



Spring Into Action To Improve Your Teller Training

This is the time of year when it may be good to do some “spring cleaning” to your Teller training program. Ask yourself “What elements of our training are weak and need improvement?” and “In what areas do we consistently get high marks from Teller Trainee evaluations?” Part of successful training is being willing to change areas that are weak or are not working by building upon areas that have proven themselves over time.

It may simply be that the presentation of the material itself needs to be delivered in a new way. Multimedia, such as TRC’s TellerSolution™, offers a great way to engage Teller Trainees in a self-paced, state of the art, interactive learning environment. By making the student an active participant in the training process, retention rates increase dramatically over the standard lecture format.

By adding “discussion stimulators” such as Ice Breakers and role-plays to your presentation, you can increase group participation and interaction. Another good way of keeping people’s interest in the subject matter is to have a game or quiz show (Teller Jeopardy) at the end of a segment. These games allow students to test their knowledge of the subject matter in an open, friendly environment.

Letting Teller Trainees learn through a variety of approaches not only makes the learning process more enjoyable, it also helps to reinforce the training material. In the process, it allows the instructor the chance to try different approaches to teaching the material. Of course, the final goal is to have Tellers retain the material and become productive long-term employees. That is why it is so important to not only listen to your Trainees’ feedback, but to be willing to make modifications that will take your organization’s training to the next level.

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