



NORTH DAKOTA  
**BankERS**  
ASSOCIATION

## **NDBA Teller Supervisor Peer Group Meeting Agenda**

**September 25, 2024**

**Meeting Room: 436**

**Facilitators:** Jenni Rime, TruCommunity Bank  
Olivia Wheeler, Bank Forward

### **Welcome and Introductions**

### **Icebreaker Activity**

### **Submitted Topics:**

1. Training Employees
  - a. Training paths/Programs – what works well?
  - b. Continuous training – how do you keep employees engaged?
2. Counterfeit Bills – how to train employees to detect/how to handle when found at your bank
3. Fraud
  - a. How do you train your employees to detect fraud
  - b. Debit Card Fraud
  - c. Check Fraud
  - d. Mobile Deposit Fraud
4. OD Protection – forms/amount of time to complete for customer
5. Bait money
6. Culture! What are some fun/creative things you do at work to improve your bank's culture

**Next Meeting:** Virtual in Spring 2025 – when?