



Multi-State Virtual Event
Co-Sponsored by MBA, ABA and LBA

Having Difficult Conversations with Employees
July 23 @ 2:00 - 3:30pm – VIA Zoom

Registration Fees:

\$65 per connection for LBA members
 \$130 per connection for LBA non-members

Conflict is inevitable — in work and in life. Managers must address performance issues, and colleagues with competing priorities must figure out how to work together. These situations call for having tough conversations. Hear how to conduct tough conversations, build communication skills and enhance relationships — leading to better business performance. Identify underlying differences in work styles, goals and power dynamics to change the way you view conflict. As a bonus, receive practical tools to help you prepare for your next difficult conversation and make sure you choose words that won't alienate the other person.



Jackie Rolow is Executive Vice President and Chief Talent Officer at SHAZAM!. Jackie's energy and supportive personality will inspire you to make your workplace a destination for the best talent in your industry. She has a gift for empowering employees to find their passion and creating a stronger and more effective working environment. Jackie brings expert HR perspective on strategic change, the constantly evolving legal and regulatory issues surrounding human resources, and effective goal setting to her highly engaging presentations.

Registration Form

BANK/COMPANY NAME: _____
 REGISTRANT NAME: _____
 BANK ADDRESS: _____
 PHONE NUMBER: _____
 CELL NUMBER: _____
 EMAIL ADDRESS: _____

Payment Options:

Check (made payable to Louisiana Bankers Association) Visa MasterCard American Express

Name on Card _____

Credit Card Number _____

Expiration Date _____ CVV _____

Billing Address _____

Signature _____

Submit registration and view rosters in the Education Section of the LBA's website, www.lba.org

Louisiana Bankers Association 5555 Bankers Avenue, Baton Rouge, LA 70808