



The Importance of Continuous Training

The primary goal of Trainers is preparing workers to be successful. Every Trainer is aware of their own institution's unique training methods and needs. But, what specifically can you teach that will allow your staff to succeed professionally? Here are some ideas about training that can help you, your institution, and your staff to excel:

- Always remember that training is a continuous process, not a program to be completed. Learning valuable job skills takes place over time. The old saying "practice makes perfect" rings true.
- Remember too, that each person has a unique learning style. Some may excel in class but have difficulty at the branch. Others may struggle in class and succeed on the job.
- Successful training helps the organization. By increasing Tellers' skills or building upon existing skills, training should focus to meet the overall continuing needs of the institution.
- Training contributes to the development of workers. It increases the Teller's job skills, job performance, and evaluations, and prepares them for advancement. One of the primary objectives in training is to help individual workers become more effective and efficient in what they do. That in turn benefits everyone.
- Training also helps enhance and transform a Teller's current job. As new forms of technology have been introduced into financial institutions, the Teller's role has also been transformed. This has made training not only necessary but also continual.
- Training should always be conducted to maximize learning within available time and resource limits. Although this has primarily meant "formal" training, this area is increasingly becoming open to eLearning, Intranet, and/or CD-ROM based learning.

As we have mentioned, one of the more exciting, recent developments has been the evolution of eLearning. eLearning is training offered through the Internet that can be accessed through a variety of ways. Although not a substitute for all aspects of Teller training, eLearning offers a wide range of affordable training options to many institutions. In combination with traditional training, eLearning can greatly reduce training time and costs.

All in all, it is important to remember the significance of an ongoing training program for the continued success of any financial institution.

This material is the property of and maintained by TRC Interactive, Inc. It is fully reproducible only if it is not used to write any new material to be distributed outside of your organization. All reproductions must include "© MMXI, TRC Interactive Inc. (800) 222-9909" as it is protected by U.S. copyright laws and is the property of TRC Interactive, Inc.

[...training you can bank on](#)