

Motivating & Managing the Teller Line

Webinar • July 28, 2009, 1:30-3:30 CT

If you want to increase productivity and morale and decrease problems this is the program for you! Don't miss this opportunity to learn techniques and strategies that will bring you the results you are looking for!

This fast-paced, all inclusive workshop covers every aspect of succeeding at leading your tellers to excellence. Think it's time to shape your tellers into Sales and Service Stars? Want to see more enthusiasm, ready to put an end to balancing problems, want to develop extraordinary service providers and want to see more adherence to audit and regulatory issues? This is the workshop for you and your teller supervisors! We will explore what motivation is about and what to do when it's missing! If you want to know what it takes to increase productivity and morale and decrease problems, complaining and whining, this is the program for you!

Highlights

Topic	Results
Self-Management	Self-Control
Established Values	Firm Principles
Goal Setting	Focus on Results
Self-Development	Open to Learning
Problem Solving	Analytical Approach
Innovative Courage	Liberator of Ideas
Winning Ways	Persuading of Others
Leadership	True Leadership Skills
Managing Situations	Organizing
Developing Others	Teaching
Team Building	Developing Teamwork
Feedback	Self Critique

What can you expect from this experience? The opportunity to learn what you need to work on and, how to work on it! If you want to elevate the teller line don't miss this opportunity to discover techniques and strategies that will bring you the results you are looking for!

Presenter

Honey Shelton brings the best of both worlds to her speaking engagements. She has over 25 years experience as a training and quality improvement consultant for banks and banking associations. Most recently she had the opportunity to experience firsthand the role of EVP for an independent Texas bank for three years. Her responsibilities included managing the retail division, marketing, training and deposit growth. Nationally recognized as an outstanding speaker, over a half million bankers have participated in programs Honey has presented. Her depth of knowledge, enthusiasm, and compelling personality has left a lasting mark on InterAction Training Systems, Inc. (ITS), the firm she founded in 1983.

Audience

Anyone who trains or leads your tellers and others you expect to have step into the role of teller supervisor!

CE Applied: 2.5 hrs. CBT/CCSR/CPB with the Institute of Certified Bankers

What is a Webinar?

A webinar is an enhanced telephone seminar. The audio portion is delivered by speaker phone. You may also view a corresponding PowerPoint presentation using a PC. No special hardware is needed.



The program consists of 90 minutes instruction and 30 minutes live Q&A. Each webinar registration provides 1 connection to the webinar, materials and access to the On-Demand Webinar for 30 days following the broadcast. You may have unlimited listeners on your connection by speaker phone and PC. You will receive a PIN, materials and instructions prior to the seminar. **If you do not receive a confirmation at least 2 days prior to the event call 888-262-7701.**

The **On-Demand Webinar** is a live webinar that has been recorded and then streamed to your computer to watch at your convenience. The program can be viewed anytime 24/7. You can watch a portion, come back and pick up where you left off! You may also review the program at will if you need a refresher. Anyone at your branch may access the program from a computer using the login and password. When you purchase an On-Demand Webinar, you have unlimited access to the program for six months from the date of purchase.

Transmission, retransmission or republishing of the audio portion of the seminar is prohibited. Your registration entitles you to 1 connection at 1 location with permission to copy materials for participants. Complete one registration per location.

Registration Information and Form

SW2-1234

Motivating & Managing the Teller Line

July 28, 2009

Webinar/materials (live webinar) \$250
On-Demand Webinar/materials* \$270

*Unlimited online access to a copy of the webinar for 6 months from purchase date

We cannot guarantee registration for incomplete and/or illegible registration forms received. Please complete the form and type or write carefully.

Name _____

Title _____

Bank _____

Mailing Address _____

City/State/Zip _____

Phone/Fax _____

E-mail _____

Preferred Payment Method: Online or e-Check

Payment Must Accompany Registration - Invoices are Not Provided

Four Ways to Register

Online: Visit ndba.com or bankersed.com/ndbankers/telephone.asp.

Fax: Fax completed form with credit card information to 512-381-1571

Mail: Mail completed form with check to Bankers Ed, 5700 S. Mopac, #C310, Austin, TX 78749 by **July 17**

Phone: Call Bankers Ed at 888-262-7701

Late Registration: Please register online when registering **2 days prior** to the event (credit cards & e-Checks accepted). Call 888-262-7701 for assistance.

Method of Payment (check one):

Check payable to Bankers Ed (must be accompanied by registration form)

Discover Card MasterCard VISA AMEX

Card Number _____ Security Code _____

Signature _____ Exp. Date _____

Seminar Content Questions: Contact NDBA Professional Development at (701) 223-5303. Please route this brochure.