



From Frontline to Hotline: Confidently Navigating Accountholder Mental Health Issues (Complimentary)

(60-minute on-demand webinar)

Friday, August 30, 2024

Available to view/download on release date

[Register Here](#)

Join us as we navigate the financial arena's frontline challenges when mental health issues cross over into the work environment. This webinar will empower staff with the knowledge and resources needed to recognize and respond effectively to accountholders in crisis. It will chart a path towards greater awareness, resilience, and support within our financial communities.

AFTER THIS WEBINAR YOU'LL BE ABLE TO:

- Recognize warning signs
- Be more aware and empathetic
- Diffuse angry confrontations
- Deploy proactive measures
- Engage with others for peer examples and shared solutions

WEBINAR DETAILS

The pervasive mental health crisis sweeping the nation is reshaping the landscape of financial services. This webinar will delve into the wide-ranging effects of contemporary issues on financial interactions, with a focus on frontline transactions, collections, and lending operations. Attendees will gain insights into the complexities that arise when mental health concerns intersect with everyday banking and how to navigate these challenges effectively.

At the core of managing difficult situations is the confidence to engage in uncomfortable conversations to prevent escalation. Drawing from in-depth interviews and research, this session will present real-life scenarios featuring solution-oriented responses. Participants will be equipped with practical strategies to handle sensitive interactions, enhancing their ability to support accountholders and maintain positive financial relationships.

WHO SHOULD ATTEND?

This free, informative session will benefit everyone at your financial institution, especially the frontline.

TAKE-AWAY TOOLKIT

- Warning signs and proactive measures
- Key words and phrases to diffuse angry confrontations
- PDF of slides and speaker's contact info for follow-up questions

DON'T MISS THESE RELATED WEBINARS!
Active Shooter & Workplace Violence: Avoiding Deadly Mistakes

on Friday, August 2, 2024

Managing Workplace Threats: When to Call the Police, a Professional, an Attorney

on Tuesday, September 10, 2024

Robbery: Plan, Prevent, Prevail

on Thursday, October 24, 2024

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MEET THE PRESENTER

Tamra Gaines, CPC, Tamra Gaines & Associates

Tamra Gaines has nearly three decades of multifaceted experience spanning corporate environments, financial institutions, and association leadership. She is deeply committed to nurturing the growth and advancement of individuals on their unique journeys toward impactful leadership. Tamra's innovative approach and strategic acumen have delivered tailored programs catering to a diverse spectrum, ranging from young professionals, to executives, to board members.

Tamra's leadership has garnered numerous accolades, underscoring her exceptional contributions. Her commitment extends beyond individual endeavors, as she has actively served on multiple boards and advisory councils, shaping and influencing various sectors.

ON-DEMAND WEBINAR REGISTRATION – WHAT YOU GET

- Unlimited and shareable access to the recording within your agency, starting on the release date
- Available to view 24/7 on desktop, mobile & tablet devices
- Take-away toolkit
- Ability to download the webinar video and toolkit items
- Presenter's contact info for follow-up questions
- Access the webinar training from your User Portal

If you need help with anything, please drop us an email at support@cuwebtraining.com or call 406.442.2585.