



**Take a Quick Look at our Most Popular Training Topics , call us or email us and we will send you the full description. And, if your topic isn't on here, tell us the topic you need and we 'll show you how we can deliver it!**

**Call us 713-523-4877    [Honey@interaction-training.com](mailto:Honey@interaction-training.com)**

### **Branch Manager Expertise**

Clearly, the manager “sets the tone” for the branch. Strong managers create strong branches. A successful branch manager is expected to excel along multiple dimensions as they create a “culture of excellence.” Learn how to elevate the skills needed to build high morale, exceptional customer service and cross-selling ratios that have a positive impact on the bottom line.

### **Communication Power**

*Utilizing Styles and Effective Communication Techniques to Influence and Persuade*

Any time we correspond with another person, whether through conversation, voicemail, email, or letter we are in essence working to persuade them to our way of thinking and believing. The act of reaching out to people to connect is in itself an act of persuasion.

### **Developing Effective Teamwork**

Utilizing an interpersonal style assessment, participants will gain insight into their individual strengths and limitations and how those strengths and limitations can help or hinder teamwork. This dynamic workshop on developing and maintaining effective teamwork will reduce misunderstandings and conflicts and increase productivity and morale.

### **Essential Teller Issues**

#### **The most popular and highest rated teller seminar in the country**

InterAction Training has been providing the Essential Teller Issues workshop for over 20 years and consistently receives rave reviews. Send your tellers, your supervisors, your trainers to this program and you will see why it is rated *excellent* by the attendees.

### **Evolving to Excellence**

*A series of workshops based on a customized set of objectives*

This program is designed to teach participants the role they play in developing a workplace culture of excellence. Based on the writings and work of Jim Collins, noted author of the bestselling book, *Good to Great*, the workshop explores who, what, when and how it will take to evolve the company to greatness.

## **Frontline Fundamentals**

### *Sales, Service and Communicating Compliance*

This fast-paced workshop is all about expertise and performance. Focusing on the key issues the frontline must manage effectively every day, *Frontline Fundamentals*, will heighten awareness, teach techniques and provide information concerning selling, service delivery and compliance follow-through.

## **Giving and Receiving Feedback**

In order for employees to succeed and thrive, they must regularly receive feedback—both kinds! Receiving positive feedback reinforces appropriate behaviors and constructive feedback guides the employee to improvement. Likewise, coaching employees on receiving feedback and encouraging them to give the coach feedback facilitates growth for all parties.

## **Hitting Your Branch Goals & Targets**

### *A Workshop for Ambitious Branch Managers*

Some banks might call you the *banking center manager* or maybe the *retail banking manager* or the *branch operations manager*, could be they call you *the head honcho*. Maybe you have a lending portfolio, maybe you don't. No matter what your title is, no matter what your job entails your neck is on the line to make your branch run well, grow and make money.

## **Improving Employee Work Habits**

### *A Management Course*

Helping employees to succeed can be challenging—especially at first. When an employee's work performance falls short or their behavior is inappropriate, it's up to you to give feedback, coaching and support. In an average month how much time do you spend dealing with work habits/performance situations?

## **Managing a Successful Branch**

Learn how to effectively manage the “real world” challenges and opportunities that face a branch manager. Do you find yourself worn out or worn thin with managing the branch, attempting to reach goals and putting out fires? This fast-paced, solution-packed seminar will help you implement results-oriented strategies.

## **Quality Habits of an Effective Leader**

What does it take to be an effective leader today? With downsizing, rightsizing, doing more work with less people to name a few, the effectiveness of the leader is called into question like never before.

## **SUPERIOR SALESMANSHIP FOR THE FRONTLINE**

This program will guide you through every key component necessary for succeeding at sales at the new accounts desk and the teller window. This is your bank's chance to provide effective sales training that will make a difference in both sales and service with your customer. The team will learn how to fine tune the process and begin to enjoy an enviable cross-sell ratio.

## **Supervisor Boot Camp**

*An intense focus on succeeding at managing others*

What are the compelling attributes of an accomplished Supervisor? A major one is leadership. Then there is professional maturity and emotional IQ. You don't master the art of supervision through luck, you master it with training, experience, self-learning, and staying on top of best practices. Today's Supervisor must have the attitude, skill set, confidence, persistence and commitment to excel in this multi-tasking, ever so challenging role.

### **TRAIN THE TRAINER**

If you are accountable at your company for any kind of training in your organization this workshop is for you! Come learn from one of the nation's top trainers what you need in order to move your credibility, confidence and skills to the next level. You will be eager to get back to put in place what you've learned!

### **THESE PEOPLE DRIVE ME CRAZY!**

*Headache Remedies and Other Pain Relievers for Supervisors*

Some days it just doesn't pay to get out of bed! Ever said that? Most of us that deal with the public find there are just some people that can drive us crazy! This program will provide you with excellent coaching tactics on dealing with the challenging people issues that frequent the workplace.

### **WAY TO GO!**

This program is designed for financial institutions that are serious about becoming a world-class sales and service organization. When the customer walks in, drives up, emails, or phones the organization starts racking up points for or against tightening up the relationship.

### **Understanding Yourself & Others**

This dynamic, three hour program focuses on elevating your personal effectiveness in relationship to others. The program places emphasis on understanding how what we say and how we say it impacts trust, quality and outcomes in working with others and building customer confidence.