

# Emerging Leaders Development Program Winter Session March 4, 2021

**Alerus Center • Grand Forks, ND**

1200 S 42nd St, Grand Forks, ND 58201

**Session Sponsored by SHAZAM**



## AGENDA

9:30-3:30 p.m. Education Session (Alerus Center, Ballrooms 1, 2, 3, Entrance #6)  
4:00 p.m. Social & UND vs USD Football Game (Alerus Center)

### 9:00 a.m.-9:30 a.m. Registration and Community Outreach Project

We will be collecting children and adult gloves, mittens, and stocking caps which will be delivered to the shelter for them to be distributed as needed. Please bring new items to the meeting for collection.

### 9:30 a.m.-10:30 a.m. “Communicating During a Crisis” Patrick Dix, VP-Strategic Alliances, SHAZAM



You’ve just had a critical incident at your business. Reporters are waiting outside with cameras. Are you ready? There’s a way to make sure you won’t be searching for answers when you find yourself in this position. The 24-hour news cycle means local news organizations are hungrier than ever for fresh content and credible experts. This session will make the case that developing relationships with local media and saying “yes” when they call for your help will pay off for your reputation, your business and your bottom line.

### 10:45 a.m.-11:45 a.m. “Security Considerations During a Pandemic” Mike Burke, Sr Robbery & Crisis Management Consultant, SHAZAM



Nothing is more important than the safety of your employees and customers. By identifying procedures, response tactics and the recovery process, you can be better prepared should a situation arise.

### 12: p.m.-1:00 p.m. Lunch - Sponsored by SHAZAM



### 1:00 p.m.-2:00 p.m. “Payments 101” Patrick Dix, VP-Strategic Alliances, SHAZAM



The payments landscape continues to evolve, yet the basic understanding of how payments work is often overlooked. You shouldn’t be paying for your debit card program — it should be paying you. To take advantage of non-interest income community financial institutions must evaluate their payments program to receive the best interchange income. Learning how merchants influence interchange rates, opportunities for single and dual message, and the importance of gross and net interchange are just the first steps in developing your best payments program.

### 2:00 p.m.-2:30 p.m. Alerus Center “Behind the Scenes” Tour

### 3:45 p.m. Meet at Alerus Center “Entrance 6”

We will be escorted to the VIP Social area as a group. Please be by “Entrance 6” by 3:45 p.m.

### 4:00 p.m. VIP Social on Alerus Center Bridge Deck

We will have food, drinks and fun in the VIP social area that will remain open throughout the game.

### 5:00 p.m. UND vs USD Football Game

- A block of rooms has been secured at the Canad Inns Destination Center Grand Forks, 1000 S 42nd St, Grand Forks, ND, for a discounted rate of \$89 per night, plus tax. Call 1-888-33-CANAD, or 701-772-8404, to reserve a room in the ICBND block. The block will be held until February 12.

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## COST

ICBND Emerging Leaders Development Program Annual Member	FREE
ICBND Emerging Leader Alumni	\$249.00
ICBND Member—Non-Emerging Leader Members	\$299.00
Non-ICBND Members	\$349.00*

Cost includes session, lunch, tour, admission for one to the UND Football game, food and drinks at the game.

\*Eligible nonmember banks may apply the difference of the nonmember registration fees minus the ICBND member registration fees towards their current year membership dues if they choose to join the association after the session.

## WHO SHOULD ATTEND AND JOIN

The Emerging Leaders Development Program (ELDP) is designed for career-aspiring community bankers who are committed to preserving and enhancing community banking and its philosophies. You do not need to be a member of the ELDP to attend and we encourage all bankers to attend if they can.

## REGISTRATION FORM

ELDG Member (FREE)

ELDG Alumni (\$249)

ICBND Member-Non-ELDG Member (\$299)

Non-ICBND Member (\$349)

Bank Name: \_\_\_\_\_

Mailing/Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

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

Attendee Name: \_\_\_\_\_ Email: \_\_\_\_\_

Attendee Name: \_\_\_\_\_ Email: \_\_\_\_\_

Attendee Name: \_\_\_\_\_ Email: \_\_\_\_\_

Attendee Name: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_ Invoice Bank \_\_\_\_\_ Check Enclosed for \$ \_\_\_\_\_

\_\_\_\_\_ Credit Card \_\_\_\_\_ Exp Date: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Address for Card: \_\_\_\_\_

*If you have additional attendees, please attach a separate sheet including names and emails for each attendee.*

## Register by...

**Phone:**  
701-258-7121  
800-862-0672

**Mail:**  
ICBND  
PO Box 6128  
Bismarck, ND 58506

**Online:**  
www.icbnd.com

