



Head Teller Development: You're the New Head Teller, Now What?

Thursday, August 19, 2010

9:00am – 10:30am Hawaii Time

Congratulations on becoming the new head teller! The head teller position brings new responsibilities and leadership. You can increase professionalism, productivity, and your bottom-line by learning how to bring out the best in yourself and your staff. This program will enhance your understanding of your work and leadership style, including how to effectively delegate tasks, how to conduct performance reviews, and much more.

HIGHLIGHTS

- Determining your personal work style to help you become a strong supervisor
- Interviewing future employees – how to interview for insight not just information
- How to conduct performance reviews to make them objective and motivational
- Time management techniques for managing people, projects, and priorities
- Effectively delegating tasks
- Elements of goal setting for your team

WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to give head tellers the tools to lead their staff and become strong supervisors. 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 as well as experienced head tellers, teller supervisors, and all other tellers in your team.

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 – Ann Brode, Brode Consulting Services, Inc.

Ann Brode began her career in 1973 and has continued her service as a consultant to regional and community financial institutions through a wide range of areas including strategic planning, lending, deposits, marketing, training, compliance, and management. Ann is a well-respected presenter and has spoken to audiences across the country for 22 years. She has presented sessions for numerous state associations and has taught at the School of Banking Administration at the University of Wisconsin as well as many other state banking schools. Ann is the author of *The Bank Deposit Documentation Manual for Front-Line Personnel*, published by Bankers Publishing Company, and is well represented in numerous industry publications.

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.

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: August 10, 2010 -----

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Credit Union Name: _____ Phone No.: _____

Contact Person: _____ Email Address: _____
(Required)

(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