

2021

Haberfeld Webinar Series

January 20th

Getting the Most Out of Online Learning

Online learning is an effective, popular method for training and increasing employee knowledge. Join this webinar to uncover the variety of eLearning tools available to you and gain insights and best practices for getting the most out of online learning.

February 17th

Champion Ongoing Training in Your Branch

Communicate, set expectations, lead the charge, and make a difference! Are you ready to lead your team to the next level of excellence? Join this webinar for tips and insights to champion your strategy and engage ongoing training efforts in your branch!

March 17th

Coaching and Feedback

Coaching and feedback are vital components to increase trust with the members of your team. In this webinar, you will learn methods and approaches to effective coaching, providing feedback, and ongoing mentoring.

April 21st

Managing and Adapting to Change

Are you flexible as a leader and as a team member? Do you accept and adapt to change easily? How about the rest of your team, how do they respond to change? The reality is that change can be hard, no matter how flexible and adaptable you are! During this webinar, we will address that challenge by discussing some methods to adjusting leadership styles to changing situations, the importance of associating changes with positivity, and how to view change with empathy and understanding from the perspective of those around you.

May 19th

Plus One™

Haberfeld's Plus One™ referral strategy is top notch! This, in combination with the service level you provide to earn referrals, is guaranteed to set you up for success. In this webinar, we will explore the various components of the Plus One™ referral strategy, and take a deep dive into the online platform to help you generate, track, and reward referrals.

June 16th

Sales Process Certification

At Haberdeld, we believe in inspecting what you expect! We do this in a lot of ways, and one way we can do it succinctly and consistently is by implementing a sales process certification. In this webinar we will review the importance of inspecting what you expect, and we will cover some common practices for implementing a Sales Process Certification within your financial institution.

July 21st

Reward and Recognition Strategies

Kudos, incentives, rewards, prizes, recognition... there are so many names and ways to show appreciation! What is the difference between reward and recognition? Do they really help to boost team motivation? Join us in this webinar to gain tips and insights for creating a reward and recognition strategy that will work for your team!

August 18th

Power of Positive Speech

Your words matter! The type of language we use with our clients can have a direct impact on how they perceive us as individuals and the financial institution as a whole. The words we use have the power to influence our branch culture. This webinar will discuss how the power of positive language can influence branch success.

September 15th

Social Media

Social media outlets are a great way to keep connected with current and prospective clients! Join this webinar to learn more about utilizing social media to stay connected and deepen the relationships you have with your clients and community.

October 20th

Delivering an Exceptional Omni-Channel Experience

Now more than ever before, our clients interact with us over a variety of different channels and have access to us 24 hours a day! This is wonderful for our clients, and it forces us to acknowledge a variety of service delivery methods to maximize every opportunity for exceptional service experience no matter how we interact with our clients.

November 17th

Remote Banking Services

Banking with us should be a breeze, and it is! We offer a variety of services (many of them FREE!) to make the lives of clients easier and better. This webinar will review and remind us how beneficial remote banking services are for both the financial institution and our clients.

December 8th

Preparing Your Branch for 2022

"By failing to prepare, you are preparing to fail." Let's start 2022 off right by preparing to be successful! Every year is a new opportunity to get more clients, keep the ones we already have, and build lasting relationships with all of them. Join us for this webinar to learn tips on how to make the most out of your Haberfeld Strategy in 2022!

