

## **Frontline Fundamentals**

### **“Not the same old, same old Teller Training”**

This program should yield a return on your training investment

Agenda:

- Cash Handling
- Balancing Tips
- Negotiable Instruments
- Robbery & Security Procedures
- Servicing Members

This program is designed especially for tellers and those who manage and train them.

First the fundamentals of mastering a cash drawer are covered in a face-paced half-hour. Then the “How & Why’s” of robbery & security practices take about 15 minutes. Detailed handouts with check lists keep everyone on track and also serve as useful references & learning aids after the session.

Servicing Members, the last half hour, is what your pay member-facing staff to do. Engaging participants’ brains in convincing communication, resolving perceived problems, and assuring member satisfaction is what sets this webinar apart from Teller Training from a book.

Your teacher is the founder of Service University, a former CU CEO & CFO, and a Certified Credit Union Executive: Carolyn Warden. *“If each member is not delighted with the results of each encounter with your staff and delivery channels, all the financial and risk management planning in the world won’t help your credit union.”* Warden emphasizes, *“I learned this the hard way: late nights generating reports and plans that didn’t make a difference. Changing how staff interacts with members, from order takers to trusted advisors, always shows on the bottom line.”*

“Frontline Fundamentals” is one of a series of 3 educational sessions Warden presents that help credit unions thrive, not just survive. The others include “Create Your Own Service U.” and “Coaching for Accountability.”