



KANSAS BANKERS
ASSOCIATION

2026 FRONTLINE EXCELLENCE

June 23, 2026 - VIRTUAL

Frontline Excellence covers 5 pivotal modules for today's frontline professionals. This program serves as an important reminder about the significance of their role, serving as the CEOs of the customer experience and reinforcing the importance of their actions and reactions as a reputation builder for your brand.



As a take-away tool, we have included a comprehensive teller training manual that houses a wealth of resources aligned with each module covered. A valuable workplace reference going forward.

This program is information rich. Attendees leave with a renewed dedication to achieve excellence in their roles. Esteemed as the nation's most dynamic teller training experience, this presents a unique opportunity to elevate your entire front-line team toward an exceptional level of performance.

WHO SHOULD ATTEND: Tellers, front-line professionals, anyone who has customer contact and those responsible for training and managing the customer experience.



KRISTI KRAYNESKI - EVP, INTERACTION

Kristi builds strong relationships with clients by delivering excellent onboarding and training, and by supporting them as they work to realize all the benefits of The CorePoint's products.

Before joining us, Kristi worked for 15 years in community banking as a Chief Operating Officer where she led consumer banking, wealth management, trust, and the holding company's operational areas.

TRAINING TOPICS:

Professional Maturity

- » Gain flexibility
- » Manage your image
- » What you say, how you say it
- » Reputation
- » Manage your emotions
- » Confidentially
- » 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

EDUCATION & CONFERENCES

785-232-3444 | KSBANKERS.COM

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Program Agenda

2:00 p.m. - 4:00 p.m.



ASSET SIZE	LIVE	ONDEMAND	BOTH
\$25 mil & under	___ \$160	___ \$210	___ \$260
\$26 mil - \$100 mil	___ \$265	___ \$315	___ \$365
\$101 mil - \$250 mil	___ \$370	___ \$420	___ \$470
\$251 mil - \$400 mil	___ \$475	___ \$525	___ \$575
\$401 mil - \$750 mil	___ \$580	___ \$630	___ \$680
\$751 mil - \$1 bil	___ \$685	___ \$735	___ \$785
Over \$1 billion	___ \$790	___ \$840	___ \$890
Strategic Partners	___ \$580	___ \$630	___ \$680
Non-members	___ \$1,600	___ \$1,700	___ \$1,800

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 more than two people from your bank are attending, please email education@ksbankers.com. A 30-day replay will be available for live registration option participants.

Name: _____

Bank Location: _____ E-mail: _____

Name: _____

Bank Location: _____ E-mail: _____

Bank: _____

Total Enclosed: \$ _____ Total Attending: _____

Address: _____

City: _____ State: _____ Zip: _____

Three ways to register:

1. Complete and mail the registration form with a check.
2. Email the registration form to education@ksbankers.com, followed by payment via check by mail or credit card over the phone.
3. Register online using a credit card at www.ksbankers.com.