



# Business Building in the New COVID World (Webinar)

February 19, 2021 ☐ 10:00am - 11:30am

COVID-19 has changed how most of us look at the world around us. Whether it is greater caution or greater frustration, we all must adapt to the changes going forward. This webinar will address the changes as it relates to building business and gaining customers. We will breakdown best practices and techniques used to gain customer confidence and bring new business to your bottom line.

## Who Should Attend:

This webinar will benefit retail and branch staff, lenders, branch operations and the training department.

## Webinar Speaker:



**Jay Toups** is the Principal of Retail Management Resources, Inc., a Lafayette based company. His 30+ 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.



## Webinar Registration:

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

### Payment Options:

Check ( Made payable to Louisiana Bankers Association)  
 Visa  MasterCard  American Express  
Card Number \_\_\_\_\_  
Expiration Date \_\_\_\_\_ Amount to be charged: \_\_\_\_\_  
Name on Card (please print) \_\_\_\_\_  
Signature \_\_\_\_\_  
Billing Address: \_\_\_\_\_

### Please check:

#### Registration Fees for LBA Members

Live Webinar Connection \$165 per connection  
 Webinar Recording \$165 per recording

#### Registration Fees for Non-Members

Live Webinar Connection \$265 per connection  
 Webinar Recording \$265 per recording

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**

Submit Registration and view rosters in the Education Section of the LBA's website, [www.lba.org](http://www.lba.org)

**Webinar access codes will be sent to registrants with confirmation emails one week prior to session.**