

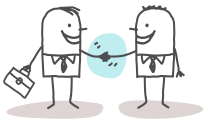
What BancVue® Training Can Do for You

OVERVIEW

BancVue Training is a long-term partnership that turns your front-line staff into experts on our products, while helping them deliver outstanding service. Through proven adult learning techniques, participants engage in material that helps them open more new accounts, while building solid account holder relationships. With a level of enthusiasm rarely seen in training, our team propels your service representatives to greater heights.

“3 new REWARDChecking® accounts more than covers the cost of BancVue training!”

“In 26 years of banking and finance, this is the best training I’ve ever experienced. Our Trainer did such a great job of keeping our interest – we didn’t want to leave when it was over! Time just flew by, and we learned many new ways to do what we are doing even better.”



GETTING STARTED

Your trainer will reach out to provide guidance and establish best practices for successful training programs and events at your institution. As a BancVue client, you have the full support of our entire training department, as well as ongoing training and mystery shopping services to help you achieve your short- and long-term goals.



E-LEARNING WITH EASY REMOTE ACCESS

Using adult-learning principles and high interactivity, our web-based training modules give your staff a deep understanding of BancVue products. These pre-learning modules are used for live trainings, on-going training, and refresher purposes. What’s more, each one applies exploratory activities and knowledge checks to promote engagement and retention. With on-demand and easy remote access, participants can educate themselves when and where they choose.



KICKOFF RALLIES THAT ENGAGE AND INSPIRE

Once your staff completes the e-learning modules, our trainers conduct an on-site rally to motivate your entire staff. These sessions usually run about one to two hours, typically occur after close-of-business, and include games, themes, and plenty of interaction to get everyone involved. But these rallies do more than just generate excitement. In fact, studies show that motivation helps participants learn faster and retain more during the training process. Because providing great products and service is a community effort and cohesion among your team is crucial, we recommend that your whole staff attend.



ACCOUNT-OPENING WARRIOR SALES TRAINING

Following the kickoff rally, this interactive, three-hour session focuses on exceptional service and account-opening skills for your front-line staff. Lessons include building rapport, determining needs, presenting products, handling objections, and asking for commitment. Activities, practice, and takeaways such as participant guides and job aids help increase knowledge retention and enhance account-opening performance. Once completed, participants are fully prepared to apply these proven, field-tested methods to their everyday jobs.



OUR LONG-TERM COMMITMENT

BancVue Training evaluates and measures your front-line performance through mystery shopping and provides consistent support on follow-up activities, additional training, and other sustainable measures. You can count on us to be with you every step of the way.

Turn your staff into trusted financial advocates who deliver a world-class service experience every time. Contact a BancVue representative and start your training partnership today.