

## Who Should Attend?



Branch Managers

Assistant Branch Managers

Loan Officers

Customer Service Representatives

Personal Bankers

New Account Personnel

Operations Personnel



## Fees

### Members:

\$295 for the first registrant

\$195 for each additional registrant

### Non-Members:

\$395 for the first registrant

\$295 for each additional registrant

## Registration

Registration for the workshop can be completed through our website. You can pay by credit card or by check and print the completed form for your records.

[www.ilfi.org/events-and-education](http://www.ilfi.org/events-and-education)

## Meals

Breakfast & lunch will be served to all attendees. There will also be AM/PM break times.

## Accommodations

Reservations should be made directly with the hotel of your choice. You can find a list of nearby hotels on our website:

[www.ilfi.org/events-and-education](http://www.ilfi.org/events-and-education)

## Location

NIU Naperville Conference Center

1120 East Diehl Road

Naperville, IL 60563

*Thank You to Our Sponsor!*



September 14, 2017

NIU Naperville

*"The greatest danger for most of us is not that our aim is too high and we miss it, but that our aim is too low and we reach it."*

Michaelangelo

# Career Development Workshop



Registration Begins  
@ 7:30 a.m.



## Current Banking Landscape

**Dr. Thomas Jacobs, Professor of Practice, Department of Finance, Northern Illinois University**

Ten years have passed since the events that precipitated the biggest banking crisis our country has faced since the Great Depression. How has the regulatory environment changed with the evolution and impact of the Dodd-Frank regulation? Has the purported prevention of “Too Big To Fail” financial institutions and the implicit subsidies they receive worked? How have the new rules further encouraged unregulated banking competitors such as business development companies, internet payment providers, and even money market funds to appropriate bank customers? What role has technology played to stimulate change?

Federal Reserve policies played little role in preventing the dangerous buildup of forces that led to the “Great Recession.” What excesses have we observed in recent years and to what do we attribute their growth? What steps is the Fed currently taking and what do we expect the outcome to be when the current expansion leads to the inevitable recession?

This session will provide an overview of these issues from the perspective of the smaller financial institution. The presenter has experience working both for large banks and the Chicago Fed as well as research and teaching interests in the banking industry.

**8:00 a.m. - 9:00 a.m.**

## Introduction to Types in Organizations: Myers-Briggs Workshop

**Kimberly Roddick - Director, Behavioral Health Sciences, KishHealth System**

Have you ever heard someone describe themselves as an INTJ or an ESTP and wondered what those cryptic-sounding letters mean? They are referring to their personality preferences based on the Myers-Briggs Type Indicator (MBTI). The Myers-Briggs Personality Type Indicator is a self-inventory designed to help individuals become aware of their particular style and to better understand and appreciate the way people differ from one another.

In this session, we'll discuss how team interactions are influenced by the individual preferences and type of team members; how to communicate and work effectively with other “types”; and how to use “types” effectively in your business practice. Participants will have a little homework prior to the session. We'll send you a link where you will complete the MBTI assessment online. At the workshop, you'll receive your personalized type indicator report!



**9:00 a.m. - 12:00 p.m.**

## Professional Communication: Key principles to help you build lasting relationships

**Lillian D. Bjorseth - President, DuoForce Enterprises, Inc.**

The ability to communicate well is your most valuable skill. Learn why something you have been doing since birth can be so difficult, confusing and hard to change ... yet vital to everything you do! Either you are in charge of it ... or it controls you. In a fast-paced, interactive workshop, Lillian shares key principles of communication to help you improve your personal and business success. Learn the importance of trust; the role of your unique filtering system; why listening is the number one human relations skill; the important messages face-to-face communication sends; that words have no meaning, people give meaning to words; and why your natural style can be naturally conflictive.

**1:00 p.m. - 2:30 p.m.**

## Delivering Value to Clients Ranging from Boomers to Millennials

**Dr. Robert Peterson, White Lodging Professor of Sales, Director of Sales Program at NIU**

As the greatest generation to accumulate wealth (Boomers) continues to retire, and Millennials begin to earn higher levels of income, how do you cater to these markets, plus the sizable Generation X as well? No matter the segmentation techniques applied, value must be created for customer. In this session we will explore and perform a short role play addressing how to deliver value to various institutional clients.

**2:45 p.m. - 4:15 p.m.**