



FLORIDA BANKERS ASSOCIATION

13<sup>TH</sup> ANNUAL  
FLORIDA  
SUPERVISORS  
ACADEMY

MARCH 18 – 20, 2024  
ORLANDO, FL

Register Online at  
[www.floridabankers.com](http://www.floridabankers.com)



Today's bank supervisors need more than technical banking skills to meet the changing demands of their jobs. The Florida Supervisors Academy is an FBA program designed to give first-line supervisors the tools and skills they need to give your bank's employees the quality supervision they need to perform at their best. Designed by bankers for bankers, The Florida Supervisors Academy is a fast-paced, two-and-a-half-day program suitable for both new and experienced supervisors. Based on the principle of learning by doing, each session is highly interactive and provides the opportunity for lively discussion, hands-on skills practice and practical advice on how to apply supervisory "best practices" back on the job.

## Upon completion, participants will be able to:

- Assess his/her individual supervisory strengths and areas for improvement
- Develop and implement a plan for improving targeted supervisory skills
- Understand the role of the supervisor and its importance in supporting bank strategy
- Create a positive work environment that enhances employee engagement and retention
- Increase their emotional intelligence and "people skills"
- Apply delegation/coaching tools and skills to establish and improve employee performance
- Manage for results through application of the performance management cycle
- Deal effectively with change and its challenges
- Develop/enhance the communication skills to interact with customers and co-workers



## SCHEDULE OF EVENTS

### Monday, March 18th

- 8:30 a.m. - 10:00 a.m. The Role of the Supervisor
- 10:00 a.m. - 10:15 a.m. Refreshment Break
- 10:15 a.m. - 12:00 p.m. Delegation and Coaching
- 12:00 p.m. - 1:00 p.m. Lunch
- 1:00 p.m. - 2:30 p.m. Supporting Bank Strategy
- 2:30 p.m. - 2:45 p.m. Refreshment Break
- 2:45 p.m. - 4:30 p.m. Interviewing and Selecting Employees

### Tuesday, March 19th

- 8:30 a.m. - 10:00 a.m. The Emotionally Intelligent Supervisor
- 10:00 a.m. - 10:15 a.m. Refreshment Break
- 10:15 a.m. - 12:00 p.m. Managing for Results
- 12:00 p.m. - 1:00 p.m. Lunch
- 1:00 p.m. - 2:30 p.m. Coaching and Feedback
- 2:30 p.m. - 2:45 p.m. Refreshment Break
- 2:45 p.m. - 4:30 p.m. Creating a Positive Work Environment

### Wednesday, March 20th

- 8:30 a.m. - 10:30 a.m. Managing Change and its Challenges
- 10:30 a.m. - 10:45 a.m. Refreshment Break
- 10:45 a.m. - 12:00 p.m. Improving Communication & Teamwork



## DATE & HOTEL INFORMATION

Call the hotel and identify yourself with the FBA 13th Annual Florida Supervisors Academy for the **\$149 room rate**.

**March 18 – 20, 2024**

**The Florida Hotel and Conference Center  
8001 S. Orange Blossom Trail, Orlando, FL 32809  
Tel. (407) 859-1500 | Reservations: (800) 588-4656**

Be sure to make your reservations before the cut-off date of Wednesday, February 22, 2024. After this date all reservations will be accepted on a space and rate availability. *Lunch will be provided. Appropriate attire is business casual. Please note that meeting rooms tend to be cold.*

## MEET THE FACILITATORS



**EDITH GANDY, President**  
TriSource Associates

**Edith Gandy** is a nationally recognized speaker, facilitator and consultant whose work background includes senior-level corporate positions as Corporate Training Director, Human Resources Director, Director of Corporate Development (Organizational Development) and Executive Vice President of Sales. She spent the majority of her banking career at SunTrust Bank in the areas of Human Resources and Trust and Investment Sales.

Ms. Gandy is founder and President of TriSource Associates, a training and organizational development consulting firm with a wide range of clients, from New York advertising agencies to banks, non-profits and major universities.

Gandy is a graduate of the Florida School of Banking and has a BA in Education and MEd in Educational Administration. She has been a member of the board of trustees of the University of Tampa and the Goodwill Foundation.



**ULLI MUNROE**  
TriSource Associates

**Ulli Munroe** has conducted training and career development workshops throughout the United States and in Canada. She has worked with all types of organizations to customize training for employees on many topics, with a reputation for excellent design and facilitation skills.

Ulli continues to be a guest speaker for conferences and supports the local workforce for their Professional Networking Group and job search classes.

She has been on the Board of the Public Education Foundation and Advisory Council for Marion County School Board Principal Leadership Development.

FOR ADDITIONAL INFORMATION ON FBA EDUCATION PROGRAMS, PLEASE CONTACT:

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Register Online: [www.floridabankers.com](http://www.floridabankers.com)