



Professional Development Conference (Virtual) November 10, 2020 9:00am - 1:30pm

Make plans to join us for the LBA Professional Development Conference!

9:00am - 10:00am

Help! I'm Buried Under Email - and I Can't Get Up

Mandi Stanley

- The top seven credibility-robbing email mistakes and how to avoid them
- The importance of a complete email subject line - and how to write one consistently every time
- How to map your message to save time with every email you send
- How to get a grip on your inbox with a few email management tips
- How to make sure your e-messages are absolutely error free with no embarrassing typos or mistakes
- A few practical punctuation pointers to eliminate run-on sentences along with hot topics such as tone appropriateness and SCREAMING IN ALL CAPS

10:00am - 10:15am

Break

10:15am - 11:15am

Motivation and Productivity

Steve Robichaux, Capital City Consultants

Motivation is an inside job, and it starts with the little things. Inspiring your employees and creating a culture of efficiency doesn't happen overnight. It is earned and nurtured over time. In this transformative seminar, we will teach you how to plant the seed of motivation through freedom of failure, authentic engagement and personal incentives.

11:15am - 12:30pm

Break

12:30pm - 1:30pm

Standards of Professionalism

Shanna Dorion, BizKnocks

There is an expectation for every office and employee to present a certain level of professionalism. The level of professionalism displayed is crucial to the growth and success of the business. Training in this area will set employer expectations, gain employee buy in, and lay the foundation for success. The core of this training will surround the characteristics of a professional, including: attitude, communication skills, teamwork, common courtesies, accountability and ownership, basic customer service skills, confidentiality, and handling conflict.

1:30pm

Conference Adjourns

Speakers



Mandi Stanley is Certified Speaking Professional. Mandi Stanley works primarily with business leaders who want to boost their professional image by becoming better speakers and writers. She has traveled throughout North America entertaining and educating more than 55,000 seminar participants. Some of her repeat clients include: United States Air Force, Entergy, National Security Agency, Campbell's Soup, Louisiana Legislative Auditors, Mississippi Young Bankers, Godiva Chocolate and National Football League (NFL). In 2003, Mandi was designated a CSP, Certified Speaking Professional. Fewer than 9 percent of all worldwide speakers have earned this designation, and Mandi is the first Mississippian in history to receive this honor through the National Speakers Association. Mandi is a *summa cum laude* graduate of Mississippi State University with concentrations in English, communication, and management. She's the award-winning business author of *The No-Panic Plan for Presenters: An A-to-Z Checklist for Speaking Confidently and Compellingly Anywhere, Anytime*. Audiences appreciate her platform enthusiasm, interactive style, and content-rich messages.



Professional Development Conference (Virtual)

November 10, 2020

9:00am-1:30pm



Steve Robichaux earned a BS degree in Psychology and an MBA from Louisiana State University in Baton Rouge. He has been professionally affiliated with the university for more than 20 years. He has served as an instructor in the Department of Management at the LSU E.J. Ourso College of Business Administration, Public Management Institute, Executive Education Program, Department of Continuing Education as well as the Graduate School of Banking. He holds the distinction of being voted Most Outstanding Teacher by the LSU class of 1994, and for the past five years has ranked as Top Teacher in the Executive Education Program. A certified instructor with the Japan Karate Association, Steve holds a 5th degree black belt in Shotokan and has competed at the highest level in Tokyo. From 1973 to 2006 he was affiliated with the LSU Karate Club as a student, officer and instructor. Steve taught karate to the LSU National Championship Football Team under then head coach, Nick Saban. Steve's diverse educational background and professional experience has provided him with an extensive knowledge of organizational behavior. His finely honed group processing skills, combined with creativity and dedication make Steve Robichaux effective in his work with private industry, business and governmental agencies.



Shanna Dorion is the Founder and President of Biz Knocks, a personal and professional development & corporate training company. She grew up in Southern Louisiana, in a tight-knit family and was raised by hardworking and loving parents. She credits her family (parents and grandparents) for instilling in her the necessities of life: values, integrity and good manners. A Graduate of The University of New Orleans, Shanna holds a Bachelor's Degree in General Business. She is also a graduate of the prestigious American School of Protocol in Atlanta, Georgia, where she earned a Professional Instruction Certification in Corporate Etiquette. She is endorsed by the Ziglar Corporation and is authorized to train and present Zig Ziglar's most powerful presentations and methodologies. Shanna's most recent accomplishment was being awarded the title of best-selling author. Shanna began her career in the banking industry where she remained for over 16 years. She began as a teller. With hard work and dedication, she worked her way up the corporate ladder. She has developed a reputation of being a spunky go-getter and a professional. Shanna's energy is contagious and she knows how to get positive results. She believes that building people first will guarantee building the bottom line.

Registration Form

Registrant 1

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Office Phone _____
 Cell _____

Registrant 2

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Office Phone _____
 Cell _____

Payment Options

- Check (Made payable to the Louisiana Bankers Association)
 Visa MasterCard American Express
 Card # _____ Expiration Date _____

Credit Card Billing Address: _____
 Name on Card (Please Print) _____
 Signature _____ Amount to be charged on card \$ _____

Virtual Seminar Registration Fee

\$265, per LBA member
 \$465, per non-member

Agenda

9:00am Program Begins
 1:30pm Program Adjourns

Cancellation Policy

Due to commitments we must make to secure a class, we need your help. If you must cancel your registration, please do so at least 3 business days prior to the seminar date to avoid a \$125 cancellation fee. Any registrant who does not cancel will be billed the full registration fee. Substitutions are welcome at no additional charge.