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BANKING ON GOOD TRAINING



BRANCHING OUT: Lorie Harvey has moved up the banking ladder to become senior vice president in charge of branch administration for Republic Federal Bank. She oversees five branches and manages the Aventura location. Photo/Josh Ritchie

BY CINDY KENT
 STAFF WRITER

Developing successful, trusting relationships with employees, growing new business and retaining clients are factors that reflect on management, said Lorie Harvey, senior vice president in charge of branch administration, overseeing Republic Federal Bank's five branches. In addition, Harvey is manager for the Aventura location. She has been with the organization, formerly Hemisphere National Bank, for seven years.

Harvey knows firsthand the benefit that comes from getting training to help employees grow into their current and future jobs. She began with NCNB (North Carolina National Bank), now part of Bank of America, as a commercial lending trainee and then became a commercial lender. Later, Harvey became a bank branch manager at SunTrust Bank. Born in Summit, N.J., Harvey, 40, and her husband, Gene, live in Pembroke Pines.

The job: Lorie Harvey, senior vice president and branch manager for Republic (formerly Hemisphere National) Federal Bank's Aventura branch.

Management lesson learned: Treat people equal-

MANAGER MINUTE

"The job isn't just about numbers, because there are other banks out there."

LORIE HARVEY

ly. Respect their differences — you will not find any two people alike, but they are all equally important.

Communicating effectively to bosses: Seek cohesion. Be direct and honest.

Favorite part of my job: Interacting with our clients.

Waste of time: Negativity.

A measure of success: The deposits and revenue we generate — it shows we are communicating positively with our clients and as a team.

Team-building practice: Provide social events that pertain to the team as well as family-oriented gatherings.

Employee retention tip: Motivate. Coach. Listen. Provide positive feedback and show appreciation. Don't overlook someone just because they are doing the job expected of them. Promote from

within when possible.

What I've learned from my employees: Lead by example. Never ask someone to do something you cannot do yourself.

In the desk junk drawer: Candy for clients and staff. Coffee cards.

What I look for in a job candidate: The job isn't just about numbers, because there are other banks out there. Show initiative, strong customer service skills and have the ability to treat others professionally and with respect.

Advice: Listen to people. Avoid negativity. Be receptive to change.

Cindy Kent interviews managers of small to midsize South Florida businesses for Manager Minute. You can reach her at ckent@sun-sentinel.com or 954-356-4662.