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800-795-5242

# Professional Development Conference

*for Financial Service Companies*



**NOVEMBER 12-13, 2010**  
**NEWPORT HARBOR HOTEL, 49 AMERICA'S CUP AVENUE**  
**NEWPORT, RHODE ISLAND**

## Attention: Training Managers

Don't miss the Friday afternoon "Train the Trainer" workshop.  
You can choose to attend the entire conference or just the Train the Trainer portion.  
The choice is yours! See details inside.

# PROFESSIONAL DEVELOPMENT CONFERENCE 2010

NOVEMBER 12 & 13, 2010 • NEWPORT HARBOR HOTEL AND MARINA  
NEWPORT, RHODE ISLAND



*Designed to be as motivational as it is educational, this conference also provides a terrific opportunity to network with a group of bankers who represent several states and a full-range of banking capacities. You will find that the conference workshops certainly reflect this diversity. The conference includes: a welcome reception Friday night, all three meals on Saturday, and four educational workshops presented by talented trainers. There is so much to see and do in Newport, Rhode Island that you may want to bring the family, or a friend, and make a weekend out of it!*

## FRIDAY, NOVEMBER 12, 2010

1:00 pm - 4:00 pm

### **Train the Trainer Workshop**

(Salons B & C)

### **"Designing Dynamic Workshops"**

Presented by:

**Margaret DeMarino**

- Business Communications, Inc.

It starts with a need. Someone from senior management comes to you and says, "We want to emphasize this..." or "Our employees really need to do 'xyz' better." Veteran workshop leader Margaret DeMarino will take you through the paces and steps of designing a dynamic workshop—from research and topic focus to exercise development and handout creation. You will learn: ways to maximize the Internet and the bookstore for workshop ideas; methods for selecting and grouping workable training topics; new exercise formats and training games; and realistic rules of thumb for what you can accomplish in an allotted amount of time.

## FRIDAY, NOVEMBER 12, 2010

3:00 pm - 4:00 pm

### **Hotel Check-in**

(Registration Desk)

*Get yourself settled-in and unpacked at the beautiful Newport Harbor Hotel and Marina!*

4:00 pm - 6:00 pm

### **Networking Reception & New Products Exhibit**

(Harbor Suite - 4th Floor)

*This informal meeting and cocktail reception will set the tone for the entire conference as we bring together CFT students, volunteers, instructors, staff, and other financial professionals to discuss CFT happenings in each state/region.*

## SATURDAY, NOVEMBER 13, 2010

8:30 am - 9:15 am

### **Registration/Continental Breakfast/Networking**

(Salons B & C)

*Rise and Shine! Start your conference day off right with a cup of fresh-brewed coffee, orange juice and a bagel with your fellow CFTers!*

9:15 am - 9:30 am

### **Opening Remarks**

(Salons B & C)

### **Michael Meakem**

- President, CFT Atlantic & Central States

*Mike Meakem delivers the welcome speech, reviews the day's events, and makes any necessary announcements regarding the conference schedule.*

## SATURDAY, NOVEMBER 13, 2010

9:30 am - 10:45 am

### Professional Development Workshop #1

(Salons B & C)

## "Networking That Works!"

Presented by:

**Debbie Fay, Founder**

- bespoke presentation solutions

*There is no better, faster, or cheaper way to introduce yourself, and your product or service, than through networking. The good news is that opportunities abound to do just that. The bad news is that most people don't have a good handle on what effective networking is all about. If you are hesitant about attending networking events because you: a.) aren't sure what goes on there, b.) aren't comfortable in a room full of strangers or c.) have attended a few without any results, this workshop is for you.*

*Join us, as Debbie Fay shares with us solid tools for networking that works. Debbie will illustrate the key components of the 60 second "elevator" speech, how to "work the room", maximize the experience, and follow up afterward.*

*Debbie is the founder of bespoke presentation solutions, a public speaking coaching, presentations development company that helps individuals and businesses design, develop and deliver presentations that get heard and get results. Debbie is an award winning trainer and teacher with a lifetime involvement in theater. She has a proven track record of turning timid, terrified, or just plain ineffective speakers into confident, compelling, change-making ones.*

10:45 am - 11:00 am

### Morning Coffee Break/Networking

(Salons B & C)



## SATURDAY, NOVEMBER 13, 2010

11:00 am - 12:15 pm

### Professional Development Workshop #2

## "How Technology is Shaping the Financial Services Industry"

Presented by:

**Chris VanDerStad, Vice President - Architecture**

- Open Solutions, Inc.

*"Speed to Market", "Competitive Advantage" and "Innovation" are common terms in today's banking environment. Financial institutions are faced with the challenge of bringing innovative products to market within a short timeline as well as complying with Federal and State regulations. Chris will give us insight into recent developments in technology and will also encompass why open architecture will drive the technologies of tomorrow.*

12:15 pm - 1:15 pm

### Luncheon and Networking

(Waverleys Restaurant - onsite)

1:30 pm - 2:30 pm

### Professional Development Workshop #3

(Salons B & C)

## "The Daily Vacation"

Presented by:

**J.T. Turner**

- Turner, Nobody & Nobody

*When we are stressed at work, work can become just a means to an end: something to survive until the weekend arrives. But as we all know, the weekend is often filled with thoughts of work, so the chain of stress simply continues. Believe it or not, some people have discovered ways to not just survive the work week, but actually enjoy it. It's true!*

*The use of stress reducing meditation techniques has created the ability for each of us to improve the quality of our work day. Join J.T., as he teaches us to relax, refocus, and refresh. Learn how a "daily vacation" can lead to a more productive career and a fuller, more complete life.*

7:00 pm - 9:00 pm

### Closing Banquet and Prize Raffle

(Salons B & C)

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NEWPORT, RHODE ISLAND**

**CONFERENCE REGISTRATION FORM**

Company: \_\_\_\_\_

Address: \_\_\_\_\_

**Attendee 1:** \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**Attendee 2:** \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**Please call Scott Briggs at 800-795-5242 x1180 if you have any questions.**

**PLEASE REGISTER NO LATER THAN 10/08/10**

Conference Fees:

Entire Conference (Friday & Saturday)      \$395.00 pp      x \_\_\_\_\_ = \$ \_\_\_\_\_

Banquet Guest(s)      \$45.00 pp      x \_\_\_\_\_ = \$ \_\_\_\_\_

Train the Trainer (Friday only)      \$175.00 pp      x \_\_\_\_\_ = \$ \_\_\_\_\_

Hotel Room \_\_FRI\_\_SAT      \$165.00 night      x \_\_\_\_\_ = \$ \_\_\_\_\_  
 \_\_\_\_King \_\_\_\_Double      (includes taxes)

**TOTAL      \$ \_\_\_\_\_**

MC VISA # \_\_\_\_\_ Exp Date \_\_\_\_\_ Signature \_\_\_\_\_

Please make checks payable to the Center for Financial Training and mail to:

Scott Briggs  
 Center for Financial Training  
 P.O. Box 969  
 Norwich, CT 06360

**and/or fax to: 860-823-1410**