



# COMMUNITY BANKERS ASSOCIATION OF ILLINOIS

## Webinar – On-Demand Web Link

### Increasing Remote Services During & After the Pandemic

Monday, April 27, 2020

2 - 3:30 p.m.

Change your strategy from a slow evolution to a rapid revolution into digital/remote service delivery. Now is the time to learn about key digital platforms, branch configurations, contact center expectations, user experience, digital marketing and fulfillment, payment systems and employee skill sets that help you succeed in the current and post-pandemic economy.

What have we learned from this crisis? There will be a “new normal” at the other end. The entire population, regardless of age or income, has now experienced the ease and value of remote delivery – and most may never go back. Financial institutions need a seamless consumer experience, a simple digital delivery, a branch that can sell, and a “this is as easy as Amazon” mentality. In addition, many employees who have tasted work-from-home think it's wonderful. That option may warrant on-going consideration, because well-managed, remote employees are more efficient and have lower rates of turnover and burn-out. What's your next step?

#### HIGHLIGHTS

- Get products to market and close a loan in several clicks
- Understand changing branches for the digital consumer
- Discuss remote contact centers for employee fulfillment
- Engage in the push to contactless payments and easy P2P

#### TAKE-AWAY TOOLKIT

- Remote and digital self-audit questionnaire
- Employee training log

#### DON'T MISS THESE RELATED WEBINARS!

##### Growth & Transformation Series

Attendance verification for CE credits provided upon request.

#### WHO SHOULD ATTEND?

This informative session benefits directors, executive management, department heads and strategic development strategists.

#### ABOUT THE PRESENTER

**Tim Harrington** is president of TEAM Resources and has been a financial institution consultant for over 27 years. Harrington has advised lenders on verifying income from tax returns since 1992, and consults with financial institutions nationwide on issues of strategy, profitability and board governance. He speaks at nationwide conferences and has presented in Canada, Mexico, Puerto Rico, Jamaica and the Virgin Islands. Harrington is the author of the popular software, Lenders Tax Analyzer. In addition, his book *Eisenhower on Enlightened Leadership* has been used by management teams nationwide to improve leadership skills. He did his undergraduate studies at Gonzaga University, Spokane, WA, and graduate studies at the University of Washington, Seattle.

#### THREE REGISTRATION OPTIONS

##### 1. LIVE WEBINAR

The live webinar allows you to have up to three audio and Internet connections to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that allow entrance to the seminar. The session is approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, PIN number, and handouts are emailed to you prior to the broadcast. You need the most-current version of Adobe Reader available free at [www.adobe.com](http://www.adobe.com).

##### 2. ON-DEMAND WEB LINK\*\*

Can't attend the live webinar? The ON-DEMAND WEB LINK\*\* is a recording of the live event including audio, visuals and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within two business days following the webinar, you are provided with a web link that can be viewed anytime for the next six months. This link expires six months after the live program date.

##### 3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK\*\*

Options 1 and 2 described above.

**NEW! Listen to the on-demand web link on your iPad, iPhone, Android. Instructions will be emailed to you with the on-demand link.**

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**AFFORDABLE TRAINING, WHEN AND WHERE YOU CHOOSE**

# REGISTRATION FORM

**Increasing Remote Services During & After the Pandemic**  
**Monday, April 27, 2020**

**2 - 3:30 p.m.**

**Choose Your Training Option:**

<b>Purchase</b> (Check one)	<b>Training Options</b> <i>(Registration includes hookups in up to 3 locations)</i>	<b>CBAI Member</b>	<b>Prospective-Member*</b>
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	<b>Special Pricing</b> for Live Webinar & <b>On-Demand Link</b>	\$375	\$575

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