



Mature Teller Learning Management

Mature tellers offer many advantages to a financial organization: stability, flexibility, and in many cases good old fashioned common sense. Mature tellers often have different learning needs than younger tellers. Adopting a different learning approach for these tellers can help them adjust and become valuable members to your organization.

Keeping adult learning needs in mind, a training program should:

- Be designed to present the material effectively
- Create a psychological environment in which trainees can succeed
- Enhance trainees' learning experiences
- Maximize value from the training time
- Have effective learners help "coach" others and assist in training tasks

In addition there are some additional learning principles that can help facilitate learning. These are:

- Creating a supportive environment
- Emphasizing the personal benefits of training
- Designing exercises for trainees' active participation
- Using a variety of teaching methods and media
- Empowering trainees with learning skills
- Giving timely feedback on practice exercises
- Meeting trainees' individual learning needs
- Teaching course content in relevant, integrated patterns

These principles imply that trainers, in order to maximize training effectiveness, must concentrate on methods that succeed. By focusing on the learning needs of more mature trainees, trainers can change the scope and content of their training program to meet the specific needs of mature learners.

Mature tellers often have a different learning style and value system than younger tellers. To accommodate different learning styles, a trainer may need to experiment with different teaching techniques to find what works best with different groups.

It may be necessary to vary and combine different approaches to accommodate these special learning needs. For example, the older tellers may seem overwhelmed by the information that is presented in the traditional lecture format. However, they may respond well to multimedia computer based training.

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