



KANSAS BANKERS ASSOCIATION

2025 ESSENTIAL TELLER TRAINING ON DEMAND

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 and 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 or fax to 785-272-8392.

Name: _____

Bank: _____

Address: _____

State, Zip: _____

Email: _____



KRISTI KRAYNESKI, SENIOR PEOPLE AND BANKING TRAINER

Kristi brings years of banking, financial services and small business ownership experience to the Interaction Training Team as a Senior People and Banking Trainer. Her expertise in banking, leadership, sales and employee engagement bring unique, real-life experience to her sessions. She is certified in Process Improvement Excellence, A Black Belt in Lean Six Sigma, a Graduate of Cannon Trust Schools, trained in compliance and BSA regulation and lead as a Chief Operating Officer role in a growing and diverse community bank for over 10 years. Helping others achieve the next level of success is her passion. Her expertise ranges from leadership, motivating others, banking sales training, company change initiatives, operational assessments, strategic planning, and executive leadership on helping your organization and team implement with results.

TRAINING TOPICS:

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