



# RBMDP Recommended Prerequisites

If you are considering registering for the Retail Branch Manager Development Program this fall, WBA strongly recommends these courses to help prepare you. These classes, offered through the American Bankers Association, provide underlying skills that are necessary for RBMDP and are available on-line at your convenience.

**Essential Selling Skills Bundle • \$195**

This bundle of five suites includes 13 courses and five exercise modules to build essential sales and service skills. Completing this bundle provides best practices for each step in the sales process and building solid client relationships. Explore tactics to focus sales efforts, including the Sales Portfolio Process. See how to effectively plan calls, track contacts, anticipate potential objections, and make sales. Concise, impactful lessons can be applied on the job immediately.

**Servicing and Growing Small Business Relationships • \$95**

Introduces the benefits of proactively following up with small business clients through monitoring financial information, client records, and resources to extend the business relationship beyond the initial sale. This course also explains the advantages of conducting site visits and what is required to uncover employee and business information.

**Management Essentials Suite • \$275**

This suite of six courses explores best practices for successfully managing employees, from interviewing to managing performance. Completing this suite provides tips and tactics for coaching employees, developing a recognition program, and holding effective meetings. Concise, impactful lessons can be applied on the job immediately.

## Registrant Information

Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_ City/ST/Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Registration Total Cost \$ \_\_\_\_\_

## Payment Information

Please charge my credit card       Check is enclosed

Card Number \_\_\_\_\_ Exp Date \_\_\_\_\_

Billing Address \_\_\_\_\_ City/ST/Zip \_\_\_\_\_

Billing Contact \_\_\_\_\_ Email \_\_\_\_\_

Please Send Invoice to Attention of: \_\_\_\_\_

EMAIL completed form to: [registration@wabankers.com](mailto:registration@wabankers.com).

Mail: Washington Bankers Association, 1601 Fifth Avenue, Suite 2150, Seattle, WA 98101.

Call: (206) 447-1700. Online: [wabankers.com](http://wabankers.com).

*\* Attendance at WBA programs is limited to employees, officers and directors of WBA members, non-members eligible for membership in the WBA and members of other state banking associations which grant reciprocal privileges to WBA members.*

*Cancellation Policy: For all cancellations that occur up to seven days prior to the start date, a \$50 cancellation fee will be charged. For cancellations with less than seven days notice, there will be no refunds. A substitute can attend at no fee. For cancelled courses and/or seminars, full fees will be refunded. Cancellation Procedure: Cancellations must be sent in writing to the WBA office via email, fax, or mail. No refunds will be granted until a written cancellation request is received by WBA.*