



Becoming an Even More Effective Teller Supervisor

about the seminar...

Are you a new teller supervisor? Or have you been "at the head of the line" for some time now and want to sharpen your supervisory skills? This workshop takes a practical look at the issues encountered in everyday situations, and gives a "heads-up" on how to handle everything from grooming a professional image in yourself and others, to supervising staff (especially friends!), to handling difficult customers. The workshop will give you new insight, practical pointers, and tips on handling the most difficult teller line issues. **Topics to be covered include:**

- Gain a clear understanding about professional presence in terms of attitude, dress, and demeanor.
- Learn how to groom professional standards in yourself and in those you supervise.
- Learn effective supervisory strategies for managing people who are your friends.
- Set achievable, understandable expectations for those you supervise and issue orders clearly.
- Learn essential first-line supervisory skills, including how to give and receive effective feedback.
- Discover ways to deal with inconsistent communicators.
- Dealing with difficult customers: the angry customer, the demanding customer, and the threatening customer.
- Gain an understanding of how to deal with employees according to their style.

who should attend...

Recommended for teller supervisors, head tellers, and anyone else responsible for supervising employees at the teller line. **Please route to appropriate person(s).**

your seminar leader...

Margaret DeMarino is a corporate trainer, specializing in the areas of communication, supervisory skills, administrative skills, and customer service. Known for her "fun and functional" approach to training, Ms. DeMarino has offered workshops to a wide range of clients including banks and financial institutions, manufacturing companies, state and federal government agencies, and many others. A former reporter, Ms. DeMarino holds a B.A. in Communication Arts from the University of Dayton.

to register...

Please complete the registration form found on the reverse side. The seminar fee is \$245.00 per person, which includes reference material, lunch, and breaks. Please fax or mail the registration form to us no later than Wednesday, February 27, 2008.

where and when...

BERLIN, CT
W. SPRINGFIELD, MA

Tuesday, March 4, 2008
Wednesday, March 5, 2008

Hawthorne Inn, 2421 Berlin Turnpike
Clarion Hotel, 1080 Riverdale Street

This informative workshop will be held from 9:00 a.m. - 4:00 p.m. at each location. Coffee and danish will be served at 8:30 a.m.

Group Discounts Are Available.
Call Today!

CFT Atlantic States

Phone: (800) 795-5242

Visit www.cftatlantic.org for a complete seminar schedule.