

# 2023 ESSENTIAL TELLER TRAINING

**JUNE 21 & 28,  
VIRTUAL & ONDEMAND**

Essential Teller Training is rated the most dynamic teller training experience in the country. You will want all your tellers to take part in this high impact workshop. The program zeros in on six modules that remind your tellers of the importance of what they do, how they do it, what they say, and how they deliver the customer service. Essential Teller Training is an information-packed, attention grabbing fast-paced workshop. InterAction Training has been providing this workshop for over 30 years and consistently receives rave reviews. Each participant will leave this workshop with a renewed commitment to excel on the job and the newest edition of the teller manual that serves as the guide for the program.

## Who Should Attend

Everyone who works a teller window including part-time, sometimes or all the time tellers plus teller supervisors, branch managers and those responsible for training tellers.

## TOPICS TO BE COVERED:

### Professional Maturity

- Gain flexibility
- Manage your image
- What you say, how you say it
- Reputation
- Manage your emotions
- Confidentiality
- Courtesy, kindness and professionalism

### Follow Procedure

- Handle cash like a pro
- See to the details
- Be aware of your surroundings
- Maintain vigilant compliance

### Scrutinize Transactions

- Verification concerns
- Check cashing guidelines
- Identification rationale
- Dissecting transactions
- Fraudulent Schemes and Scams

### Provide Extraordinary Service

- Make their day
- What the customer wants
- Effective communication
- Five habits of highly effective tellers

### Ace Cross-Selling and Referrals

- Product knowledge proficiency
- Be inquisitive, engaging and prepared
- Spot opportunities; start conversations
- Suggest solutions as the expert

### Master the Balancing Act

- Ten things you must do
- Six things you never do
- Avoid outages and interruptions
- Eliminate transpositions



## VICKI KRAAI

CEO OF INTERACTION TRAINING

Vicki's 25+ years of Community Bank experience started at the family bank in rural Nebraska, serving as a bank teller and eventually becoming the CEO. She has a passion for developing people for success in the financial services industry. Bankers value Vicki's highly engaging "been there, done that" approach to all facets of her training and speaking engagements.

# 2023 ESSENTIAL TELLER TRAINING

## JUNE 21 & 28 - VIRTUAL AND ON DEMAND



### PROGRAM AGENDA

June 21: 1:00 - 3:00 p.m.

June 28: 5:00 - 7:00 p.m.

### REGISTRATION FEES ARE BASED ON THE BANK/COMPANY ASSET SIZE:

ASSET SIZE	LIVE	ONDEMAND	BOTH
\$25 mil & under	___ \$150	___ \$200	___ \$250
\$26 mil - \$100 mil	___ \$250	___ \$300	___ \$350
\$101 mil - \$250 mil	___ \$350	___ \$400	___ \$450
\$251 mil - \$400 mil	___ \$450	___ \$500	___ \$550
\$401 mil - \$750 mil	___ \$550	___ \$600	___ \$650
\$751 mil - \$1 bil	___ \$650	___ \$700	___ \$750
Over \$1 billion	___ \$750	___ \$800	___ \$850
Assoc. Members	___ \$550	___ \$600	___ \$650
Non-members	___ \$1,500	___ \$1,600	___ \$1,700

Please mark the the appropriate asset size above which corresponds with your financial institution.

**No refunds will be issued once you have received the seminar materials.**

We understand circumstances arise requiring cancellation. Cancel up to five business days before the program and your registration will be refunded. There is no limit to the number of employees that can attend the virtual session from your institution. If you have more than three attending, please email Natalie Wareham at [nwareham@ksbankers.com](mailto:nwareham@ksbankers.com).

Name: \_\_\_\_\_

Bank Location: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_ June 21 \_\_\_ June 28 \_\_\_ On Demand only

Name: \_\_\_\_\_

Bank Location: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_ June 21 \_\_\_ June 28 \_\_\_ On Demand only

Bank: \_\_\_\_\_

Total Enclosed: \$ \_\_\_\_\_ Total Attending: \_\_\_\_\_

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](http://www.ksbankers.com)

Kansas Bankers Association - Education & Conferences

PO Box 4407 | Topeka, KS 66604 | Phone: 785-232-3444 | Fax: 785-272-8392 | [ksbankers.com](http://ksbankers.com)