



Give Feedback to Your Tellers... with CARE!

Whether in the classroom or mentoring at the Teller station, you give feedback to Tellers to help improve their performance. It's a delicate time because they are learning and trying to impress. How you give feedback can affect the Teller's attitude and results.

Use the CARE method:

C oncentrate on action

Give feedback on what you observe, not speculation or judgment. For example, say "When you were entering the transaction, you were watching the next Teller," instead of "You weren't paying attention when you were entering that transaction."

A sk if you can provide feedback

Tellers are more receptive if you ask to be invited. You might consider saying, "May I show you how you might count that?", "May I give you some feedback about...?", "Would you like me to help you?"

R espond now

The closer to the event, the more impact your feedback will have. Other than when a customer is at the window, try to give Tellers feedback immediately, rather than wait and accumulate several issues.

E asy does it!

Don't overload the Teller with information. Resist saying, "Remember when I showed you...?", or "Remember, one of the reasons we do it this way is because...?" Instead, try to give simple straightforward feedback so the Teller can process it.

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