



Motivating & Managing the Teller Line

July 28, 2009, 12:30 - 2:30 p.m. (MDT)



If you want to increase productivity and morale and decrease problems this is the program for you! Don't miss this opportunity to learn techniques and strategies that will bring you the results you are looking for!

This fast-paced, all inclusive workshop covers every aspect of succeeding at leading your tellers to excellence. Think it's time to shape your tellers into Sales and Service Stars? Want to see more enthusiasm, ready to put an end to balancing problems, want to develop extraordinary service providers and want to see more adherence to audit and regulatory issues? This is the workshop for you and your teller supervisors! We will explore what motivation is about and what to do when it's missing! If you want to know what it takes to increase productivity and morale and decrease problems, complaining and whining, this is the program for you!

Highlights

Topic

Self-Management
 Established Values
 Goal Setting
 Self-Development
 Problem Solving
 Innovative Courage
 Winning Ways
 Leadership
 Managing Situations
 Developing Others
 Team Building
 Feedback

Results

Self-Control
 Firm Principles
 Focus on Results
 Open to Learning
 Analytical Approach
 Liberator of Ideas
 Persuading of Others
 True Leadership Skills
 Organizing
 Teaching
 Developing Teamwork
 Self Critique

What can you expect from this experience? The opportunity to learn what you need to work on and, how to work on it! If you want to elevate the teller line don't miss this opportunity to discover techniques and strategies that will bring you the results you are looking for!

Presenter

Honey Shelton brings the best of both worlds to her speaking engagements. She has over 25 years experience as a training and quality improvement consultant for banks and banking associations. Most recently she had the opportunity to experience firsthand the role of EVP for an independent Texas bank for three years. Her responsibilities included managing the retail division, marketing, training and deposit growth. Nationally recognized as an outstanding speaker, over a half million bankers have participated in programs Honey has presented. Her depth of knowledge, enthusiasm, and compelling personality has left a lasting mark on InterAction Training Systems, Inc. (ITS), the firm she founded in 1983.

Audience

Anyone who trains or leads your tellers and others you expect to have step into the role of teller supervisor!

CE Applied: 2.5 hrs. CBT/CCSR/CPB with the Institute of Certified Bankers

What is a Web Seminar?

A web seminar is an enhanced telephone seminar. The audio portion of the program is delivered by speaker phone. You may also view a corresponding PowerPoint presentation using a PC. No special hardware is needed. You may still participate by phone only. The program consists of 90 minutes instruction and 30 minutes live Q&A. Each web seminar registration provides one connection to the live web seminar, written materials and access to the Web Seminar Archive for 30 days following the broadcast. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a PIN, written materials and instructions prior to the seminar. If you do not receive a confirmation at least 2 days prior to the event call 888/262-7701.

Please check all appropriate boxes

SW2-1233

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Web Seminar/materials (live web seminar)

\$250 mem \$500 non-mem

Archive/materials*

\$270 mem \$540 non-mem

*Unlimited online access to a copy of the webinar for 6 months from purchase date

*We cannot guarantee registration for incomplete and/or illegible registration forms received. Please complete the form and type or write carefully.

Name _____

Title _____

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-Preferred Payment Method: Online or e-Check

-Payment Must Accompany Registration - Invoices are Not Provided

Four Ways to Register:

Online: Visit www.montanabankers.com (Education)

Fax: Fax completed form with credit card information to 512/381-1571

Mail: Mail completed form with check to Bankers Ed, 5700 S. Mopac, #C310, Austin, TX 78749 by July 17, 2009

Phone: Call Bankers Ed at 888/262-7701

*Late Registration: Please register online when registering 2 days prior to the event (credit cards & e-Checks accepted). Call 888/262-7701 for assistance.

Method of Payment (check one):

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