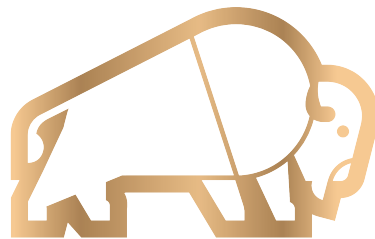


JUNE 15 & 17, 2021 - VIRTUAL SEMINARS

Essential Teller Issues zeros in on six modules that remind the teller how important their job is, how significant their actions are, and how customers should be interacted with. This teller training program is information-packed and attention-grabbing! Tellers will leave this workshop with a renewed commitment to excel on the job. Every attendee will also get a copy of a comprehensive training manual that doubles as a guide for the workplace. Essential Teller Issues is considered the most dynamic teller training experience in the country!

Who Should Attend:

Anyone who has customer contact (You are the FACE of the Bank) and those who manage the customer experience.



Topics To Be Covered:

- Develop professional maturity
- Best practices for following procedures
- Robbery preparedness
- Spotting schemes and scams
- Understanding some of the risks we experience on the front-line
- Cover the why behind some of the processes and procedures we are required to do
- Build extraordinary customer experience skills
- Effective communication and conversation starters for those difficult conversations
- Master cross-selling and referrals
- See our role through the lens of the customer
- See the benefits of teamwork
- & More



VICKI KRAAI

Owner/Founder of VK Solutions, a consulting company. Vicki's 25+ years of Community Bank experience started at the family bank in rural Nebraska, serving as a bank teller and eventually becoming CEO. Vicki's many years of banking include credit card lending experience where she was a member of the management team that launched the Cabela's credit card program. She has a passion for developing people for success in their roles and careers.

ESSENTIAL TELLER ISSUES

JUNE 15 & 17, 2021- VIRTUAL

Program Agenda

June 15 - 1 pm to 3 pm

June 17 - 5 pm to 7 pm

(Program is the same for both dates)

Registration Fees are based off of the Bank/Company Asset Size:
(please mark which level applies)



	Virtual	OnDemand	Both
___ \$100 million or less:	\$300	\$350	\$400
___ \$101 million to \$400 million:	\$500	\$550	\$600
___ \$401 million to \$750 million:	\$700	\$750	\$800
___ Over \$750 million:	\$900	\$950	\$1000
___ Associate Members:	\$700	\$750	\$800
___ Non-members:	\$1,250	\$1300	\$1350

***Add \$50 if registering after June 8, 2021.**

- *Registration fees are based off the bank/company asset size for all locations in Kansas.
- *Please mark the appropriate asset size above which corresponds to your financial institution.
- *There is no limit to the number of employees that can attend the virtual session from your institution. Please provide us the information (shown below) for each attendee. If more than three attendees for the virtual session, please email Nicole Ortiz @ nortiz@ksbankers.com
- *If registering online, please only register one bank employee and follow up by emailing education@ksbankers.com with a list of attendees and the information below.

Name: _____

Bank Location: _____ E-mail: _____

___ June 15 ___ June 17 ___ OnDemand only

Name: _____

Bank Location: _____ E-mail: _____

___ June 15 ___ June 17 ___ OnDemand only

Name: _____

Bank Location: _____ E-mail: _____

___ June 15 ___ June 17 ___ OnDemand only

Bank: _____ Total Attending: _____

Attn: _____ Total Enclosed: \$ _____

Address: _____

City: _____ State: _____ Zip: _____

Three ways to register:

1. Complete and mail registration form with payment.
2. Fax registration form, followed by mailing of payment. Please use this form as your invoice.
3. Register Online using a credit card at www.ksbankers.com

We understand that circumstances arise requiring cancellation. If you cancel by June 12, 2021, your registration fee will be refunded.