



**Eye Banker Leadership Program**  
**March 5-7, 2020**  
**San Antonio, TX**

**DRAFT AGENDA\***

*\*Subject to change*

**Thursday, March 5**

3:00 pm – 3:45 pm  
3:45 pm

Registration  
Visit to the Alamo and Social Hour

**Friday, March 6**

7:30 am – 8:00 am  
8:00 am – 8:45 am

Breakfast  
Welcome & Introduction  
Leaderships Lessons from the Alamo

**< Personal Leadership >**

8:45 am – 10:00 am  
10:00 am – 10:10 am  
10:10 am – 11:00 am  
11:00 am – 12:00 pm  
12:00 pm – 1:00 pm

Identifying Personal Leadership Strengths  
Break  
Strengthening and Utilizing Emotional Intelligence  
Decision-Making: Timely Decisions, Avoiding Biases and Creating Value  
Lunch

**< Leading Teams/ Staff >**

1:00 pm – 1:20 pm  
1:20 pm – 2:20 pm  
2:20 pm – 3:00 pm  
3:00 pm – 3:15 pm  
3:15 pm – 4:00 pm  
4:00 pm – 4:45 pm  
4:45 pm – 5:00 pm  
5:00 pm – 5:15 pm

The Role of Trust in Leading Others  
Leading for Innovation  
Building Effective Teams  
Break  
Staff Development and Succession Planning  
Creating a Culture of Customer Service and Personalization  
Opportunities to grow your leadership skills through EBAA  
Debrief and Wrap-Up

**Saturday, March 7**

7:30 am – 8:00 am  
8:00 am – 8:10 am

Breakfast  
Welcome Back

**< Leading Your Organization >**

8:10 am – 9:00 am  
9:00 am – 10:00 am  
10:10 am – 10:20 am  
10:20 am – 11:40 am  
11:40 am – 12:00 pm

Leading through Change  
Developing, Nurturing and Growing Partner Relationships  
Break  
Leading Your Board  
Wrap-Up and Closing