



SPRING 2008

ONEIDA REGION

Oneida Savings Bank
182 Main St., Oneida, NY 13421

Program Title	Day/Date	# Sessions	Time	Instructor
Principles of Banking	Mondays: Jan. 28 th – May 12 th	14	6:00 – 9:00 PM	Phil Frani
Presentation Skills (Team Leader & Sales Manager Certificates)	Tuesdays: February 5 th & 12 th	2	6:00 – 9:00 PM	Debbie Kugler
Meetings that Work (Team Leader, Supervision & Sales Manager Certificates)	Wednesday: February 27 th	1	6:00 – 9:00 PM	Debbie Kugler
Revitalizing Customer Service (Customer Service Associate & Account Specialist Certificates)	Tuesday: March 4 th	1	6:00 – 9:00 PM	Evette Pope
Rewards & Recognition (Team Leader, Supervision, Sales Manager & Branch Manager Certificates)	Tuesday: March 11 th	1	6:00 – 9:00 PM	Sheila Rees
Coaching for Success (Team Leader & Supervision Certificates)	Tuesday: March 18 th	1	6:00 – 9:00 PM	Evette Pope
Interviewing & Hiring Techniques (Supervision & Branch Manager Certificates)	Tuesday: March 25 th	1	6:00 – 9:00 PM	Sheila Rees
Entity Identification	Wednesday: April 2 nd	1	6:00 – 9:00 PM	Evette Pope
Deposit Accounts & Services (Financial Services Operations Diploma)	Tuesdays: April 8 th & 15 th	2	6:00 – 9:00 PM	Joan Rozycko
Notary Public	Wednesday: April 16 th	1	6:00 – 9:00 PM	Bill Myers
Intro to Relationship Selling (Account Specialist Certificate)	Tuesday, April 29 th	1	6:00 – 9:00 PM	Greg May
Managing Performance & Productivity (Supervision & Branch Manager Certificates)	Wednesdays, May 7 th & 14 th	2	6:00 – 9:00 PM	Greg May