

Coaching for Credit Quality

A One-Day Workshop to Promote a Focused and Disciplined Approach to Coaching for Credit Quality

Join your industry peers and enhance your professional development

Financial institutions invest a great deal of time and resources in credit training to improve the process and overall credit quality within the organisation.

Coaching for Credit Quality teaches managers to manage the lending process by applying proven coaching skills to the credit analysis process. The workshop provides the opportunity to apply coaching skills via skills practices.

Attend our one-day workshop and gain the skills needed to:

- Develop a strong credit environment, mitigate risk and increase profitability.
- Apply credit skills and processes to reach and sustain top lending performance.
- Build on strengths to develop productive, measurable action plans to improve both efficiency and credit quality.
- Develop strong, independent, reliable loan staff who consistently make sound credit decisions.

Topics to be covered:

- Applying Omega Performance's Decision Strategy to the coaching process.
- Using Omega Performance's Credit Coaching Model to have quality coaching conversations.
- Asking open and closed questions in the coaching session to ensure collaborative two-way conversations.
- Developing quality action plans and monitoring ongoing performance.

This workshop is for:

Managers who are responsible for Lenders and the loan performance of their team.

Location and Date:

Sydney:
18 August 2009
OR
25 November 2009

Melbourne:
19 August 2009
OR
26 November 2009

Auckland:
25 August 2009
OR
24 November 2009

**Omega
Performance
improves business
by empowering
people with the
knowledge, skills
and behaviour
to achieve
outstanding
results.**

Coaching for Credit Quality
9:00 AM – 4:00 PM
Fee: \$690 plus GST per participant

Omega
PERFORMANCE

About our facilitators:

- **Jim Cassidy**, Omega Performance Consultant for Asia/Pacific, is a key facilitator of Omega's credit programs throughout Australia. Prior to joining Omega, Jim worked in the credit training area where he and his team trained over 1,800 business banking employees. Jim has over 15 years of experience in frontline lending positions, both in retail and commercial lending.
- **Ken Gibson**, Omega Performance Consultant for Asia/Pacific, has 20 years of experience in education and learning and development. He has held various managerial positions within the banking industry in the areas of organisational learning and development and commercial banking as well as managerial lending positions in both retail and commercial banking. Ken is a skilled facilitator in the areas of sales, management, credit, personal development and formal accounting streams.

VENUE

Sydney, Australia

Tuesday 18 August 2009 or
Wednesday 25 November 2009

Melbourne, Australia

Wednesday 19 August 2009 or
Thursday 26 November 2009

Auckland, New Zealand

Tuesday 25 August 2009 or
Tuesday 24 November 2009

REGISTER NOW

To reserve your place in the workshop either:



Georgina Terizis
+61 2 9236 8400



Web: <http://www.omega-performance.com/rsvp/Australia-Coaching09.asp>

Email: AP.info@omega-performance.com

Omega Performance

Improving Business

Omega Performance improves business by empowering people with the knowledge, skills and behaviour to achieve outstanding results.

Since our founding in 1976, Omega Performance has enabled more than 2 million people in over 2,500 financial services organisations around the globe to make immediate and lasting changes in how they perform.

Omega Performance's consulting, performance improvement, and coaching solutions span leadership, commercial and consumer lending, commercial and consumer sales, sales management, customer service, wealth management and private banking and contact centres.

We pair our deep financial services industry expertise with a keen understanding of your organisation's particular performance issues to ensure a results-focused solution. With a network of over 250 consultants, facilitators, instructional design experts and developers around the world, Omega is able to provide in-depth local expertise supported by an extensive global network.

Omega's continuous research into the future of the financial services industry has helped shape innovative performance improvement strategies within many of the world's major financial services companies. While our culture of thought leadership encourages us to explore new concepts and solutions, our strategic focus never varies: delivering competitive advantage for your organisation's business success.

Headquartered in Charlotte, North Carolina, USA, Omega Performance also serves clients from major offices in over a dozen countries around the world.

AP.info@omega-performance.com

www.omega-performance.com

Cancellation Policy: Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively, a full refund will be made for cancellations received in writing (letter, fax, email) up to two weeks prior to the event. Regrettably, no refunds can be made less than 15 days before the event. For any event cancelled by Omega Performance, registration fees are fully refundable.

Privacy policy: The personal information shown on this brochure provided by you will be held on a database.

Team Discounts: For three or more participants please call +61 2 9236 8400 for details.

Program: Omega Performance reserves the right to alter the venue &/or speakers.