

Head Teller: Managing the Under-Performer

DISTANCE LEARNING

Wednesday, April 21, 2010 • 3:00 pm – 4:30 pm Eastern

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

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.

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