

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

DISTANCE LEARNING

Thursday, August 19, 2010 • 3:00 pm – 4:30 pm Eastern

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

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.

Formats: \$199 per telephone or webcast connection. *Unlimited Listeners*
 \$199 CD only
 \$249 for telephone or webcast connection and CD



You may purchase a *CD Rom/Printable Handout set of this presentation and have an "off-the-shelf" training program for those that were not able to attend the live seminar and for future training purposes. *CD Rom for PC use only **NEW! The CD-Rom now contains the speaker's visuals, which are synced to the audio recording! A great new improvement at no extra cost to you!**

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed.

For more info... call us at 800-572-7359 or 423-899-2425 x 119 or 138 FAX: 423-899-8726 MAIL: P.O. Box 21550, Chattanooga, TN 37424

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Distance Learning



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