

Teller Training

Strategies for Success



Dr. Linda Eagle on Successful Teller Training:



Dr. Linda Eagle

Whether you call them Tellers, CSR's or PBR's, they're the heart of your retail operation. Without excellence on the Teller line, no branch can maximize its financial success.

A Teller Training curriculum must be comprehensive and teach the knowledge, skills and attitude that make tellers successful. Training must welcome the participants into the exciting world of banking, and give

them an overview of the industry and a taste of the challenge. Good training will prepare tellers to present themselves professionally, to interact well with customers, to process transactions quickly and accurately, and to correctly follow the compliance policies that affect their work. It will teach them to understand banking products, handle coin and currency, and be mindful of branch security issues. They will learn to listen for cues that tell them the customer may be ready to purchase other banking products or services, and they will learn to refer prospects to the Platform.

From how to count money, to how to dress for success, to how to process transactions, participants must learn by being actively involved in training programs guaranteed to produce the results that will make them excellent tellers – benefiting both the individuals and the banks where they work.

Seven Strategies

1. Organize Your Information
2. Address Your Audience
3. Define Your Goals
4. Provide Multiple Paths
5. Challenge Your Users
6. Incorporate Feedback
7. Create Quality Programs

Dr. Linda Eagle is president of The Edcomm Group — an 18-year-old multimedia education and communication consulting firm specializing in the development of creative business solutions that improve productivity, customer service and market share, providing bottom-line results. For more information, contact Linda Eagle at linda.eagle@edcomm.com or 888-433-2666 and visit the company's Web site at www.edcomm.com.