Kimberly will share straightforward guidance for both new and experienced writers within the banking community.

12:00 PM – 1:00 PM

LUNCH

1:00 PM – 2:00 PM

SUCCESSFUL NETWORKING AND BUSINESS DEVELOPMENT TECHNIQUES

Jim Merrill, *New Hampshire Director*
The Bernstein Shur Group

- What is (and why do?) business development
- Best networking and profile building practices
- Case studies on successful networking and business development techniques

2:00 PM – 3:00 PM

PRESENTATION SKILLS

Ross Gibson, *Director – Client Services*
The Richards Group

The objective of this session is to provide participants with a methodology to ensure that their presentations are not only effective but wildly successful. We have all been inundated by presentations, however, people who master the art of making great presentations have a critical edge.

3:00 PM – 3:15 PM

WRAP UP & ADJOURNMENT

Ross Gibson, *Director – Client Services*
The Richards Group
&
Kristy Merrill, *President*
NH Bankers Association