



Referring Clients' Skills

Two Sessions Offered

October 16, 2019

8:00am - 12:00pm OR 1:00pm - 5:00pm

Winnsboro State Bank ▪ 3875 Front Street ▪ Winnsboro, LA

Essential to any banker's job is the ability to listen well and get a client to the right person in the bank. This course will help build the listening and questioning skills a banker needs to gain a client's trust and then get them to the right person in your bank for help.

Webinar Speaker



Jay Toups is the Principal of Retail Management Resources, Inc. a Lafayette based company. His 25+ years of experience includes time spent at First Commerce Corp, Hibernia National Bank, Bank One, and Dixie Savings as a Lender, Branch Manager, Regional Manager, Retail Sales Coordinator, etc. He is currently working with community banks across the Gulf South helping them grow and prosper.

Registration Form

Please make copies of this form if more connections are needed.

Mr./Mrs./Ms. _____

Bank _____

Email Address _____

Branch Street Address _____

City, State, Zip _____

Phone _____

Fax _____

Payment Options

Check (Made payable to Louisiana Bankers Association)

Visa MasterCard American Express

Card Number _____ Expiration Date _____

Name on Card (please print) _____ Signature _____

Billing Address: _____ Amount to be charged on card \$ _____

Registration Fee
 \$125, per LBA members
 \$225, per LBA nonmembers

This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

***Please Note: Recordings are not eligible for SBET funding**

Please select one session only

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Location

Winnsboro Stat Bank
 3875 Front Street
 Winnsboro, LA 71295
 (318) 435-7535

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

Louisiana Bankers Association
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 Baton Rouge, LA 70808
 225-387-3282
 Fax 225-343-3159