

SOUTH CAROLINA CREDIT UNION LEAGUE

Teller Workshops

February 19 • Irmo (Columbia), SC
June 3 • Greer, SC
September 23 • Florence, SC

Make your service shine on the credit union's frontline.



The Power of Partnership



Teller Workshop

Credit unions are known for excellent member service, but in this competitive market there's always room for improvement. At the Teller Workshop you'll learn, discuss, and practice the skills for success on your credit union's frontline. You'll discover how to make your service shine, prevent fraud, handle emergencies, and comply with regulations.

Teller Basics

- Discover the credit union difference
- Get the facts on currency and check features
- Grow your knowledge of common check and endorsement issues
- Understand the check hold rules

Regulations for Frontline Staff

- Understand the major regulations, including the Bank Secrecy Act
- Know the consequences of non-compliance
- Understand the key role you play in your credit union's compliance

Fraud Prevention

- Know how to detect altered and counterfeit items
- Learn about different types of scams and how to prevent them
- Explore ways to protect members against fraud

Handling Emergencies

- Know how to handle whatever comes your way, including robbery, natural disasters, bomb threats, or power failure
- Understand the steps to take before, during, and after the emergency

Communication and Sales Skills

- Understand the dimensions of great service
- Improve your interpersonal and phone communication skills
- Discuss and demonstrate active listening skills
- Handle member complaints and criticism
- Listen for and respond to sales opportunities
- Know your credit union's products

Schedule

8:30–9:00 a.m.	Registration
9:00 a.m.–Noon	Sessions
12:00–12:45 p.m.	Networking lunch
1:00–4:00 p.m.	Sessions

Tuition

Tuition is \$199. Credit unions with less than \$10 million in assets receive a 25% discount. For information call 800-356-9655, ext. 4387.

Instructor Barbara Lehew-Bickley,

director of conferences and training at the South Carolina Credit Union League, has dedicated 17 years to the credit union movement. A former teller herself, Barbara coaches you in the technical and personal skills necessary for success.

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Locations

February 19

South Carolina Credit Union League
The Bateman Center
7440 Broad River Road
Irmo, SC 29063
Phone: 803-781-5400

June 3

CPM FCU
1445 Hwy 101 South
Greer, SC 29650
Phone: 864-879-1560

September 23

Health Facilities FCU
501 S. Irby Street
Florence, SC 29501
Phone: 843-669-4041

Confirmations

If you register online, you will receive your registration confirmation via e-mail within three business days. Please allow up to 10 days if you pay by check.

Cancellations

Cancellations received in writing (via fax 608-231-4327) seven or more days before the start of the program are eligible for a refund of the amount paid minus a \$50 administrative fee. No refunds will be granted if cancellation is received six days or less before a program begins. Substitutions are accepted anytime prior to the start of the program at no additional cost. Simply fax event and contact information, listing the new participant and who they will be replacing.

Developing Member Service Excellence Webinar

February 20, Tuition \$219

Service excellence is never accidental. Learn how to plan for success with quality assistance, superior products, and distinctive service. To see all the webinar topics, visit training.sccul.org and choose *Webinars*.

Download a free Credit Union Front Line newsletter

Credit Union Front Line is packed with sales strategies, fraud prevention tactics, and real-life stories of outstanding service. Subscriptions provide six copies of each monthly issue for \$239 per year. To download a free copy, visit training.cuna.org and choose *CU Magazine & Newsletters*.

Be the best at what you do with self-study courses

Step by step, get the skills you need to work at your full potential. Use CUNA's learning plans and courses to develop skills for success.

1. Visit training.sccul.org and choose *Self-Study Training*.
2. Browse the learning plans, including those for tellers and member service representatives.
3. Take online courses through CPDOnline. Or, order print courses by calling 800-356-8010, press 3.

Register today!

Visit training.sccul.org and click on Event Calendar



PO Box 431 | Madison, WI 53701-0431

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Register at training.sccul.org