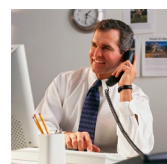




PLEASE NOTE: All sessions will occur at the One-Hour schedule (below), unless designated as a Facilitator Session or specifically noted (times are listed next to description)



8:30 am – 9:30 am PT and Arizona
9:30 am – 10:30 am MT
10:30 am – 11:30 am CT
11:30 am – 12:30 pm ET



Retail Sales Process Core

Process Reinforcement for
Leadership

Conducting Scriptwriting Clinics

July 15

Scriptwriting Clinics ensure that employees are comfortable and confident in positioning themselves by “knowing what to say” when they have to overcome objections, uncover hidden clues, or provide an effective response to clients’/members’ concerns. This session will dramatically increase the impact of a manager’s ability to lead effective Scriptwriting Clinics.

Time Management

August 27

Your Most Valuable Resource: Time and People

Time and again, our clients state that they don’t have enough of these valuable resources. We can assist you in leveraging what you do have by ensuring that the time is spent on the most powerful actions that will immediately impact results and service quality. Learn key tactics to maximize your time and energy and to assist you in getting your priorities completed.

Plans

September 2

Plan your work, and then work your plan. Daily written plans are essential to obtaining World-Standard results. Plans are road maps that provide benefits to the client/member, the employee, and ultimately, the bank/credit union. This session will discuss the elements of plans for tellers, sales professionals, and managers.

Process Reinforcement of Service/Sales Skills

Maximizing Referral Generation

July 30

This session focuses on maximizing referral opportunities, the multiple sources for those opportunities, and the best techniques for uncovering referral opportunities.



NEW! Wait! Before You Leave...

August 12

Sales and Service are Inextricably Intertwined, you cannot have one without the other. The highest form of service is sales as you are assisting the customer in meeting financial goals.

During this session, we will discuss how to take a service issue just one step further transitioning to asking probing questions.

Improving Your Teleconsulting

September 10

Improve your teleconsulting calls through focused preparation, entry lines that establish credibility and interest, and proper note-taking. These skills will be discussed during this workshop that will enhance your calls. Please bring a current teleconsulting scenario to the call.

Sessions At-A-Glance

<input type="checkbox"/> Conducting Scriptwriting Clinics	July	15
<input type="checkbox"/> Maximizing Referral Generation	July	30
<input type="checkbox"/> NEW! Wait! Before You Leave...	Aug	12

<input type="checkbox"/> Time Management	Aug	27
<input type="checkbox"/> Plans	Sept	2
<input type="checkbox"/> Improving Your Teleconsulting	Sept	10

Registrations can be made online prior to the session.

If you have any questions or comments, please call 330-879-5474.

To register for 3rd Quarter sessions, click on the REGISTER NOW link beside the individual sessions listed in the 2020 Third Quarter Calendar of Events Registration email.

Thank you.