

Webinar • July 28, 2009, 1:30-3:30 CT

# Motivating & Managing the Teller Line

*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.**

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### Motivating & Managing the Teller Line

**July 28, 2009**

Webinar/materials (live hookup)  \$260 mem  \$510 nomem  
 On-Demand Webinar\*  \$275 mem  \$545 nomem

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### Four Ways to Register

**Online:** Visit [TNBankers.org](http://TNBankers.org) (Professional Development Calendar) or [bankersed.com/TNBANKERS/catalog.asp](http://bankersed.com/TNBANKERS/catalog.asp)

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

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

**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.

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