

# 2023 ESSENTIAL TELLER TRAINING

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.

## Pricing for OnDemand:

- \_\_\_\_\_ \$25 mil & under: \$200
- \_\_\_\_\_ \$26 mil to \$100 mil: \$300
- \_\_\_\_\_ \$101 mil to \$250 mil: \$400
- \_\_\_\_\_ \$251 mil to \$400 mil: \$500
- \_\_\_\_\_ \$401 mil to \$750 mil: \$600
- \_\_\_\_\_ \$751 mil to \$1 bil: \$700
- \_\_\_\_\_ Over \$1 billion: \$800
- \_\_\_\_\_ Associate Member: \$600
- \_\_\_\_\_ Non-Member: \$1,600

Please email completed form to Natalie Wareham at [education@ksbankers.com](mailto:education@ksbankers.com) or fax to 785-272-8392.

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

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

Address: \_\_\_\_\_

State, Zip: \_\_\_\_\_

Email: \_\_\_\_\_

## 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.