Cohen Brown Performance Results Network
2019 First Quarter Calendar of Events

PLEASE NOTE: All sessions will occur according to the schedule below, unless designated as a Facilitator Session or specifically noted by times listed below the description.

Times of All One-Hour Sessions: (Unless otherwise noted)

10:30 AM – 11:30 AM Pacific Time
11:30 AM – 12:30 PM Arizona Time (until March 10 then revert to Pacific Time)
12:30 PM – 1:30 PM Central Time
1:30 PM – 2:30 PM Eastern Time

Retail Process Core

Process Reinforcement for Maximizing Leadership

It's More Than Bedside Manner

January 8

Showing kind, friendly, and understanding behavior is a great first step in delivering World-Standard client/member interactions. But this session goes beyond the first step as we examine the process that, when used consistently by all tellers in your organization, will give clients/members a consistent and positively differentiated experience.

Coaching Opportunities

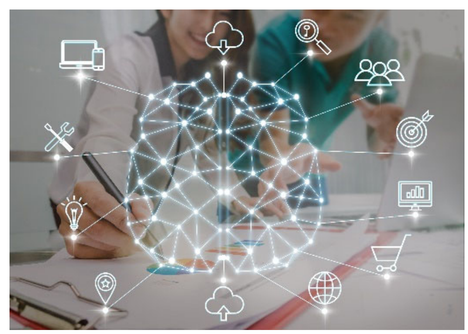
January 15

Tracking is vital to the success of our teams. We can ensure that we continue to see improvement if we are reviewing the numbers on a daily, weekly, and monthly basis and using those statistics to focus on the behaviors that will take the results to the next level. During this session, we will analyze results and identify opportunities for coaching.

The Big Five Most Powerful Ways to Use the Big Five

January 24

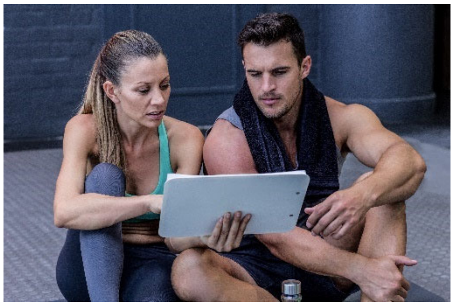
Big Fives are one of the most powerful tools that can be utilized in leadership and management. They allow you to focus on actions that will generate the maximum results. They can also assist your team when providing clients/ members/prospects with the benefits of doing business with your organization. During this session, we will discuss five ways that the Big Five can be used in various situations.



Embedding New Account Professional Product Knowledge

January 29

This session will provide trainers, coaches, and branch managers with the methods to embed product knowledge within the new account representative.



Providing Coaching Feedback

February 7

Observation without observational feedback is useless. Learn the steps to a successful coaching session, how to handle the obstacles, and how to implement the next steps to improve your team's skills.

It's Not Your Father's Banking World

February 14

Remember passbooks, coin-saver pig folders, getting a little pack of Life Savers, or the kid's table with comic books? It is not that simple anymore. During this session, we will discuss the behaviors and actions that will allow future generations to have fond memories of their financial institutions.

I THINK They See Me?

March 5

Working at the video teller or the drive-up can at times make tellers feel removed from clients/members. It takes special attention to make the experience a warm one while at the same time providing clients/members with the awareness of the products and services that will improve their financial lives. This session will discuss those techniques as well as how to overcome the obstacles your tellers may be encountering during these interactions.

Focused Performance Meetings: Most Powerful Topics

(45 Minutes)

March 7

This session will focus on developing the five most effective performance meeting topics that you can present to your team. During the session, participants will be able to benefit from each other's experiences to create lists of topics that will impact their teams and their teams' focus, while considering market conditions.

Embedding Teller Product Knowledge

March 21

The Cohen Brown Law states, "It is never a client's/member's or prospect's responsibility to ask you, to tell you, or to understand anything about financial services, ever. It is your job to educate them."

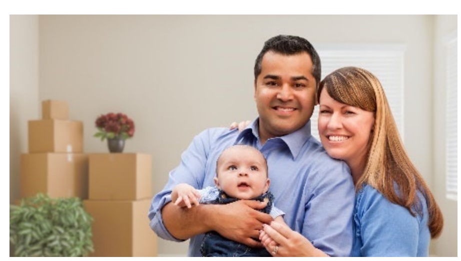
This session will provide trainers, coaches, culture champions, and branch managers with the methods to embed product knowledge within the teller.

Process Reinforcement of Enhanced Service Skills

Recognizing Life Events

January 10

This session will review the eight most common life events. How do we discover the events, make gracious comments, ask probing questions, create an interest, consultatively close, and follow up with the client/member concerning the life event?



Teleconsulting Pre-Call Planning for Consumer Clients/Members

January 17

Preparation for Teleconsulting calls is critical to achieving productive outcomes. This session will focus on the most effective method of preparing for your World-Standard calls to clients/members.

Transition Lines

January 31

Being able to transition from category to category with confidence and in a manner that seems logical to the client/ member is an essential skill when conducting a Needs Assessment. This session will focus on clues and Windows of Opportunities that will allow you to transition with ease by addressing the benefits of each category to the client/member.

In-Person Networking

February 5

Networking can cause so much anxiety for some professionals that they avoid this beneficial technique for increasing their contacts and pipeline. This session will provide you with some tips for networking as well as a planning sheet to allow you to make the most of any networking event.

The Core of the Needs Assessment: Probing Questions

February 12

Uncovering the known and unknown needs, and the current and future needs, of your clients/members/prospects is the core of the Needs Assessment. Perfecting your probing questions, listening for clues, and smooth transitions will allow you to make appropriate financial recommendations for your clients/members/ prospects. During this session, we will focus on the most effective open-ended and closed-ended probing questions/statements as well as transition lines that will take you from one financial category to the next within the Needs Assessment.

It Begins and Ends with the Needs Assessment

February 21

How do you start the Needs Assessment? How do you make the recommendations? How do you close the conversation? This session will focus on your Introduction and Entry Lines and move to the Recommendations, Follow-Up, Client/Member Orientation Rap, and the Offer to Assist Others.

Creating a Differentiation Statement That Goes Beyond Price

Feb 26

There is more to a purchasing experience than price. Not only do clients/members and prospects want to feel that the price is appropriate; they also want to feel that the total experience is pleasurable. It goes WAY beyond price and includes atmosphere, attitude of the employees, presentation of brochures in a rack, etc. This session will cover the first impressions created by your branches plus those words that make the difference.

NEW! I'm Here to Tell You...

(45 Minutes)

March 12

Anger Triggers, we all have them, and we all respond to them differently, but we need to take control of our responses. This allows us to live up to the Cohen Brown principle that "Professionals act as they must and not as they feel."

This session will discuss Anger Triggers and developing appropriate responses to those triggers.

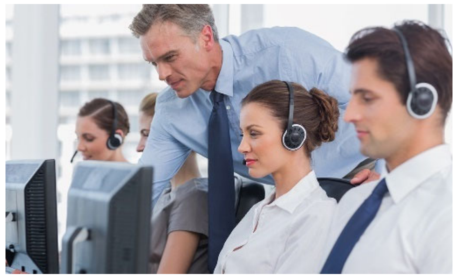
Call Center Process Core

Call Center Process Overview

By Appointment

All PRN members are invited to this session to learn more about Cohen Brown's Call Center Series training programs. *Leading the Call Center Relationship Management Labs* helps managers understand the importance of training their direct reports as a means of achieving success in their call centers and of resolving any personal issues that impede managers' ability to lead employees to World-Standard results in the ever-changing environment of a contact center. Part I of the Lab provides representatives and their managers with scripting, practical exercises, and thorough coaching that teaches what to say, how to say it, and how to deal with difficult clients/members through all five phases of a call. It also covers greetings, assessing needs, making appropriate suggestions, and handing off calls to other employees for more complex needs. Part II of the Lab teaches representatives what to say and how to say it through the seven phases of the Needs Assessment. Representatives also learn to consultatively follow through on identified needs and professionally handle objections from all clients/members to increase their close ratios and shorten the needs met cycle.

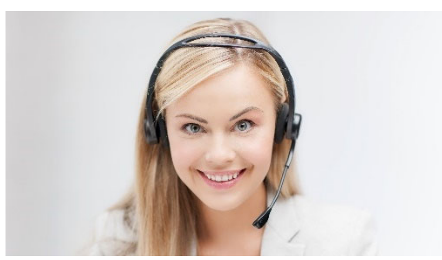
Facilitator Sessions



Leading Call Center

By Appointment

Leading the Call Center Relationship Management Labs ("Leading Call Center") prepares management for facilitating and leading the *Call Center Relationship Management Lab, Parts I and II*. This session will help managers to execute effective coaching and training of their direct reports as a means of achieving success in their call centers and to resolve any personal issues that impede managers' ability to lead employees to World-Standard results in the ever-changing environment of a call center.



Call Center Relationship Management Lab, Part I

By Appointment

Modules 1 through 8

Part I of the Call Center Relationship Management Lab Series focuses on developing a consultative approach to treating callers and lays the groundwork for service professionals continuing on to needs met responsibilities. This session will identify the key messages and workshops in each module to provide future facilitators with step-by-step instructions on how to successfully deliver the training to representatives.

Call Center Relationship Management Lab, Part II

By Appointment

Modules 9 through 12

Part II of the Call Center Relationship Management Lab Series builds on the foundation of the consultative approach developed in Part I and covers proactive and advanced approaches to utilizing the Three-Step Needs Met Cycle. This session will identify the key messages and workshops in each module to provide future facilitators with step-by-step training on how to successfully deliver the training to representatives.

Business Banking Process Core

Business Banking Teleconference(s)

Business Banking Teleconference(s) provide timely, topical, and consultative discussions in which Cohen Brown *Breakthrough B2B Banking* clients (and their culture champions) can learn and discuss processes and proven practices that can be implemented immediately in their business banking and commercial lending areas.

Pre-Requisite: Ownership of Business Banking Process Curriculum

Business Banking Process Overview

By Appointment

During this presentation, participants will learn about the content and objectives of Cohen Brown's *Breakthrough B2B Banking* program. "B2B" teaches a comprehensive model covering all phases of client/member acquisition, relationship management and retention, including conducting a comprehensive needs analysis, providing proactive value-added advice, closing business, and obtaining referrals. It is designed to increase profitable revenue by elevating the relationship management skills of anyone working the business-to-business market. This session is open to all PRN members.

Process Reinforcement of Selling Skills

Centers of Influence

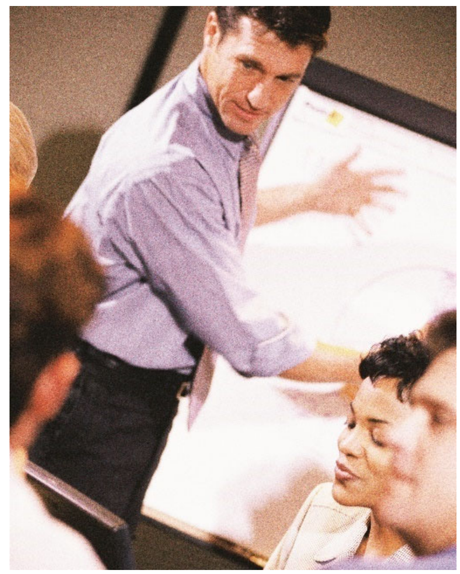
March 19

What do Centers of Influence want from Business Bankers?
Is it:

- Communication by e-mail or telephone?
- Someone who is bilingual?
- Availability?
- Closing the deal on time?
- Honesty?
- Referrals back to the business person?
- Control of the situation (or the perception of control)?
- No surprises – great follow-up?
- Competitive pricing?
- Knowledge – awareness of products, regulation?

Let's discuss.

Facilitator Session



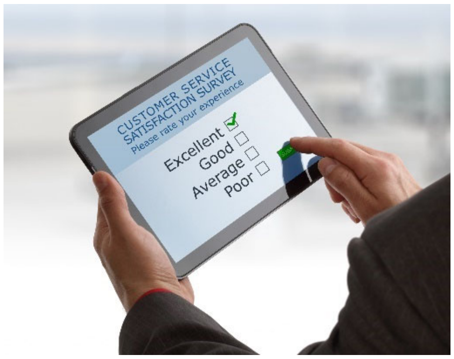
Breakthrough B2B Banking

By Appointment

This session is designed to provide maximum comfort for facilitators of *Breakthrough B2B Banking*. Facilitators will review all necessary components, including how to prepare to facilitate a successful class, the key messages to deliver, and workshop tips. There will be ample time to cover any questions facilitators may have.

Breakthrough Service Process Core

Breakthrough Service Teleconference(s)



Breakthrough Service Teleconference(s) provide timely, topical, and consultative discussions in which Cohen Brown *Breakthrough Service Performance* clients (and their culture champions) can learn and discuss processes and proven practices that can be implemented immediately.

Pre-Requisite: Ownership of Breakthrough Service Process Curriculum

Breakthrough Service Process Overview

By Appointment

This session, open to all PRN members, is designed to illustrate how the techniques and processes taught in *Breakthrough Service Performance* and *Leading Breakthrough Service Performance* can improve profitable retentions and increase bottom-line revenue. *Breakthrough Service Performance* teaches that financial services providers must constantly reinforce high service standards, develop a culture of superior service delivery, and involve the entire organization to achieve success. It also shows how to create the perception of service excellence by clients/ members through the constant use of micro-behaviors, thereby creating maximum client/ member satisfaction and eliminating any possibility of client/member dissatisfaction. *Leading Breakthrough Service Performance* is the management component to this series, and contains a major emphasis on structured coaching and team-building techniques. It provides an integrated approach to achieving behavioral and attitudinal changes to maximize service performance and client/member satisfaction.

Process Reinforcement of Service Skills

So You Say?

For Those in Service

March 26

This session recognizes what those in support service should and should not say when speaking with others. This session will contain scriptwriting clinics.

Facilitator Sessions

Breakthrough Service Performance

By Appointment

Breakthrough Service Performance introduces process-driven service behaviors for front-line and support staff who will assist in lifting the service perceptions of your external and internal clients/members, driving profits and shareholder value. This session is designed to provide maximum comfort for facilitators of *Breakthrough Service Performance.* Facilitators will review all necessary components, including how to prepare to facilitate a successful class, the key messages to deliver, and workshop tips. There will be ample time to cover any questions facilitators may have.

PRN Registration Form

Please check off the topics you would like to register for:

❑ It's More Than Bedside Manner	Jan	8
❑ Recognizing Life Events	Jan	10
❑ Coaching Opportunities	Jan	15
❑ Teleconsulting Pre-Call Planning for Consumer Clients/Members	Jan	17
❑ The Big Five Most Powerful Ways to Use the Big Five	Jan	24
❑ Embedding New Account Professional Product Knowledge	Jan	29
❑ Transition Lines	Jan	31
❑ In-Person Networking	Feb	5
❑ Providing Coaching Feedback	Feb	7
❑ The Core of the Needs Assessment: Probing Questions	Feb	12
❑ It's Not Your Father's Banking World	Feb	14
❑ It Begins and Ends with the Needs Assessment	Feb	21
❑ Creating a Differentiation Statement That Goes Beyond Price	Feb	26
❑ I THINK They See Me?	Mar	5
❑ Focused Performance Meetings: Most Powerful Topics **(45 Minutes)**	Mar	7

❑ ***NEW!*** I'm Here to Tell You… **(45 Minutes)**	Mar	12
❑ B2B: Centers of Influence	Mar	19
❑ Embedding Teller Product Knowledge	Mar	21
❑ So You Say? *For Those in Service*	Mar	26
❑ Call Center Process Overview	By Appointment	
❑ Leading Call Center Facilitator Session	By Appointment	
❑ Call Center Relationship Management Lab, Part I Facilitator Session	By Appointment	
❑ Call Center Relationship Management Lab, Part II Facilitator Session	By Appointment	
❑ Business Banking Process Overview	By Appointment	
❑ Breakthrough B2B Banking Facilitator Session	By Appointment	
❑ Breakthrough Service Process Overview	By Appointment	
❑ Breakthrough Service Performance Facilitator Session	By Appointment	

If you have any questions or comments, please call Cindy Griffith at (330) 879-5474.

Please complete your registration online.