


Mississippi Bankers Association presents

2009 Motivating & Managing the Teller Line

 WEBINAR SEMINAR	Date:	July 28, 2009
	Time:	1:30 – 3:30 p.m. Central Time
	CPE Available:	2.5 hours CBT/CCSR/CPB
	Seminar Code:	SW2-1234
	Seminar Description:	This fast-paced, all inclusive workshop covers every aspect of succeeding at leading your tellers to excellence. Think it's time to shape your tellers into Sales and Service Stars? Want to see more enthusiasm, ready to put an end to balancing problems, want to develop extraordinary service providers and want to see more adherence to audit and regulatory issues? This is the workshop for you and your teller supervisors!
Who Should Attend:	Anyone who trains or leads your tellers and others you expect to have step into the role of teller supervisor!	
Program Highlights:	Program highlights include the following: self-management, established values, goal setting, self-development, problem solving, innovative courage, winning ways, leadership, managing situation, developing others, team building, and feedback.	
Seminar Speakers:	Honey Shelton is president of InterAction Training Systems, a firm that has provided seminars in over 33 states. Prior to forming ITS, Shelton devoted 15 years to the banking industry. She was vice president of marketing and an executive committee member to a major holding company bank. She is a graduate of the School of Bank Marketing and is a faculty member for the Graduate School of Banking at Louisiana State University.	
What is a Webinar Seminar?	This program includes 90 minutes of instruction and 30 minutes live Q&A. Each registrant provides one connection to the live webinar and 30 days access to the online seminar. You may have unlimited participants on your connection by speaker phone.	
What are the costs?	Tuition is \$250 per 'site license,' and listeners on your connection are unlimited.	

REGISTRATION FORM

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Please check all that apply:
Live webinar/materials (live hookup) \$250 mem \$500 nonmem
CD/materials \$270 mem \$540 nonmem

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