

RETAIL MANAGEMENT WORKSHOP

MARCH 10 & 11, 2026

OBA MEMBERS: REGISTER ONLINE AT WWW.OBA.COM.

Earlybird fee by Feb 24: \$575

Regular fee after Feb 24: \$600

Non-members: \$1200

The fee includes instruction, materials, breaks and lunch. Cancellation requests must be made in writing and be received by 2/24/26 to receive a full refund. A 50-percent refund will be given on all cancellations received by 3/3/26. No refunds will be given on requests received after 3/3/26; however, substitutions may be made.

BANK/CO. _____

PHONE _____

FAX _____

P.O. BOX _____ CITY _____

ZIP _____

NAME _____

TITLE _____

EMAIL _____

NAME _____

TITLE _____

EMAIL _____

NAME _____

TITLE _____

EMAIL _____

PAY BY CREDIT CARD:

For security reasons, please e-mail your registration form and credit card information to:

secure e-mail: secure@oba.com

BILL TO VISA MASTERCARD AMEX DISCOVER

CARDHOLDER NAME _____

CARD # _____

EXPIRATION DATE _____ CVC# _____

SIGNATURE _____

PAY BY CHECK:

Mail this form with payment to:

Oklahoma Bankers Association

P.O. Box 960173

Oklahoma City, OK 73196-0173

SCHEDULE

8:30 a.m. Registration

9:00 a.m. to 4:00 p.m. Program

LOCATION

Harris Event Center at the OBA
643 N.E. 41st St., Oklahoma City
405-424-5252

ACCOMMODATIONS

Residence Inn Bricktown
400 E. Reno Ave.
Oklahoma City, OK 73104
405-601-1700 choose option 0
Ask for rate of \$122,
Free breakfast, Self parking \$23/day.

Embassy Suites, OKC Medical Center
741 N Phillips Ave
405-239-3900
Ask for the OBA business rate of \$154,
Made to order breakfast, Self parking \$22/
day.

*Hotel rates are subject to change

QUESTIONS?

Call Nancy, Debbie or Janis at the OBA for further information at 405-424-5252, or email Janis at janis@oba.com.

If you have a disability that may impact your participation in this event, please forward a statement regarding any special needs to the OBA. We will contact you to discuss accommodations.



2026 Retail Management Workshop



MARCH 10-11, 2026
OBA/HARRIS EVENT CENTER
OKC



ABOUT THE PROGRAM

In association with Performance Solutions, Inc., Drexler Consulting, LLC is excited to again present one of our legacy programs, Retail Management Workshop (formerly known as the Branch Management Workshop), updated for 2026.

Retail Management Workshop is a two-day, interactive workshop designed to provide a complete overview of management and leadership principles for Retail Managers serving in all roles of retail banking. Drexler Consulting follows PSI's "Tell, Show, Do" method of teaching. Participants will learn through real-world examples, case studies, group discussion, and practical application of concepts taught.

LEARNING OBJECTIVES

- Interact, network, and collaborate with other retail bankers
- Establish and communicate vision, purpose, values for your team
- Define and implement a culture of high performance
- Communicate with purpose to achieve better results
- Effectively address underperformers with accountability processes
- Build client loyalty and grow the bank
- Create and execute a business plan to achieve all goals
- Eliminate sales pressure while exceeding growth and profitability standards
- Adapt to a changing and diverse workforce and customer-base
- Receive an abundance of helpful tools and practical strategies that you can take back to your bank and immediately implement with your team
- And much more!

SCHEDULE

Day 1 Essentials of Leading a High Performing Team

The session lays out foundational management and leadership principles.

The agenda includes:

- Inspire as a Leader, Not Just a manager
- Lead with Bold Vision, Purpose, and Values
- Create and Execute a Winning Business Plan
- Cultivate a Thriving High-Performing Culture
- Effective Communication Strategies
- Performance Management Tools for Today's Workforce
- Coach for Profound Impact, Connection, and Results

Day 2 Developing the Team and Growing the Bank

This session equips managers with strategies to hire, engage, and develop retail banking teams, fostering support and driving exceptional performance.

The agenda includes:

- Adapting to a Changing and Diverse Workforce and Customer-base
- Growing the Bank through WOW! Service
- Defining Service Commitment
- Leading Impactful Team Meetings
- Transforming into Trusted Relationship Builders
- Foster Client Loyalty in a Digital World
- Successful Networking and Business Development Strategies
- Driving Results with a Strategic Business Plan

REGISTRATION

To qualify for the early bird fee of \$575, you must register by 2/24/26. The fee after 2/24/26 is \$600. Non-member fee is \$1200. The fee is per person; instruction, materials, lunch, and breaks are provided.

WHO SHOULD ATTEND

All Retail Banking Managers at all levels of experience, as well as any Banker who aspires to hold management roles in the future. Candidates for this training include Branch Managers, Customer Service Managers, Sales and Service Managers, Retail/Branch Operations Managers, Assistant Branch Managers, Head Tellers/Universal Bankers, Human Resource Managers, as well as Senior Retail Managers who are seeking new frameworks and tools for developing their teams.

SPEAKER

Josh Collins has been creating content and facilitating courses as part of the Drexler Consulting team for the past two years. He has fifteen years of banking experience serving in various leadership roles in retail banking, human resources, and talent development. Josh's background includes developing and facilitating banking, customer service, and leadership and culture development training programs. Josh is a graduate of The University of Georgia and is SHRM-CP certified. Josh enjoys equipping and encouraging bankers to grow their personal skillsets, build strong teams, and create cultures that maximize results for themselves and the banks they serve.