



Essential Teller Supervisor Issues

August 17, 2017 ▪ 9:00am - 4:00pm
The Bankers Center ▪ Baton Rouge, LA

Everyday your financial institution is on stage. Without a doubt, the teller plays a key role; up front and center in managing the image and reputation of the institution with the audience most vital to the institution—the customers. Faced with handling impressive sums of cash and, most likely, making more decisions than the lenders, tellers are the key to exceptional customer service. These players require an excellent director, a superior teller supervisor to deliver a top performance.

While the job responsibilities of the supervisor can vary from one institution to another; productivity of your team is one of your primary responsibilities. When the entire team is putting forth their best effort, more gets accomplished, work is more enjoyable and employees experience high job satisfaction.

The Essential Teller Supervisor Issues program is for teller supervisors dedicated to developing a dynamic teller team. In this intensive 6 hour program you will discover tips, techniques and methods to enhance your leadership abilities. Opportunities that recognize ideas to boost teller productivity are explored along with ideas on how to motivate, coach, counsel and discipline.

Your personal mission is to develop the qualities necessary of a revered role model. They will reflect back to each other, to the customer and to you what they believe is expected of them. Take the lead and take the responsibility for developing a dynamic teller team.

Workshop Topics

- Motivation – What is it? Where can I get more of it?
- Enhancing Your Managerial Presence
- Success Strategies
 - ◆ Solving Problems
 - ◆ Defining and Setting the Standards
 - ◆ Evaluating Performance
 - ◆ Reviewing Performance
 - ◇ Coaching, Counseling or Discipline
- Success Factors
- Training Methods and Options
- Coaching Choices

Who Will Benefit

Teller Supervisors, Head Tellers, Lead Tellers and Branch Managers would all benefit from this program.

Workshop Instructor



Janice Branch has been a senior training consultant for InterAction Training for over twenty years. She is a very seasoned presenter that has all the right stuff to wow her participants about the subject matter. Prior to joining InterAction Training, Janice was the Senior Manager of Training for Consolidated Communications where she managed, designed, coordinated and presented training programs for this multi-state telecommunications company with over 1000 employees.

Whether it is teaching how to coach, manage, lead, negotiate, service, sell or train at every level in an institution or if it is consulting on problem solving and servant leadership, Janice is the “go-to” person every bank wants to hear from. Participants appreciate her "been there, done that" humor along with her expert ability to facilitate learning.

Janice is certified by the University of Houston in Leadership and Management. In addition, Janice has obtained trainer certifications from Achieve Global and Development Dimensions, Inc., and is a Certified Bank Training Professional.

A native Texan she enjoys many pursuits in addition to teaching and learning but none more than being a grandmother and tending to her ten-acre home in Montgomery, Texas just north of Houston.



Essential Teller Supervisor Issues

August 17, 2017 ▪ 9:00am - 4:00pm
The Bankers Center ▪ Baton Rouge, LA

Registration Form

Registrant 1

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____

Registrant 2

Mr./Mrs./Ms. _____
 Bank _____
 Email Address _____
 Branch Street Address _____
 City, State, Zip _____
 Phone _____
 Fax _____

Payment Options

- Check (Made payable to the Louisiana Bankers Association)
 Visa MasterCard American Express

Card # _____ Expiration Date _____
 Credit Card Billing address _____
 Name on Card (Please Print) _____
 Signature _____ Amount to be Charged on Card \$ _____

- I am unable to attend. Please send me _____ copies of the manual for :
 \$175 (member fee) \$375 (non-member fee)
 (includes shipping and handling)

***Manuals will be shipped after the seminar.**

Registration Fee

\$250 LBA members
 \$450 nonmembers

- This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

*** Please Note: Manuals are not eligible for SBET funding.**

Location

The Bankers Center
 5555 Bankers Avenue
 Baton Rouge, LA 70808

Agenda

8:45 a.m. Registration
 9:00 a.m. Program Begins
 12:00p.m. Lunch
 4:00 p.m. Program Adjourns

Registration Fee

\$250, per LBA member
 \$450, per non-member

Cancellation Policy

Due to commitments we must make to secure a class, we need your help. If you must cancel your registration, please do so at least 3 business days prior to the seminar date to avoid a \$125 cancellation fee. Any registrant who does not cancel will be billed the full registration fee and sent the manual. Substitutions are welcome at no additional charge.

Hotel Information

Residence Inn by Marriott - Towne Center at Cedar Lodge
 7061 Commerce Circle, Baton Rouge, LA 70809.

For reservations, call **(225) 925-9100** and ask for the "Louisiana Bankers Association special room rate of **\$122.**"

Submit registration and view rosters in the Education Section of LBA's Website, www.lba.org.