



Who Should Attend: New, existing, or emerging leaders at all levels

Program Curriculum
Modules
Building Trust
Change Management
Coaching for Performance, Part 1
Coaching for Performance, Part 2
Developing a Leadership Brand
Effective Decision Making
Effective Delegation
Employee Accountability
Employee Motivation
Leadership Hacks
Strategic Thinking
Team Building

Agenda

Virtual - Kick Off Call – March 14, 2024

- Program overview, introductions, what to expect
- Pre-Program Survey Assessment
- Breakout groups and introductions
- Q&A

In Person - March 19, 2024 - Birmingham, AL
March 20, 2024 - Atlanta, GA
March 28, 2024 - Tampa, FL
**(Attendees will only attend the in-person location
chosen during registration)**

Coaching for Performance:

Understand the three disciplines and three distinct coaching styles of an effective leader. The key behaviors of an effective coach. Four critical coaching behaviors. Identifying the cause of underperforming. How to coach to the four performance types. Differentiate the characteristics of management and leadership.

Locations:

Birmingham, AL

Legacy Community Federal Credit Union
100 Corporate Ridge Road, Suite 200
Birmingham, AL 35242

Atlanta, GA

Atlanta Postal Credit Union
400 Tradeport Boulevard
Suite 401
Atlanta, GA 30354

Tampa, FL

Sun Coast Credit Union
6536 E. Hillsborough Ave.
Tampa FL, 33610

(This is a new location that GPS may have trouble with. If you are sent to Suncoast original location, It is located just across and down a block from our building at 6801)

Virtual - April 9, 2024

Team Building: Recognize the fundamentals of the team-building process, communication styles, listening and learning skills, and why teams become dysfunctional.

Leadership Hacks: Mastering the art of concise communication, learning to read and respond to non-verbal cues. Strategies to manage your time more effectively, prioritize tasks and increase productivity without sacrificing quality.

Virtual - May 14, 2024

Employee Motivation: Creating and maintaining a motivational environment while developing and encouraging empowerment.

Employee Accountability: Accountability drives performance. Practice multiple best practices that enhance team performance and productivity of employees.

Virtual - June 6, 2024

Effective Decision Making:

Enhancing your ability to think critically and objectively, considering various aspects and implications of a decision. Methods for identifying, assessing and managing risks associated with different decisions and understanding how to balance risk with potential rewards, Strategies for making decisions in a group setting, including facilitating discussions, consensus-building and dealing with conflicting opinions.

Effective Delegation:

Identify what, when, why, and how to delegate effectively. Discover why work is not happening and address concerns.

Virtual - July 9, 2024

Building Trust:

Identify what, when, why, and how to delegate effectively. Discover why work is not happening and address concerns.

Change Management:

Identify what, when, why, and how to delegate effectively. Discover why work is not happening and address concerns.

In Person - August 7, 2024

Leadership: Encourage open communication and sharing of ideas with exercises and experiential activities.

Leadership Brand: Identify and study the Five Leadership Voices and develop a Leadership Brand.

Strategic Thinking: Why strategic thinking is critical to your success as a leader. The strategic thinking gap that exists in most financial institutions and why. The types of strategic thinkers. How strategic thinking is different from strategic planning. How strategic masters differ from strategic thinkers.



Mike Neill *Chief Learning Officer & Founder, ServiStar*

Mike is the Chief Learning Officer and founder of ServiStar Consulting, which is celebrating its 25th anniversary of serving Credit Unions. Mike is one of the most sought after speakers in the Credit Union Movement, published researcher and author. Mike and ServiStar works with credit unions teaching them how to become more profitable through outstanding leadership, culture, and Member Experience. ServiStar clients have won multiple NAFCU Credit Union of the Year Awards. Additionally, many of the top rated credit unions in sales and member experience have been ServiStar Clients.

Prior to starting ServiStar in 1998, Mike worked as a senior executive where he led the credit union to a number two ranking, in member product penetration. Mike has an undergraduate degree in Organizational Development and is certified as an Executive Coach, by the International Coaching Federation.

Books by Mike:

- Creating and Maintaining a Credit Union Sales and Service Culture
- Coaching for Performance.

Published Research, Filene Research Institute

- Attributes and Skills Common Among High Performing Credit Union Managers
- Attributes and Skills Common Among High Performing Credit Union Sales and Service Performers.