



Branch Mentors: Resources Well Spent

Many financial institutions consider a combination of classroom and on-the-job training as the most efficient and effective way to develop new Tellers. As a result, these institutions rely on centralized training to introduce Trainees to basic Teller concepts and transaction processing, and experienced branch Tellers to help fill in the gaps and polish performance.

Branch Trainers are often referred to as "Mentors," since they are expected to be a guide, counselor and coach, as well as a tutor. They also agree that it is best if on-the-job training takes place in the branch where the new Teller will be assigned.

Branch Mentors not only help protect the investment in centralized classroom training, but in fact, help reduce costs by allowing classroom time to be minimized. They do this by:

- reinforcing all aspects of classroom training
- strengthening skills by practicing them in real, rather than simulated, situations
- providing instruction on a number of specialized concepts, procedures, and transactions that are infrequently encountered or unique to certain branches
- building confidence

In order to help guarantee results, Mentors should be carefully selected and trained. The best Mentor programs involve a formal Mentor Training Program, Mentor Certification, a Mentor evaluation process, and ideally, Mentor compensation incentives.

TellerSolution has proven to be very effective in lowering classroom training time and expense and producing high performance levels when combined with a well designed and executed Mentor program.

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