

Two Webinars Success by the Numbers

8 Keys to Teller Excellence

February 11, 2015 2:30-4:30 p.m. EST

The goal of every financial institution is to develop tellers who acquire the skills to proficiently deal with customers, utilize loss prevention techniques and put a harmonious touch into every transaction. Whether the teller is new or a veteran, here is an opportunity to learn tips and techniques that will make them more efficient, confident and prepared to tackle the daily responsibility of being a dynamic teller. This webinar is designed to develop alert, capable tellers who can minimize losses, follow explicit instructions and provide quality customer service.

The Eight Keys:

1. Professional Maturity
2. Manage Your Image
3. Follow Procedure
4. Scrutinize Transactions
5. Minimize Cons and Scams
6. Provide Extraordinary Service
7. Ace Cross-Selling
8. Master the Balancing Act

Presenter: Janice Branch, InterAction Training

Audience: Tellers, head tellers, teller supervisors and trainers

7 Habits for Success at Supervising

February 19, 2015, 11:30 a.m.-1:30 p.m. EST

If you need others to take direction from you to succeed, you will find this program of tremendous value. It focuses on the techniques and strategies required to handle your job responsibilities while increasing personal job satisfaction. Supervisors must master the art of juggling - staff, schedules, meetings, compliance, goals, deadlines, on-going training needs, serving as a back-up for the employee that didn't come in...the list goes on and on. We'll discuss how to keep all the balls in the air without breaking a sweat. This program will ramp up your leadership skills and address critical supervisory issues necessary to becoming an extraordinary supervisor.

1. Acknowledge Your Role - Learn the value of boundaries. This will help you find balance between your need for approval and the larger need for meeting team and company goals.
2. Plan and Prioritize - Your primary job is to make sure everything that needs to get done gets done. Planning and prioritizing tasks, and assigning the right tasks to the right people, is the key to everyone's success.
3. Be Accessible - Take the time to walk around your department so you can see and hear what is going on. It's a great way to find and take advantage of "coachable moments." Establish routine coaching appointments to create consistent, timely accessibility.
4. Encourage Teamwork - Foster input from team members and demonstrate how the success of one benefits the entire team and positively impacts the entire organization.
5. Communicate Upward and Downward - Let your team in on the reasons behind decisions, then listen and share their input and concerns.
6. Delegate - Delegating not only helps you manage your workload, it helps team members develop important skills and become more self-supervising. Provide encouragement and follow-up, so team members know they have the support and resources they need.
7. Discipline Effectively -Set clear expectations and be specific. Let team members see how their actions impact the team and the organization.

Presenter: Honey Shelton, InterAction Training

Audience: New and experienced supervisors, those with supervisory responsibilities and those that manage supervisors

About Webinars

A webinar is an online seminar featuring audio, PowerPoint and interactive features. It may be viewed on most devices (computer, tablet or smartphone).

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