



Hawaii Credit Union League

Your Partner For Success

## **Head Teller: Managing the Under-Performer**

**Wednesday, April 21, 2010**

**9:00 am – 10:30 am Hawaii Time**

**QUESTION: Who is one of the most important supervisors in your institution?**

**ANSWER: The head teller.**

Think about it! In most financial institutions, the head teller manages 25-35% of the entire staff. They must keep people motivated, ensure the teller line is productive and efficient, and be a top producer themselves. In addition, they supervise new employees who are likely to have the highest turnover and need constant training.

This session will concentrate on one of the head teller's toughest challenges – effectively managing employees with performance problems. As a supervisor, they must coach the team to “get the job done.” But when a team member under performs, it can be frustrating, puzzling, time-consuming, and it may reduce productivity and morale. Jam-packed with specific hands-on skills and ideas, this webinar will help you improve your team's performance. *A motivated and productive staff equals a better bottom line!*

### **HIGHLIGHTS**

- Understanding the Peak-Performance Cycle
- What really motivates employees?
- Coaching for higher performance
- The ABC's of performance behavior
- Confronting unwanted behavior
- Delivering “bad performance news”
- Developing a performance improvement plan
- Managing a marginal performer
- The progressive discipline process
- The “don'ts” you need to know
- The role of rewards and incentives

### **WHY SHOULD YOU PARTICIPATE?**

This session is a cost-effective way to provide head tellers with an opportunity to enhance and develop their skills making them a more effective part of the management team. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

### **WHO SHOULD ATTEND?**

This informative session is designed for new and experienced head tellers, teller supervisors, and staff trainers.

**PLEASE NOTE: Your registration fee allows you to have one telephone connection. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes one internet connection from a single computer terminal.**

**ABOUT THE PRESENTER – Beverly Licata, BL Consulting & Seminars, Inc.**

Bev has been a training professional in the financial industry for nearly 30 years, including more than 20 years with Financial Education and Development. Her experience includes being the Learning & Development Manager for one of the country’s largest financial institutions, managing their high-value customer training initiative in 23 states. Bev has developed and presented more than 2000 seminars, workshops, and courses in 48 states on topics such as: management and supervisory skills, staff performance, diversity, compliance, investment basics, sales techniques, security, operations, and new accounts and teller functions. Bev is known for the knowledge that comes only from the “hands-on” experience of working for and with some of the country’s major financial institutions and professional financial associations.

**WHAT IS A WEBINAR?**

This training method allows unlimited listeners on your office speaker phone. By choosing the webinar option, participants will also be able to view online visuals as the presentation is delivered. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

**CAN’T ATTEND THE SCHEDULED TRAINING? ORDER THE NEW AUDIO/VISUAL CD ROM!**

As an added benefit, you may purchase a CD Rom\* of this presentation. The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. In addition, you will be able to contact the presenter if you have follow-up questions. Use this “off-the-shelf” training program for those that could not attend the live seminar and for future training. **AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE.**

**Hookup instructions and materials will be emailed  
approximately two days prior to seminar.**

**----- Registration Deadline: April 12, 2010 -----**

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Credit Union Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Contact Person: \_\_\_\_\_ *(Required)*  
Email Address: \_\_\_\_\_

*(Required for Webcast & CD option only)*

Mailing Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please register our credit union for:

- Webcast Only \$200
- CD Only \$200
- Webcast and CD (PC use only) \$250

Please mail your completed form and payment to: Hawaii Credit Union League  
1654 S. King Street  
Honolulu, HI 96826-2097