



NORTH DAKOTA
BANKERS
ASSOCIATION

NDBA Teller Supervisor Peer Group Meeting Agenda

July 27, 2023

Meeting Room: 443

Facilitators: Karmen Seidler, TruCommunity Bank
Olivia Wheeler, Vision Bank

Welcome and Introductions

Special Guest: Jeanne Masseth, Coaching and Mentoring

Submitted Topics:

1. Compliance on youth UTMA accounts – Karmen
2. Successfully coaching/mentoring others
3. Tips/tricks for tough conversations
4. Effective training – tips for training new employees
5. Tips for employee retention
6. Frontline equipment – Christie
7. Area allocation of leaders – Christie
8. Teller capture – Christie
9. Reg CC – Christie & Caren