

# Essential Teller Issues 2023

*Register Today!*

**Oct. 23, 2023 – North Platte**  
**Oct. 24, 2023 – Grand Island**

**Oct. 25, 2023 – Columbus**  
**Oct. 26, 2023 – Lincoln**

**6:00 p.m. Registration**  
**6:30 p.m. Program**  
**8:45 p.m. Adjourn**

Essential Teller Issues zeroes in on six modules that remind the teller how important their job is, how significant their actions are, and how customers should be interacted with. This teller training program is information-packed and attention-grabbing! Tellers will leave this workshop with a renewed commitment to excel on the job. Every attendee will also get a copy of a comprehensive training manual that doubles as a guide for the workplace. Essential Teller Issues is considered the most dynamic teller training experience in the country! Contact us today if your tellers need to be reinvigorated!

#### **Who Should Attend:**

Anyone who has customer contact (You are the FACE of the Bank!) and those who manage the customer experience.

#### **About the Speaker**

**Vicki Kraai's** 25+ years of financial services experience started at the family bank in rural Nebraska, serving as a teller and eventually becoming CEO. Her many years of banking include credit card lending experience where she was a member of the management team that launched Cabela's credit card program. She has a passion for developing people for success in the financial services industry. Attendees value Vicki's highly engaging "been there, done that" approach to all facets of her training and speaking engagements. Vicki was named CEO of InterAction Training in 2020.

#### **Topics Include:**

- Develop professional maturity
- Best practices for following procedures
- Robbery preparedness
- Spotting schemes and scams
- Understanding some of the risks we experience on the front line
- Cover the why behind some of the processes and procedures we are required to do
- Build extraordinary customer experience skills
- Effective communication and conversation starters for those difficult conversations
- Master cross-selling and referrals
- See our role through the lens of the customer
- See the benefits of teamwork
- & More

## **Registration and Pricing Information**

#### **1-5 Participants**

**Member Fee: \$90.00 p/person\***

**Non-Member Fee: \$270.00 p/person\***

#### **6 or More Participants**

**Member Fee: \$85.00 p/person\***

**Non-Member Fee: \$270.00 p/person\***

*\* If received by Oct. 19, 2023*

The fee includes all seminar materials and break service. The deadline for registrations and refunds for canceled registrants is **Oct 19, 2023**. Any registrations received after that date will be subject to space availability and an additional \$25.00 per person.

## Event Locations

These programs will be held at the:

**North Platte – Best Western Plus**, 3201 S Jeffers St, (308) 534-3120

**Grand Island – Bosselman Conference Center**, 700 E Stolley Park Rd, (308) 382-4515

**Columbus – River's Edge Convention Center**, 265 33rd Ave, (402) 564-1492

**Lincoln - Cornhusker Marriott Hotel**, 333 S 13<sup>th</sup> St., (402) 474-7474

*Please feel free to dress casually.*

*To ensure your comfort, please bring a light jacket or sweater to the program.*

**Notice:** If you have any dietary restrictions or disabilities and need assistance, please email [nbaeducation@nebankers.org](mailto:nbaeducation@nebankers.org) or call the Education Center at 402-474-1555. We will contact you to discuss accommodation.

South 13th Street, Suite 700  
Lincoln, Nebraska 68508  
Phone: (402) 474-1555  
Education Center Fax: (402) 474-2148  
[www.nebankers.org](http://www.nebankers.org)



### 2023 Essential Teller Issues Seminars

Oct. 23, 24, 25, 26, 2023

1-09/19/23

Financial Institution: \_\_\_\_\_

Bank / Branch Address: \_\_\_\_\_

City/Town: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone# ( \_\_\_\_\_ ) \_\_\_\_\_

Please register the following individual(s): <b>NAME</b> (as you wish it to appear on the badge)	<b>E-mail Address:</b> If you have an e-mail address please provide it so that we can keep you informed of upcoming programs.	<b>Oct. 23</b> <b>North Platte</b>	<b>Oct. 24</b> <b>Grand Island</b>	<b>Oct. 25</b> <b>Columbus</b>	<b>Oct. 26</b> <b>Lincoln</b>

NBA Members: 1-5 Participants: \$90.00 p/person; 6 or More Participants: \$85.00 p/person  
Registration after 10/09/23 will have a \$25.00 late fee charge in addition to the registration fee.

Non-NBA Members: \$270.00 p/person

### ONLINE YOU MUST LOG IN TO RECEIVE MEMBER DISCOUNTED PRICING!

#### Four Ways to Register:

☎ FAX: (402) 474-2148

✉ MAIL: NBA Education Center,  
PO Box 80008, Lincoln, NE 68501

☎ PHONE: (402) 474-1555

TOTAL DUE \$ \_\_\_\_\_

🌐 WEBSITE:

[www.nebankers.org](http://www.nebankers.org)

→Education→

Event Calendar

#### Payment Choice (check one):

☐ MasterCard ☐ VISA ☐ Discover ☐ American Exp.

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ CVV: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Signature: \_\_\_\_\_