



## Learning Contracts

Whether you train online, in a classroom, or by multimedia, you can use a “contract” with your Tellers to help manage mutual expectations. You “negotiate” the results with the learner.

### Items that can be included are:

- When I’m finished with this course I expect to gain...
- I expect the online course, multimedia program, or instructor to...
- The financial institution expects me to...
- I will be measured or graded by...
- At the end of the program I will be considered outstanding if I am able to...
- I am expected to complete this program by...

One of the advantages of the contract is that it establishes what the responsibility is of the financial institution, the program, and of the Teller. Thus it reinforces the Teller’s own responsibility for his or her own learning.

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