



The New England Leadership Development Program

Babson Executive Conference Center
Wellesley, Massachusetts
October 20–23, 2024



Mass Bankers
ASSOCIATION

You have been identified as an effective manager in your organization. You successfully implement the objectives of your bank. But are you truly regarded as a leader within your management group? Does senior management rely on you to help shape the vision of the future, to promote core values, and to motivate your team to achieve the chosen goals? Recognizing that leaders-in-fact and leaders-in-training need a non-threatening environment to acquire or practice the skills of leadership, Massachusetts Bankers Association has designed a leadership workshop – The New England Leadership Development Program. This highly-interactive workshop admits only a small group of senior managers, putting them in a supportive learning environment to give them an opportunity to explore the role and responsibilities of a leader.

This three-day program is highly recommended for graduates of the New England School of Financial Studies, but welcomes other middle and senior managers from financial institutions. Class size is limited to allow for maximum education benefit and personal attention. Peer interaction, critical self-evaluations, and lively case study discussions are hallmarks of this excellent executive program.

Program Highlights:

Self-Awareness – Self Assessment – 180 Evaluation

Three assessment tools will be used, making this program uniquely personal. Using an online self-evaluation tool, you will first create a profile of your strengths – those talents that make you shine. A tailored leadership guide will be provided as well as recommended strategies for leading a team of diverse strengths.

In the second evaluation, you will fill out a survey describing your own management style. Six of your subordinates or peers will be asked to anonymously complete the same checklist, describing how they perceive these same characteristics in you. A confidential report will be prepared for you. The report will be compared to critical leadership requirements of succession planning, recruiting, and mentoring high potential talent, improving staff engagement and operating in a global environment.

A third self-assessment will measure your emotional intelligence, recognized as a key component in moving from a good leader to a great one.

In combination with these assessment reports, you will learn to use the FeedForward techniques to engage in self-improvement in those areas of leadership most necessary for your professional success.



The Shift from Management to Leadership

As a manager you focus on problem-solving, producing results, organizing, and controlling the process. As a leader, your role and focus must shift to creating and communicating a vision, defining and executing strategy, a heightened awareness of change, and, most importantly, influencing and inspiring others to achieve the company goals. Group discussions will explore effective techniques for making this mindset switch.

Emotional Intelligence and Leadership

IQ and technical knowledge are no longer enough to succeed as a leader. Social awareness, empathy, and self-management are critical skills that are paramount for greater success. Emotionally intelligent leaders inspire others, boost morale, and increase productivity and employee performance.

Leading the Diverse and Inclusive Team

To paraphrase Rocky Balboa, “I’ve got gaps; they’ve got gaps; together we have no gaps!” That would be the description of an excellent team. Acknowledging personal unconscious bias and the team diversity of style, generation, culture, strengths, and weaknesses, and then turning the richness of that blend into a positive force will be the focus of this session. Individual and team exercises will give you opportunities to put recommendations to work.

Leadership Round Tables

Tapping into the combined experience of the workshop participants, you will share actual problems faced by executives in the industry on a daily basis. The emphasis will be on practical solutions to dilemmas of communication, delegation, staff development, decision-making, ethics, motivation, and conflict resolution. Drawing on the group’s collected experience, your fellow attendees will enrich and broaden your perspective of the presented cases.

Going from Existing to Excelling ... and Taking Others with You

Most people go through life merely existing when excelling -- being the very best -- is so readily attainable. Since leadership is the ability to inspire the best in others to mutual advantage, learn how to leverage the talent present in your organization. Through a high energy, engaging session, you will explore critical success factors, realize the right questions to ask, and develop an action plan that will assist you in building your own personal Center of Excellence.

At the conclusion of this program, you will create a personal action plan, drawing on all of the insights you have explored over the course of the workshop – your own strengths and weaknesses, the recommended strategies and techniques, as well as the readings and discussions with the facilitators and fellow participants.

New England Leadership Development Workshop - 2024

| Sunday, October 20 | Monday, October 21 | Tuesday, October 22 | Wednesday, October 23 |
|---|--|--|---|
| | Strengths-Based Team Leadership 8:00 - 9:30 am | El and Leadership Patty Sanchez-Franco 8:00 - 10:00 am | Personal Action Plan 8:00 - 9:30 am |
| | Diversity, Equity, & Inclusivity 9:45 am - 12:00 pm | Empowerment and Engagement 10:15 am - 12:00 pm | Moving from Existing to Excelling – and Taking Others with You Dr. Joseph Mancusi 9:45 am - 12:00 pm |
| | | | |
| Registration 2-3 pm | Lunch | Lunch | Lunch |
| Ice Breakers & StrengthFinders 2.0 de-brief 3:00 - 5:00 pm | Consensus Building 1:15 - 3:15 pm | <i>FeedForward</i> Planning 1:00 - 2:00 pm | |
| | Management Feedback Profile 3:30 - 5:15 pm | Leadership Roundtables 2:15 - 5:15 pm | |
| Reception & Dinner | Dinner | Dinner | |

Faculty:

GLORIA PRITCHARD-BECKER

Principal, Glory B & Associates, Lexington, KY

Gloria is the Principal of Glory B & Associates, a management and leadership development organization with offices in Lexington, KY. She specializes in designing development programs for financial services firms. Drawing on her prior experience as Senior Director of Program Development with both the American Bankers Association and America's Community Bankers, Ms. Pritchard-Becker brings an understanding of the qualities and skills needed to succeed. She began her banking career as a CSR at a Denver commercial bank, advancing to a vice president and trust officer at a \$3.6 billion New York City savings bank. Ms. Pritchard-Becker brings to her consulting work more than 40 years of practical experience as a senior officer, a banker, and a mentor to hundreds of community bankers. She has gained insights through engagement with the clients, faculty and bankers involved in the workshops and school programs she created.

PATTY SANCHEZ-FRANCO, CPC

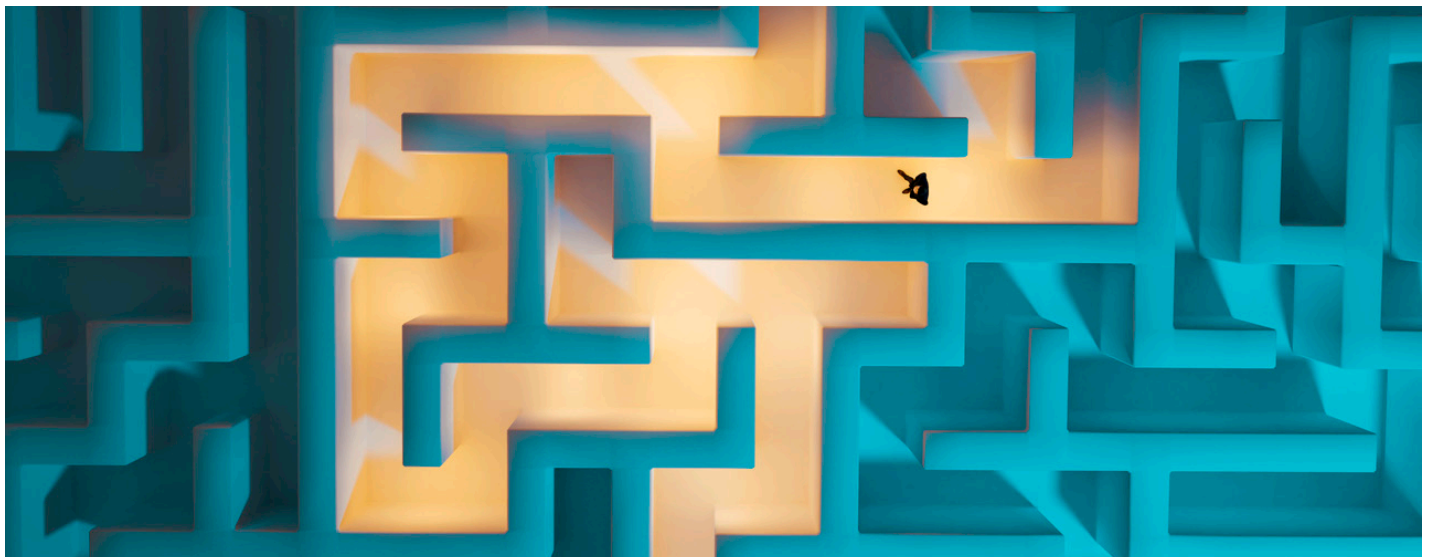
Vice President, Learning Dynamics, Dobbs Ferry, NY

Patty Franco is a highly skilled professional trainer, facilitator and executive coach with 25 years of experience in coaching, training, and talent development. Her uniquely blended background includes 15 years of experience in various Human Resources functions for Fortune 500 organizations, such as Cigna, DFIN Solutions (formally Donnelly Financial), The Chicago Tribune, and Pfizer, combined with 10 years of experience as an entrepreneur. Throughout her career, Patty has personally coached over 150 managers, executives, and entrepreneurs. She has conducted over 200 professional classes on topics ranging from leadership development, sales, customer service and various emotional intelligence skills to business development, vision casting, and presentation skills, among others. Over the last 10 years, she successfully launched and grew two retail businesses and drove them to profit within a two-year time frame, while regularly conducting a variety of corporate training classes for Learning Dynamics clients.

DR. JOSEPH L. MANCUSI

President, Center for Organizational Excellence, Inc., Potomac Falls, VA

Joseph L. Mancusi, Ph.D. is President of the Center for Organizational Excellence of Potomac Falls Virginia. He is the author of several books including "Celebrating You the Truly Successful Woman". He writes a weekly column titled: "Choose Health, Life and Love" He has directed the largest program of psychology in the world and has been featured on the Today Show, CNN and MSNBC.



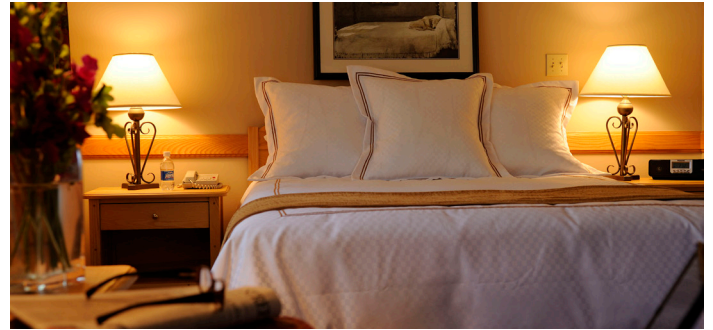
Accommodations:

Students are encouraged to reside at the Babson Executive Conference Center to experience all the benefits of this intense program. Located on Babson College's campus in Wellesley, Massachusetts, the Center provides a blend of advanced conference facilities and thoughtful amenities in an ideal setting to share, engage, and learn. For directions, visit the center's [website](#).

Tuition: \$1,195 per person, members, \$2,390 per person, nonmembers

Accommodations: \$1,500 single occupancy – 3 nights (Includes the meals & breaks).

Day Student Fee: \$650 (For those not requiring overnight accommodations. Includes the meals & breaks.)



The New England Leadership Development Program is eligible for the Express Program as part of Massachusetts' Workforce Training Fund Program.

The Workforce Training Fund Express Program assists companies in addressing their staff training needs by providing access to grants. To receive the grant, banks need to complete a short online application to request grant funds. Grant recipients with under 100 Massachusetts employees may receive full reimbursement of the cost of training upon completion of an approved course, up to \$20,000 per calendar year. Financial institutions with over 100 Massachusetts employees are now encouraged to submit General Program applications. **The deadline to apply for the grant is 21 days before the program begins.**

The Course ID for the New England Leadership Development Program is #C-10653. Mass Bankers strongly urges you to complete the process as soon as possible to ensure that your application is approved in time. For more information or to apply, visit the [Workforce Training Grant Express Program](#) site.

Please note that your bank must have a Certificate of Good Standing. Click [here](#) to request one.

