

GSB Online Seminars

March 2012

Co-Sponsored By:

The Graduate School of Banking at the University of Wisconsin-Madison and Wyoming Bankers Assoc.



Upcoming Programs (listed in start date order):

For additional information— including detailed session descriptions and presenter bios—and to register online, please visit www.gsb.org/program_calendar.htm

Leadership Communication Essentials

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=j29r0q9j&eventid=j29r0q9j&gateid=gsb

March 1 at 10:00 a.m. Central

Presenter: Christina Davis

Audience: Any participant that delivers presentations —whether “formal” presentations to a large audience or in more casual environments around conference room table—will benefit.

Price: \$214

Leadership Communication Essentials is a highly interactive and fast-paced group experience that will introduce participants to the key concepts of delivering effective, clear and compelling messages. The session builds on one’s own strengths in presentation & dialogue skills while targeting areas for improvement. The workshop focuses on physical delivery elements and outlines the linkage between what we “do” and how we are perceived by the audience. (i.e. confident, credible, intelligent) The seminar will also outline the impact that misalignment between presentation content and delivery skills can have on desired outcomes.

Growing Properly Priced Longer-Term Core Deposits

https://www.eventbuilder.com/gsb/event_desc.asp?z=p5j9k1&p_event=0p1c3u03&eventid=0p1c3u03&gateid=gsb

March 1 at 2:00 p.m. Central

Presenter: Neil Stanley

Audience: CEOs, CFOs, treasurers, ALCO members, and retail managers

Price: \$214

If you think the one thing about banking that hasn’t changed in the last decade is selling CDs, you’d be wrong. This session will bring to your attention possibilities and risks related to the traditional CD that you and your management team have likely never considered.

- Do you consistently measure the profitability of CD funding?
- Do your retail bankers clearly and confidently promote activities that lower the bank’s cost of time deposit funds?

- Do your retail bankers know how to adjust to the expectations of individual deposit customers without compromising the financial well-being of the bank?
- Do you have a pricing and sales platform that facilitates a consistently reliable CD sales process?
- Do your retail bankers know how to handle rigorous questions about the value of CDs today?
- Do you have a practical approach to showing customers how to properly compare your offerings with local competitors?
- Do your retail bankers have a strategy for consistently retaining deposits when the depositor expects them to match a competitor's offer?

Unleash the amazing investment value of CDs by managing and marketing the full value and embedded options in these deposits. Develop a fresh approach to sales and service to get the most value for and from your retail time deposit customers. Reduce the pressure and tension and get results from consultative sales.

Capital & Shareholder Issues

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=h3i4c9x5&eventid=h3i4c9x5&gateid=gsb

March 7 at 10:00 a.m. Central

Presenter: Godfrey & Kahn, S.C.

Audience: CEOs, CFOs, board of directors

Price: \$214

As the old cliché correctly observed, Capital is King. This webinar will review the important role capital plays in banking. We will discuss the regulatory capital guidelines that apply to banks of various sizes, including an analysis of the way enforcement orders and Dodd Frank are changing the industry. We will review the various ways in which banks raise capital, including the use of equity, debt and hybrid instruments. Finally, we will discuss the way banks are using balance sheet strategies and earnings to manage their capital ratios. With regard to shareholder issues, this webinar will consider the following topics:

- Ways to create and manage liquidity for your shareholders
- Ways to manage the total number of shareholders to avoid certain SEC registration requirements
- General fiduciary duties that your board of directors needs to keep in mind as they juggle myriad other challenges.

Security Awareness and Social Engineering

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=1p7j4q7e&eventid=1p7j4q7e&gateid=gsb

March 7 at 2:00 p.m. Central

Presenter: Kevin Streff

Audience: Head of operations, IT personnel, information security officers, members of the IT committee

Price: \$257

Federal regulators require banks to implement an information security awareness program that trains staff to protect confidential bank and customer information. How can your bank meet this requirement? Is specialized training required to ensure that personnel sufficiently protect customer information? This training seminar will outline what should go into your bank's information security awareness program and how to go about implement the program at your bank. The training seminar will also cover social

engineering techniques that are being used to gain information and support cyber crimes in community banks across the country. Highlights of the program:

- Developing a security awareness program
- Educating your staff
- Testing your program
- Scripting a testing program
- Developing a pre-employment background program
- Understand the importance of ethics and character in your program

Your ALCO Process – Are You Ready for the Recovery?

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=88e9h8m6&eventid=88e9h8m6&gateid=gsb

March 8 at 10:00 a.m.

Presenter: Karl Nelson

Audience: Board of directors, CEOs, CFOs, and financial management staff

Price: \$214

Though banking crises are not to our liking, they often provide an opportunity for us to upgrade processes and one that is generally needed is the ALCO Process. Many of us were caught unawares during this crisis with issues surrounding the use of non-core or wholesale funding techniques and often the absence of limits on this activity resulted in examiner criticism. This is just one of the issues we will examine in our workshop. We will focus on the idea of consolidating all of our ALCO-related concepts into a single policy and will address each of the core components of that policy – Liquidity, Funds Management, Interest Rate Risk, Capital Management, Investment Management, and Spread Management. Our participants will be provided samples of a consolidated ALCO Policy, Contingency Funding Plan, Stress Tests, Ratio Analysis and Wholesale Funding Reports and we anticipate our participants will gain a better understanding what is necessary to stay out of harm's way in the ALCO arena.

Taking Social Technology to the Next Level – Beyond Facebook

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=x6i8927u&eventid=x6i8927u&gateid=gsb

March 8 at 2:00 p.m. Central

Presenter: Eric Cook

Audience: Marketing, retail, senior management, technology and related professionals

Price: \$214

While many organizations are consumed with building their “fans” on Facebook, there are many other social technologies and online engagement opportunities that banks should be thinking about to ensure they are positioned to keep in touch with their customers and community. Additionally, topics like online reputation monitoring to listen to what’s being said online, crowdsourcing for expense reduction, location based marketing for in-person engagement and a variety of other opportunities that the typical banker is “leaving on the table.”

Negotiation Skills for the Banker

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=u44j3b9q&eventid=u44j3b9q&gateid=gsb

March 13 at 10:30 a.m. Central

Presenter: David Osborn

Audience: Branch managers, assistant branch managers, private bankers, commercial lenders, credit analysts, loan documentation specialists, business development officers, and senior bank managers

Price: \$257

Today's competitive environment requires the Banker to be able to negotiate in various, sometimes abstract situations – all at once! Attend this proactive program and learn to identify roadblocks in negotiations and how to get past them, work in a highly complex environment, address real human issues, and still manage to survive to the end of the day.

This seminar will emphasize negotiation skill building, effective communications, telephone techniques, and the negotiation process. Additionally, related topics will include management skills and styles, technical skills, and compensation techniques. The seminar will also cover the importance of empathy, ego, and needs in the negotiation process. Throughout the program, negotiation scenarios from the real life of a banker will be presented in order to reinforce the concepts.

Recruitment and Retention in a Recovering Labor Market

https://www.eventbuilder.com/gsb/event_desc.asp?z=p5j9k1&p_event=r2a4c0a4&eventid=r2a4c0a4&gateid=gsb

March 14 at 10:30 a.m. Central

Presenter: Richard Hadden

Audience: HR Managers, and all other managers with hiring responsibilities

Price: \$214

One of the most critically important functions of any manager is deciding who does, and does not, play on the team. Hiring decisions drive almost every other aspect of your bank's operations. And while hiring activity hasn't returned to pre-recession levels, growing banks can't ignore the need to source, recruit, hire, and develop the best people in the banking business. This program teaches HR and other banking managers the still-vital skills of finding and hiring top talent, in a labor market with a huge set of new rules.

Those who attend this session will learn where to look, and where not to look, for top talent; how to create, cultivate, and protect an employer brand that naturally attracts the best and brightest in the workforce; how to avoid a deluge of applicants, and stay focused on those mostly likely to succeed in the positions you have; and how to manage the recruiting, selection, and intake process, to get new employees off to a great start with your organization.

Understanding the Mysteries of Remote Deposit Capture

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=f8k73v4u&eventid=f8k73v4u&gateid=gsb

March 14 at 2:00 p.m. Central

Presenter: Kevin Streff

Audience: Information security officer, IT personnel, internal auditor, members of the audit committee, members of the IT committee, head of operations

Price: \$257

The act of taking a deposit has grown into a complex process. The addition of Remote Deposit Capture (RDC) as a venue for financial institutions to take deposits increases the bank's ability to reach more customers and brings efficiencies to the market. With these advantages comes the need to comply with federal regulations and mitigate risk. This program will address the strengths and weaknesses of the different types of FDC and how to risk assess these differences. Areas that the bank needs to document and audit to have a successful IT examination will be addressed. Highlights of the program include:

- Risk assess the RDC program – what mitigating controls can be implemented
- Evaluating legal and compliance risks
- What is “least cost routing”
- What you should know to authenticate the RDC program
- Does your program meet the regulatory expectations of specific contract provisions
- Perform a business impact analysis
- Auditing RDC
- Training your customers on RDC

The “Forgotten” Regulations

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=6j6c7x9b&eventid=6j6c7x9b&gateid=gsb

March 15 at 9:00 a.m. Central

Presenters: Tim Tedrick and John Moniak

Audience: Compliance officers, risk management officers, internal auditors, operations manager, senior management team.

Price: \$214

With all the focus on lending, safety and soundness and interchange fees, there is a tendency to forget some of the other regulations that still apply to financial institutions. In this online seminar we will discuss the higher risk areas of:

- Regulation E - error resolutions and overdraft fee opt-in
- Regulation CC – initial disclosures changes; hold notices; the first \$100, now the first \$200 and changing
- Check 21 disclosures – when do they need to be given and what does a financial institution need to do about them
- Regulation DD – overdrafts, early withdrawal penalties, interest compounding, “rewards” accounts

Opportunities in Government Guaranteed Lending

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=92c0e08y&eventid=92c0e08y&gateid=gsb

March 20 at 2:00 p.m. Central

Presenter: Charles Green

Audience: CEOs, Commercial lenders, business developers, underwriters, lending managers, board of directors, loan servicing personnel, and others involved with commercial lending

Price: \$214

This seminar is an overview of the three major federally-guaranteed lending programs available to enhance small business lending. It will provide insight into the potential and advantages of lending with the full faith and credit of the U. S. government behind your production, and the cost of doing business with Uncle Sam. The seminar will cover:

- An overview of government-guaranteed lending defining parameters, conditions and expectations, along with costs, responsibilities and pitfalls;
- Survey and explanation of SBA's 7(a) and 504 guaranteed-loan programs;
- Survey and explanation of USDA's B&I guaranteed-loan program;
- Survey and explanation of Export & Import Bank of U.S. export finance programs;

Successful Workout Strategies for Problem Loans

https://www.eventbuilder.com/gsb/event_desc.asp?z=k2380g&p_event=z84k18u1&eventid=z84k18u1&gateid=gsb

2-part program March 20 and 27 at 8:30 a.m. Central

Presenter: Linda Larger

Audience: Commercial lenders, small business lenders, credit analysts, loan review specialists, special assets officers, lending managers and credit officers

Price: \$357

The objective of this seminar is to provide a platform for the recognition of early warning signs as a precursor to a loan problem. The program emphasizes proactive responses to early warning signs and how to distinguish between a true problem loan and a temporary liquidity or margin management issue experienced by the borrower. Participants will learn:

- Typical businesses growth cycles and routine internal and external pressures for change
- Recognizing key warning signs of pressure and critical need to take action
- Early awareness and response by management and its lender's will determine a company's success or failure.
- Ten Early Warning Signs of a Deteriorating Credit
- Most likely causes of those signs
- Questions to consider in distinguishing the viability as a going concern

Effective Commercial Business Development Programs

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=a1g9h486&eventid=a1g9h486&gateid=gsb

March 21 at 10:00 a.m. Central

Presenter: Tom Hershberger

Audience: Senior management, branch managers, loan officers, sales managers

Price: \$257

The program identifies the six critical ingredients required to improve and manage a successful relationship development program with commercial businesses and professionals. The session provides clear direction for developing a well-defined management structures, quality customer and prospect information, participant accountability, performance measurement, sales support and reward systems. Participants will learn how to:

- Provide guidance to establish or improve the management structure of a business development program
- Assist with the training and education of business development program participants
- Take an active role in a business development program

- Direct the development of an information management system to identify customers and prospects, as well as track the performance of program participants

Residential Mortgage Lending – An Update on New Laws, Rules and Litigation

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=y43k46x8&eventid=y43k46x8&gateid=gsb

March 21 at 10:00 a.m.

Presenter: Godfrey & Kahn, S.C.

Audience: CEOs, mortgage lenders, compliance officers

Price: \$214

Laws concerning residential mortgage lending are changing quickly, and consumer borrowers are increasingly attempting to exercise their legal rights under existing regulations. This presentation will discuss developing mortgage lending legislation and regulation as well as common consumer complaints that can lead to litigation for your bank. The presenters will update you on "need to know" topics and will offer practical tips for minimizing liability associated with residential mortgage lending. Topics will include:

- Qualified residential mortgages
- Mortgage servicing standards
- Loan originator compensation

Build an Effective Referral Program in 60 Days

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=w8m287h0&eventid=w8m287h0&gateid=gsb

March 21 at 2:00 p.m. Central

Presenter: Tom Hershberger

Audience: Senior management, branch managers, department heads, sales and marketing managers

Price: \$214

Simply introducing a referral program doesn't guarantee success. In order to be successful, referral programs must be easy-to-manage, credible, visible and focused. Does your referral program meet these standards? You can create employee and manager accountability with a properly structured referral program. You will also benefit from the relationship potential of reaching your best source of future business...your customers. This online session will give you the program structure and guidelines you need to develop and introduce an effective referral program in 60 days. It's easy, fast and effective. Join us for a workshop that produces results and learn more about:

- Creating rules and guidelines
- Developing forms and procedures
- Introducing referrals to employees
- Enhancing staff engagement
- Communicating results
- Rewarding desired behaviors

Incident Response Programs

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=8n7f4p9x&eventid=8n7f4p9x&gateid=gsb

March 21 at 2:00 p.m. Central

Presenter: Kevin Streff

Audience: CEOs, board of directors, head of operations, IT personnel, IT security officer, members of the IT committee

Price: \$257

Incident response planning and recovery continues to gain momentum with regulators and banks. Financial institutions are required to address unauthorized access to or use of customer information that could result in substantial harm or inconvenience to a customer. Incident response programs contain the damage of the data breach and how to get systems bank on-line as quickly as possible. This program will provide a step-by-step roadmap to prepare an efficient incident response program, as well as provide detail on national and state data breach laws that your bank needs to be in compliance with.

Highlights of the program include:

- How to document an incident response program
- Notification requirements
- SAR reporting
- Steps to take to contain and control the incident

Optimizing Pricing Decisions in ALCO

https://www.eventbuilder.com/gsb/event_desc.asp?z=k2380g&p_event=2o12b47f&eventid=2o12b47f&gateid=gsb

2-part program March 22 and 29 at 2:00 p.m. Central

Presenter: Neil Stanley

Audience: CEOs, CFOs, treasurers, ALCO members, and pricing managers

Price: \$357

If your ALCO is not clearly and consistently navigating the route to optimizing future balance sheets and income statements this series is for you. This two-part series gives you the tools to turn ALCO meetings into the most dynamic and participatory events in the bank. Use a practical, efficient, and effective process to create harmony and execution in optimizing ALCO loan and deposit pricing decisions.

The first session will work through a foundational interest margin maximization simulation exercise. Through evaluating the marginal impact of pricing adjustments we prepare participants for the practical application of marginal pricing optimization across the loan and deposit portfolios.

The second session builds on the marginal principles while keeping all participants firmly grounded in pragmatic processes and results. We get the benefit of economic optimization based on understanding and pricing according to the price elasticity of loan demand and deposit supply curves without expending time and energy on econometric modeling. Bankers using this approach develop a robust assessment and powerful unity for the pricing adjustments that move the bank to optimizing interest margins and liquidity. Specific Subjects:

- Why maximizing interest margins does not maximize profit
- Clarifying the controls mechanisms available to the bank
- Understanding the dual impacts of any pricing change on spreads and volumes
- Balancing the needs for balance sheet liquidity and income statement interest spread

- Determining the bank's two-dimensional position before defining the next ALCO initiative
- Unite everyone in understanding and justifying clearly defined pricing decisions to optimize spreads and liquidity for maximizing financial performance

SBA Guaranteed Small Business Lending

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=w4a8q47f&eventid=w4a8q47f&gateid=gsb

March 22 at 2:00 p.m. Central

Presenter: Charles Green

Audience: CEOs, commercial lenders, business developers, underwriters, lending managers, board of directors, loan servicing personnel and others involved with commercial lending

Price: \$214

This seminar is an overview of the federally-guaranteed small lending programs available from the U.S. Small Business Administration. It will provide insight into the potential and advantages of lending with the full faith and credit of the U. S. government behind your production, and the cost of doing business with Uncle Sam. The seminar will cover an overview of the two major programs, the 7(a) (including Express Loans) and 504/CDC loan programs, defining parameters, conditions and expectations, along with the costs, responsibilities and pitfalls.

Leading the Prospecting Effort

https://www.eventbuilder.com/gsb/event_desc.asp?z=p5j9k1&p_event=c1c9r3z2&eventid=c1c9r3z2&gateid=gsb

March 26 at 10:00 a.m. Central

Presenter: Ned Miller

Audience: Executive management, commercial and small business team leaders, retail sales managers overseeing an outside business calling effort.

Price: \$214

Need to energize your prospecting efforts? Trying to differentiate from the competition? Prospecting is one of the most difficult things we ask bankers to do. In this fast-paced program of practical how-to's on prospecting, you'll learn proven techniques on identifying prospects, getting referrals, and making successful calls on prospects. Participants will learn:

- Why prospecting is difficult
- Task avoidance
- Blitzes and campaigns
- Evaluating the market data
- The satisfaction curve
- Sources of leads
- Establishing a target profile
- Building prospect lists
- Coaching value propositions
- Getting first appointments
- The three most effective approaches to prospecting
- Satisfied customer referrals
- Selected industries/ niches
- Pre-call, post-call coaching strategies

SBA 504/CDC Loan Guaranty Program

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=m0g8h5f9&eventid=m0g8h5f9&gateid=gsb

March 27 at 2:00 p.m. Central

Presenter: Charles Green

Audience: CEOs, Commercial lenders, business developers, underwriters, lending managers, board of directors, loan servicing personnel, and others involved with commercial lending.

Price:\$ 214

This seminar focuses on the 504 / CDC loan program, the economic development funding program offered by the U.S. Small Business Administration. It will provide insight into how participating banks might boost earnings and lower portfolio risk through participation. More discussion will cover:

- Program size and industry limitations
- Partnering with Certified Development Companies (CDCs)
- Borrower eligibility parameters
- Underwriting, documentation, and accountability
- Loan closing procedures and processes
- Servicing procedures and responsibilities
- Secondary market options to manage portfolio
- Bank participation requirements

Managing the Customer Experience – It's a Bottom Line Necessity

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&eventid=5y85g3e8

March 28 at 10:00 a.m.

Presenter: Tom Hershberger

Audience: Senior management, marketing officers, branch managers

Price: \$214

This session is designed to help identify the attributes of a banking relationship that impact customers. From there the challenge is building effective measurements to create accountabilities. The session shares ways to use research and discovery as a tool to manage the customer experience. You will learn about the strengths and applications of different performance measurements, plus insights about ways to utilize different evaluation resources to optimize your investment in your customer base. A variety of management tools will be presented to define, assess and manage your organizations customer experience, including:

- Organizational "TouchPoint" assessment
- Office scorecards
- Employee surveys
- Customer mail surveys
- Trade area telephone surveys
- Post-transaction surveys
- Mystery customer programs
- Customer satisfaction surveys
- Focus groups
- Customer advisory groups
- New and closed account surveys
- Internal quality circles

Update on Hot Topics in Compliance

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=y19f9x7e&eventid=y19f9x7e&gateid=gsb

March 28 at 10:00 a.m. Central

Presenter: Godfrey & Kahn, S.C.

Audience: Compliance officers, risk management officers, internal auditors, operations manager, senior management team

Price: \$214

Navigating the changing regulatory compliance landscape has become increasingly challenging and costly for financial institutions. In addition to current bank regulations, new regulations implemented under the Dodd-Frank Act will create new compliance challenges and risks for your organization. One of the most significant regulatory developments is the creation of the Consumer Financial Protection Bureau, which is now responsible for implementing and enforcing virtually all federal consumer protection laws and regulations governing mortgages, credit cards and other consumer financial products and services. This webinar is designed to provide you with a high-level understanding of various developments in regulatory compliance and to assist you in preparing your institution to manage compliance obligations and reduce risk.

Recipe for an Effective Sales Environment

https://www.eventbuilder.com/gsb/event_desc.asp?z=e7e7o7&p_event=w8m284e7&eventid=w8m284e7&gateid=gsb

March 28 at 2:00 p.m.

Presenter: Tom Hershberger

Audience: Senior management, branch managers, sales managers and business development officers

Price: \$257

Today's sales and service solutions require strategic thinking regarding staff resources, systems support, management structure, reward programs, training and much more. This presentation challenges bankers to look beyond traditional approaches to relationship development and pursue a future that begins with a customer not an account or service.

- Help senior bank managers and sales managers identify ways to support change, create results, develop vision, provide direction and lead for success
- The recipe utilizes a four step process that includes structure, measurement, accountability and support
- Present the following topics supported by examples of best practices
 - Management commitment
 - Vision, mission and objectives
 - Organization design
 - Measurable goals
 - Employee research
 - Job descriptions
 - Recruitment and placement
 - Sales, service and referral tracking
 - Staff performance measurement
 - Incentives, rewards and recognition
 - Visibility and reinforcement
 - Sales, service and coaches training

- Market assessments
- Sales support
- Advertising and promotions

SBA 7(a) Loan Guaranty Program

https://www.eventbuilder.com/gsb/event_desc.asp?z=38e16j&p_event=t11c853u&eventid=t11c853u&gateid=gsb

March 29 at 2:00 p.m. Central

Presenter: Charles Green

Audience: CEOs, Commercial lenders, business developers, underwriters, lending managers, board of directors, loan servicing personnel, and others involved with commercial lending

Price: \$214

This seminar focuses on the 7(a) loan program, the flagship credit enhancement offered by the U.S. Small Business Administration. It will provide insight into how participating banks might boost earnings and lower portfolio risk through participation. More discussion will cover:

- Program size and industry limitations
- Borrower eligibility parameters
- Underwriting, documentation, and accountability
- Loan closing procedures and processes
- Servicing procedures and responsibilities
- Secondary market options to manage portfolio
- Bank participation requirements

About The GSB Online Seminar Series

The GSB Online Seminar Series offers a convenient, cost-effective way to access quality educational opportunities. GSB seminars are designed to meet the dynamic learning needs of today's busy financial professional and are delivered by some of today's top industry experts. All sessions are recorded, so if you're unable to attend one of the live presentations, it's no problem! When you register for a GSB Online Seminar, you'll have access to the live presentation as well as a recording of the live session in case you are unable to attend the entire program. There is no additional fee to view the recording, it's included in your registration fee. It's your choice to attend the live session, view the recording—or do both—based on your schedule. With the GSB Online Seminar Series you'll benefit from:

- Nearly 100 relevant, bank-specific courses that deliver must-know information
- A variety of live, interactive courses offered throughout the year—each recorded for scheduling flexibility
- Additional On-Demand seminars on popular topics available anytime, anywhere, to fit your schedule. Instructor contact information is provided so you have the ability to ask questions as you go through the recordings.
- Competitive pricing—one fee allows multiple attendees to participate through a single connection and includes all handouts and materials
- State-of-the-art technology that ensures a quality learning experience
- The faculty and expertise of the nation's most respected graduate banking school

For additional information, please visit gsb.org