

Creating Member Connections

Initiate exceptional member conversations in order to make effective referrals



**SELF-PACED
E-LEARNING**

**1-2
HOURS**



**SKILLS
APPLICATION
LAB**

**1
DAY**

OVERVIEW

This program, which includes a self-study e-learning course and an immersive Skills Application Lab (SAL), gives participants the skills to ensure members have a positive experience and that they make connections that ensure a long-lasting relationship with your organization. The e-learning course builds foundational knowledge that is necessary for participation in the SAL. During the SAL, participants learn to hone-in on satisfying the strengths of members through a proven member experience model that starts with the importance of a personal connection and extends through the process of securing referrals.

WHO SHOULD ATTEND

This course is for tellers and teller coordinators. In order to take the SAL, participants must pass the e-learning course with an assessment score of at least 80%.

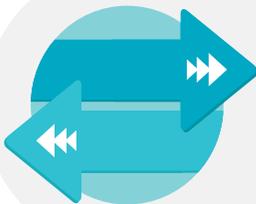
RESULTS AND BUSINESS BENEFITS

Upon completion, participants will be able to:

- Create an exceptional member experience by making a personal connection with members
- Enhance member experiences that differentiate your organization in the marketplace
- Build and ensure long-term loyalty
- Increase the number and quality of referrals to partners in the branch and other lines of business

LEARNING TOPICS

- 1**
Connecting with Members
- 2**
Asking Effective Questions
- 3**
Expediting the Member's Request
- 4**
Identifying Need Cues
- 5**
Making Effective Referrals



BLENDED LEARNING BY OMEGA PERFORMANCE

The Omega Performance blended learning experience helps participants learn critical skills, deepen comprehension, and improve on-the-job skill application and sustainment. Self-paced E-Learning courses present learning objectives and enhance understanding in a highly-interactive online environment, while in-person, instructor-led Skills Application Labs (SALs) provide participants with the opportunity to collaboratively apply skills to real-world cases.



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