KBA University

Web Seminar

Coaching Your Staff

On Demand now

Description

Your customers' attitudes about your bank are directly related to the quality of service provided by your staff. Coaching Your Staff teaches managers to effect change in an employee's over-all job performance using praise, constructive criticism and on-going feedback. The result is increased productivity and better customer service.

Features

In an atmosphere where according to a Gallop poll, 55% of workers think they are working for an idiot, and "The Office" cynicism has been ingrained in the corporate culture, retail banking managers and leaders need to look for a coaching model to lead the bank through the next decade. Coaching Your Staff to Retail Greatness offers some real life techniques to help motivate your staff and get them focused on doing the right things, in the right way, every time.

Agenda:

- Performance distribution
- Coaching downhill
- Right Things Right
- Manage by Walking Around
- The "sandwich technique"
- Some benefits of coaching
- Overcoming coaching challenges

Workshop Resources

This program provides materials and information to assist in coaching your staff to greatness in the workplace. Program participants receive a manual, accompanied by a 27 minute video webcast.

Expected Audience

If you have to lead a staff in the retail banking environment, from being a lead teller, lead CSR, assistant branch manager, branch manager, vice president of retail banking, or if you lead the entire retail banking effort, this program is for you.

Speaker

Duane Sobecki is the CEO of Focused Results, LLC, a sales strategy, consulting, and training firm. A renowned authority in sales strategy and strategic market segmentation, Mr. Sobecki provides actionable business development and expansion, marketing, and planning strategies to banks, credit unions, and other financial institutions.

Mr. Sobecki holds a BS in Business from Indiana University and has a certificate in management planning from the University of Illinois - Chicago. A charismatic speaker, Mr. Sobecki has led seminars and workshops on sales and marketing, and management at numerous universities and corporations. With over 25 years of process consulting and training, Mr. Sobecki frequently lectures for a number of universities in their Executive Education programs.

What is an On-Demand Course?

It is a training tool that gives you and your staff **on-demand six months unlimited access** to a variety of topics presented by names you trust—**for one low price**. Each course includes a video presentation from the speaker, audio and slides—plus a detailed manual for download and a Question and Answer Forum for answers anytime.

The process is simple. Enroll in a course, pay online with a credit card, and receive an e-mail immediately with your link to your course. The same login information and link is used to access all courses you purchase using your account. Your computer will need speakers to receive the audio presentation. There are no special hardware or software requirements to view the program. Presentations lasting in excess of one hour are broken down into 30 minute segments to make it easier to manage class participation time.

Special note to Trainers: This system gives you the ability to develop your online training library. Using one link, user name and password anyone in your organization is able to access the program for six months. The manual and other supporting materials are available to anyone with the login information. You forward the login information, assign the courses to watch and let the learning begin.

Registration

http://www.speakersmic.com/kba

Secure online registration allows you to enter your registration directly into our system, and receive your invoice immediately. You can pay with a Credit Card or generate an invoice to be faxed or mailed with a credit card # or check. Registrations will be processed when payment is received.

Fill out this form and Fax it to: 888.420.4806
Mail check payable to: Speakersmic.com, LLC, with form to:
974 Breckenridge Ln., #253 Louisville, KY 40207
Coaching Your Staff—$159
Running Time: 27 Minutes
This course includes a manual and a video presentation

Full Name | Title

Bank

Street Address

City | State | Zip

Phone

E-mail ***required for registration and confirmation**

Payment Method: [ ] Visa [ ] Mastercard [ ] AMEX [ ] Check

Card Number Expiration / / Security Code

For Questions or to register by phone: call Speakersmic @ 888.325.0974

A 3 or 4 digit code on the back for VISA /MC front for AMEX