



**Community Bankers Association of Kansas presents...**

**Thursday February 4, 2010**  
**Head Teller Development:**  
**Managing the Underperformer**  
**Telephone / Webinar scheduled 2:00 - 3:30 pm**

**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
- And much, much more...

**SPEAKER:**

**Beverly Licata**, BL Consulting & Seminars, Inc.

**WHO SHOULD ATTEND:**

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

	<u>TRAINING OPTION</u>	<b>MEMBER</b>	<b>NON-MEMBER</b>
A	Telephone Seminar	\$205	\$275
B	Webinar (audio will be over normal phone lines / visuals over the web)	\$215	\$285
C	Webinar <b>and</b> On-Demand Web Link** Plus receive a FREE CD Rom	\$260	\$330
D	On-Demand Web Link** Plus receive a FREE CD Rom	\$200	\$270

**\*\*ON-DEMAND WEB LINK** is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within 5 business days following the webinar, you will be provided with a web link that can be viewed anytime 24/7 for the next 6 months. This link will expire 6 months after the live program date. ***But there's more . . . AS AN ADDED BONUS, you will also receive a FREE audio/visual CD ROM.\**** The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. Use the on-demand link or this “off-the-shelf” training program for those that could not attend the live seminar and for future training. **\*CD Rom for PC use only**

<b><u>CIRCLE OPTION</u></b>	Choose option above by circling corresponding letter next to seminar choice below. *See “EXAMPLE” Below **Pricing is for each seminar selected / per phone line
A B <b>C</b> D	Head Teller Development: Managing the Underperformer <i>Thursday, February 4</i> “EXAMPLE”
A B C D	Head Teller Development: Managing the Underperformer <i>Thursday, February 4</i>

**Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Bank:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City & Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**[4 Easy Ways to Register](#)**

**Fax:** (785) 271-1508 - **Phone:** (785) 271-1404 - **Email:** [info@cbak.com](mailto:info@cbak.com)

**Mail:** Community Bankers Association, 3003 SW Van Buren Ste A, Topeka, KS 66611-2224