

Pennsylvania Association of Community Bankers Security Seminar

MARCH 10, 2022

PA Media Group

The Town Hall Room

1900 Patriot Drive, Mechanicsburg PA 17050

To Attend This Session [Click Here](#)

Agenda

9:00 a.m. Introductions

The Crime: A Case Study. Can You Solve It?

Instructor: Barry Thompson, CRCM and Arvin Clar, CFE

Employee fraud hotlines reduce potential losses for a financial institution by 50%. If your bank maintains a fraud hotline where an incident cost, you \$50,000.00 without it your loss would have been \$100,000.00. The employee hotline can bring you problems you didn't expect. This case solving exercise will run over the conference providing you clues. The first person to solve the case wins the prize. You can only provide your solution once to the judges! So be sure you know the answer before jumping to conclusions

9:30 a.m. Current Security Issues

Security issues and priorities change on a daily basis, requiring the Security Manager to remain topically informed, assess the impact of those changes and adjust the security model for the entire institution. Crime trends and the evolution of critical legal issues should be as important as media headlines to the Board of Directors, who relies upon the Security Manager to stay topically current, in order to make informed decisions and reports to the Board of Directors. This segment contains "briefing" information about new and emerging events that will likely affect the security function.

10:00 a.m. Security Awareness

Security needs for your financial institution are increasing because of incidents like hostage seizing, domestic violence and active shooters. While bank robberies have been decreasing violence has been increasing in all types of criminal incidents. This program will review the plans your institution should have in place along with training tips to alert staff on potential problems. Failure to plan now means an increasing likelihood of injuries to your staff when an incident happens. This fast-moving program will use photographs to enlighten you on what is needed.

11:15 a.m. What Keeps You Up at Night

This interactive session will provide attendees the ability to discuss what are the major problems they face day to day. Security isn't just having a great written security program it is the actual functioning of the plan of action you use to be successful. Discover what has worked for others as well as what hasn't!

12:00 p.m. Lunch

1:00 p.m. Handling Difficult People

Handling difficult people is one of the hardest situations staff is asked to manage on a regular basis. This program reviews problems frontline staff and management could face during interactions with accountholders and teaches methods to help you cope when things get hostile. People who become upset need to be defused and doing so is not always easy. The most well-meaning intentions could escalate the problem. We review causative factors, warning signs, and the proper use of cognitive listening.

2:30 p.m. Robbery Awareness: Back Office Responsibilities

The person most likely to stumble upon a robbery in progress will be a back-office staff member. This program is designed specifically for back-office personnel who have little interest in teller training for a robbery situation. Attendees will learn situations to avoid, how to handle a robbery they accidentally observe, and gain new understanding on how to view the physical surroundings they work in daily.

3:30 PM The Crime Case Solved

Instructors: Barry Thompson and Arvin Clar

Were you right did you solve the case? The case will be explained along with the clues that should have noticed leading you to the criminal.

4:00 p.m. Adjournment



MARK YOUR CALENDAR:

- ▶ **PACB Marketing Conference, May 2-3** – Hershey Lodge and Convention Center
- ▶ **Maximizing Mutuality Conference, May 25-26** – The Hotel Hershey
- ▶ **PACB's INSPIRE Awards, June 16** – The Hershey Lodge and Convention Center

www.pacb.org

Barry Thompson is a nationally-recognized speaker, consultant, and former banker, with over 40 years of service to the financial institution industry. Barry's financial services career spanned 22 years before he "retired" to establish Thompson Consulting Group, LLC, to assist financial institutions in competing more effectively by providing services specifically targeted to risk management and security.

During his career, he served in various management positions throughout the financial services industry. In addition to security, Barry has experience in operations, accounting, investments, mortgage processing, and special assignments. Barry has investigated embezzlement cases, identity fraud cases, check kites, and almost all possible criminal incidents against financial institutions. As a security officer, Barry handled over 900 security cases and has been involved with investigations and prosecutions on the federal, state, and local levels and has testified before grand juries, county courts, bankruptcy courts, family courts, and the New York State Supreme Court.

As a professional speaker, few can match his expertise when it comes to discussing the financial services industry. His programs are based on actual experiences that allow him to relate to any group of financial professionals, from the teller to the board of directors. He appears frequently before financial institutions and at industry conferences. Barry is a contributor to various financial and forums. He has been interviewed by *Newsweek*, *Computer World*, and other national and regional publications. He has made presentations throughout the United States and in Europe, Asia, and at the United Nations.

ABOUT THE INSTRUCTOR:



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