



OPERATIONS/TELLER SUPERVISOR CERTIFICATION

via Webinar Subscription Package

*A NEW Certification Designed By CFTWS For
Entry-Level Supervisory Personnel*



**Get all of your training to receive
this certification from one place!**



Certification thru CFTWS...making you more valuable to your organization, and proficient in your supervisory skills!

WEBINARS...

PARTICIPATE IN 8 OF THE 12 WEBINARS IDENTIFIED IN THE CERTIFICATION SKILL-SET TO ADVANCE YOUR CAREER!

A webinar is a live presentation broadcast over telephone lines and the internet. All you need to participate is a phone connection and an internet connection. Even if you don't have an Internet Connection, you can still participate by listening to the broadcast over the phone.



SAVING YOU MONEY

The total cost for the Operations/ Teller Supervisor Certification via Webinar Subscription is \$1,800. With our normal webinar price of \$255 you will see that you can save substantially with our Webinar Subscription Package.



SAVING YOU TIME

Webinars allow you to receive this training as efficiently as possible. Our two-hour programs permit you to spend as little time away from the office as possible. Since you can train right from your desk, there is no time lost spent traveling! You can also choose pre-recorded webinars from our Web Vault.

CERTIFICATION PROCESS...

- ◆ YOU MUST COMPLETE THE 5 REQUIRED WEBINARS IDENTIFIED
- ◆ CHOOSE AND COMPLETE 3 OF THE 7 ADDITIONAL ELECTIVES OFFERED
- ◆ EACH WEBINAR IS AVAILABLE IN A LIVE FORMAT OR PRERECORDED (*depending on your start date*)
- ◆ PRERECORDED VERSIONS INCLUDES THE AUDIO CD, WEBSITE ADDRESS AND MATERIALS
- ◆ YOU HAVE 18 MONTHS FROM THE TIME YOU ENROLL TO COMPLETE THE CERTIFICATION PROCESS.
- ◆ UPON COMPLETION OF ALL 8 WEBINARS (5 REQUIRED, 3 ELECTIVES), YOU WILL RECEIVE A DIPLOMA AND OFFICIAL TRANSCRIPT FROM CFTWS REFLECTING YOUR ACCOMPLISHMENT!

Start NOW to become more confident and knowledgeable in your supervisory skills!

Questions? Contact Christine Bumgardner at CFTWS, 303-825-1590, extension 14, or christineb@cftws.org.

Webinar Titles	Required	Elective	Completion Date
You're Fired: Employee Termination	X		
Motivating & Managing the Teller Line	X		
Ethics and Conflicts of Interest in Banking	X		
Quality Habits of an Effective Leader	X		
Communication Power: Leaving the Right Impression	X		
Achieving Teller Excellence		X	
Dealing with Work Appearance, Hygiene and Workforce Styles		X	
These People Drive Me Crazy		X	
Differentiate Through Service		X	
Overcoming Negativity on the Front-Line		X	
Professional Life Skills-Projecting an Image That Works		X	
Best Sales Practices for the Front-Line		X	

SAVE this Worksheet to keep track of your progress—we will too!



WHAT YOUR COLLEAGUES ARE SAYING ABOUT OUR WEBINARS...

Thought this was one of the best [webinars] we have done, and we will now do more through you. We loved the interaction on the screen during the presentation.

-Lynn Hayhurst, The Bank of Georgia

I found your information very clear and your presentation was very well organized. On a scale of 1-10, I give you 100.

-Esther Saldana, Investors Savings Bank

This was a wonderful webinar! I hope to purchase the recording for all my staff. Thank you so much!

-Carla Koehler, CBW

The speaker clarified a lot of information for me, I will not have to contact my legal counsel as often now and will be saving money on legal fees for my Credit Union. Thanks.

-Lisa St. Francis, Rocky Mountain Law Enforcement FCU

It's Easy to ENROLL to begin your Certification!

A CFTWS Staff member will contact you to discuss the current Webinar Schedule and assist you through the process.



FAX
303-629-1591

OR



MAIL to CFTWS
2460 W. 26th Avenue
Suite 210-C
Denver, CO 80211

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Name _____ Title _____

Organization _____

Business Address _____

E-Mail Address _____

Phone No. _____ Cell No. _____

Supervisor's Name _____ Title _____

E-Mail Address _____ Phone No. _____

*Authorized Signature for Billing _____

Certification/Webinar Subscription Package Price = \$1,800.00

TUITION PAYMENT OPTIONS: Bill Organization Check enclosed (made payable to CFTWS) OR

VISA/MC #: _____ Exp. Date _____

Cardholder's Name: _____

Signature: _____

WITHDRAWAL POLICY: Tuition is refundable less a \$50.00 processing fee, if you withdraw from this Certification at least 5 business days prior to the start date of your first Webinar choice. NO refund will be given after this initial start date.

WHY IS THIS CERTIFICATION VALUABLE TO YOU AND YOUR FINANCIAL INSTITUTION?

- ◆ AN ENHANCED PROFICIENCY IN YOUR SUPERVISORY SKILLS
- ◆ AN INCREASE IN YOUR CONFIDENCE AND KNOWLEDGE AS A SUPERVISOR
- ◆ THE DOLLARS YOUR ORGANIZATION WILL SAVE IN A SUBSCRIPTION PACKAGE

**REMEMBER...Once you've enrolled,
you have 18 months to complete the process and receive your Certification!**