

BEYOND HUMAN RESOURCES: THE COMPLETE A—Z PLAYBOOK



One Mission. Community Banks.

November 13, 2026
Shazam Education Center
Springfield

Introduction

Human Resources is in a changing workforce means HR must be informed, organized, and proactive. This workshop gives you the essential knowledge and practical tools to stay ahead—so you can support your employees, protect your organization, and keep HR running smoothly. Join us as we dive into the real-world skills, updates, and best practices every HR professional needs.

A comprehensive, practical look at the most important HR topics today:

- HR Law Update & Compliance
- Training & Development
- Documentation Essentials
- Importance of Onboarding
- Hiring Tips
- Employee Handbook
- Performance Management
- How to Process an Internal Investigations
- Handling Difficult and Sensitive Situations
- Employee Files
- Job Descriptions vs. Task List vs. Checklists
- Reasonable Accommodation & FMLA

Open Q&A and Discussion

Bring your questions, challenges, and real-world scenarios. We take time to talk through what matters most to you and your organization.

Why This Workshop Matters

HR is the backbone of a healthy workplace. Staying informed is essential.

This workshop equips you to:

- Stay compliant with changing laws
- Support employees effectively
- Build strong HR systems and processes
- Anticipate issues before they become problems
- Strengthen your role as a strategic partner



Meet Your Instructor

Elaine Hand is an HR Consultant/Trainer and owns Innerview LLC. She started her company in 1995. Prior to starting her company, she was in banking in retail, marketing and HR. She works with companies as an HR advisor for HR law issues as well as hiring right, assessments, leadership, management and supervisory training, team building, and harassment training. Hand also facilitates the HR forums for the CBAI. She attends law seminars on a regular basis in order to stay as up-to-date as possible on state and national changes to HR law and regulations.



Registration Fees & Information

CBAI MEMBER

First Registration..... \$299
Each Additional Registration..... \$279 each

***PROSPECTIVE-MEMBER**

First Registration..... \$499
Each Additional Registration..... \$479 each

*CDD members receive a 10% discount on live registration only. *Only financial institutions/firms eligible for CBAI membership.*

LOCATION & AGENDA

This seminar will be held in the SHAZAM Education Center, CBAI Headquarters, 901 Community Drive, Springfield, IL, 62703. Registration and continental breakfast begins at 8:30 a.m. The seminar runs from 9 a.m. to approximately 4 p.m. A continental breakfast and lunch are provided.

CANCELLATION POLICY

Registrants cancelling two days prior to each seminar receive a 100% refund; one day prior, 50%; the day of the seminar, no refund. All cancellations must be made in writing prior to the seminar day. Invoices and training materials will be sent to all “no shows.” Fees include handout materials, breakfast, lunch and refreshment breaks. An income-tax deduction may be allowed for educational expenses undertaken to maintain or improve professional skills.

TRAINING MATERIALS

Prior to the seminar, you will be emailed a link containing handout materials, seminar certificate, evaluation form and seminar attendee list. Please print and bring materials with you or download them on your own device to access during the program. CBAI will provide power cords in several designated locations to charge devices. (NOTE: If you have NOT received the link one day prior to the seminar, please email Melinda McClelland at melindam@cba.com or call 800.736.2224)

CONTINUING EDUCATION

CBAI is a registered Public Accounting Continuing Professional Education (CPE) provider by the Illinois Department of Financial and Professional Regulation. If you have earned an ICBA Certification, CPE credit earned through your state banking association may be submitted for CPE purposes. Please note, approval is subject to review and must satisfy the respective certification requirements.

Registration Form

Beyond Human Resources: The Complete A-Z Playbook

November 13, 2026

Shazam Education Center: CBAI, Springfield

Bank Name _____ Telephone # _____

Address _____

City, State, Zip _____

Registrant Name _____

Registrant E-Mail _____ Title _____

Registrant Name _____

Registrant E-Mail _____ Title _____

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Card Number _____ Exp. Date _____ Security Code _____

For More Information

Tracy McQuinn, Senior Vice President, Education & Special Events

Melinda McClelland, Senior Vice President, Career Development & Training

Jennifer Nika, Vice President, Education & Special Events

Tina Wilder, Administrative Assistant



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