



### **Top 10 Ways to Help Tellers Succeed**

1. 1. Make sure the Teller has what he/she needs to perform, such as a quiet learning environment.
2. 2. Give the Teller a second opportunity to cover difficult material.
3. 3. Identify specific areas that gave the Teller trouble. Provide multiple learning scenarios and review features of the material.
4. 4. Arrange extra practice sessions on or off the job to review the material.
5. 5. Improve the feedback the Teller receives about his/her performance.
6. 6. Change the order in which the material is presented.
7. 7. Prepare job aids, such as checklists, to use on the job.
8. 8. Reinforce the importance of accuracy, customer interaction and expectations.
9. 9. Provide on-the-job training using established mentors and coaches.
10. 10. Establish a reasonable timetable to reach acceptable standards/goals.

By giving the Teller Trainee a wide variety of learning scenarios, you can make the learning process as easy and enjoyable as possible. In addition, you can help lower training and turnover costs by providing focused training to those who may be having difficulty in some areas, but show promise overall.

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](#)