

Registration

The fee includes instruction and materials. Participation in IBA programs is limited to members, associate members, and nonmembers from an eligible membership category at applicable member or nonmember rates. 100% Surcharge for Non-Members will be applied.

BANK/CO. _____
PHONE _____
FAX _____
P.O. BOX _____ CITY _____
ZIP _____
NAME _____
TITLE _____
EMAIL _____
NAME _____
TITLE _____
EMAIL _____
NAME _____
TITLE _____
EMAIL _____

To register for this event, please print the PDF Brochure and fax to 317-333-7169 or email to edehaven@indiana.bank

PAY BY CREDIT CARD: Circle one
VISA MASTERCARD AMEX INVOICE
CARDHOLDER NAME _____
CARD # _____
EXPIRATION DATE _____ CVV# _____
SIGNATURE _____

PAY BY CHECK:
Mail this form with payment to:
Indiana Bankers Association
8425 Woodfield Crossing Blvd.
Suite 155E
Indianapolis, IN 46240

Confirmation/Cancellation

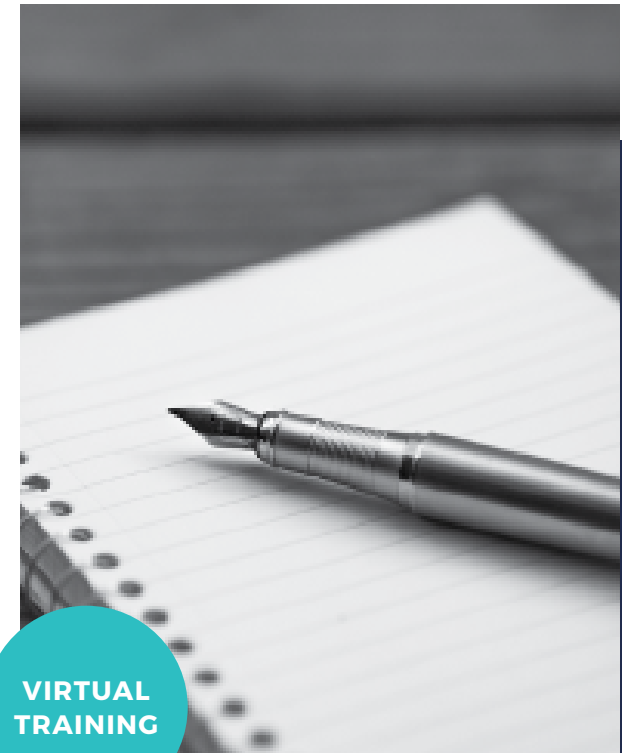
The IBA will send confirmations as requested for its programs. Please check the appropriate box and include a fax number on the registration form. If you have questions, contact Elizabeth DeHaven at the IBA office, 317-387-9380, or via email at edehaven@indiana.bank.

Within three or more business days prior to the day of an educational program, no cancellation charge will be assessed. Within two days prior, 50% of the fee is assessed. Refunds are not provided for cancellations or absences the day before on the day of the program. Substitutions are welcome at anytime.



Virtual Certified Teller Program

Essential Teller Training



VIRTUAL
TRAINING

Certified Teller Program

Essential Teller Training is rated the most dynamic teller training experience in the country. You will want all your tellers to take part in this high-impact workshop. The program zeros in on six modules that remind your tellers of the importance of what they do, how they do it, what they say, and how they deliver the customer service. Essential Teller Training is an information-packed, attention-grabbing and fast-paced workshop. InterAction Training has been providing this workshop for over 30 years and consistently receives rave reviews. Each participant will leave this workshop with a renewed commitment to excel on the job and the newest edition of the teller manual that serves as the guide for the program.

Who Should Attend

Everyone who works a teller window, including part-time, sometimes or all-the-time tellers plus teller supervisors, branch managers and those responsible for training tellers.

Speaker



Vicki Kraai
CEO of InterAction
Training

Vicki's 25+ years of community bank experience started at the family bank in rural Nebraska, serving as a bank teller and eventually becoming CEO. Vicki's many years of banking include credit card lending experience where she was a member of the management team that launched the Cabela's credit card program. She has a passion for developing people for success in the financial services industry. Bankers value Vicki's highly engaging "been there, done that" approach to all facets of her training and speaking engagements.

Vicki shares her expertise and experience as a faculty member for State Bank Association Schools and the Graduate School of Banking in Madison, WI.

Topics

Professional Maturity

- Gain flexibility
- Manage your image
- What you say, how you say it
- Reputation
- Manage your emotions
- Confidentiality
- Courtesy, kindness and professionalism

Follow Procedure

- Handle cash like a pro
- See to the details
- Be aware of your surroundings
- Maintain vigilant compliance

Scrutinize Transactions

- Verification concerns
- Check cashing guidelines
- Identification rationale
- Dissecting transactions
- Fraudulent schemes and scams

Provide Extraordinary Service

- Make their day
- What the customer wants
- Effective communication
- Five habits of highly effective tellers

Ace Cross-Selling and Referrals

- Product knowledge proficiency
- Be inquisitive, engaging and prepared
- Spot opportunities, start conversations
- Suggest solutions as the expert

Master the Balancing Act

- Ten things you must do
- Six things you never do
- Avoid outages and interruptions
- Eliminate transpositions

Fees & Location

IBA Members - # of People

1-4	\$89.00 Each
5-9	\$84.00 Each
10 or more	\$ 79.00 Each

This seminar will be held on Monday, March 13, 2023, and Thursday March 16, 2023. This course will be held via Zoom. Same instructor, same content but from the comfort of your home or office.

Schedule

March 13	3:30 p.m. Registration & Log In
	4:00 p.m. Program Begins
	6:30 p.m. Program Adjourns
March 16	5:30 p.m. Registration & Log In
	6:00 p.m. Program Begins
	8:30 p.m. Program Adjourns

Choose Your Training Night. The agenda and material covered will be identified but we're giving each attendee the option of which date they'd prefer to attend. Please note the times are different each day.

***All times in EST**



**INDIANA
BANKERS
ASSOCIATION**