



Writing Teller Training Procedures (Webinar)

November 16, 2020 ☐ 3:30pm - 5:00pm

Your financial institution’s most precious asset is its frontline. Today’s program will take a look at procedures for the teller. What needs to go into the procedures? What needs to stay out? Who should write the procedures and what is the purpose? In today’s environment is important to get every branch on the same page and set expectations on handling cash, checks, security and all the issues that teller’s face. Join us for an overview on writing teller training and procedures. They go hand in hand with success at the frontline.

You will receive a template of over 400+ Pages that you can use to begin your training and written procedures.

- What categories of procedures and training should you concentrate on when you begin
- Simple procedures and rules that help new tellers
- Breaking down the content so you can begin your own manual or online learning program
- Checks, security, financial institution procedures, dress code, professional skills and more
- Painting the future for the teller so that he or she will stay
- Rules are to help and not terrify our tellers using experienced tellers to help mentor the new ones

Who Should Attend:

Training, human resources, head tellers, supervisors, branch administration and tellers who will be involved in writing and setting company procedures.

Webinar Speaker:



Deborah Crawford is the President of gettechnical, inc. a Baton Rouge-based firm, specializing in the education of banks and credit unions across the nation. Her 27+ years of banking and teaching experience began at Hibernia National Bank in New Orleans. She graduated from Louisiana State University with both her bachelor's and master's degrees. Deborah's specialty is in the deposit side of the financial institution where she teaches seminars on regulations, documentation, insurance and Individual Retirement Accounts.

Webinar Registration:

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Registration Fees for LBA Members

- Live Webinar Connection \$165 per connection
 Webinar Recording \$165 per recording

Registration Fees for Non-Members

- Live Webinar Connection \$265 per connection
 Webinar Recording \$265 per recording

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: Recordings are not eligible for SBET funding**

Webinar access codes will be sent to registrants with confirmation emails one week prior to session.

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