



# *Top 10 Ways to Help Tellers Successfully Learn*

1. Recognize the teller's hours, whether full or part-time. Arrange a quiet learning environment that suits the time, and make sure he/she has what is needed for learning.
2. Don't compare learners. Recognize that some need more assistance. Give tellers what they need and, as necessary, a second opportunity to cover difficult material.
3. Identify specific areas that gave the teller trouble. Provide multiple learning scenarios and review features of the material.
4. Arrange extra practice sessions on or off the job to practice and learn.
5. Improve the feedback the teller receives about his/her performance.
6. Discuss with them your own experience with key parts of the training.
7. Reinforce the importance of accuracy, customer interaction, and expectations.
8. Provide on-the-job training using established tellers as mentors and coaches.
9. Check in with your new teller frequently. Encourage them to talk about their success and difficulty.
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.