

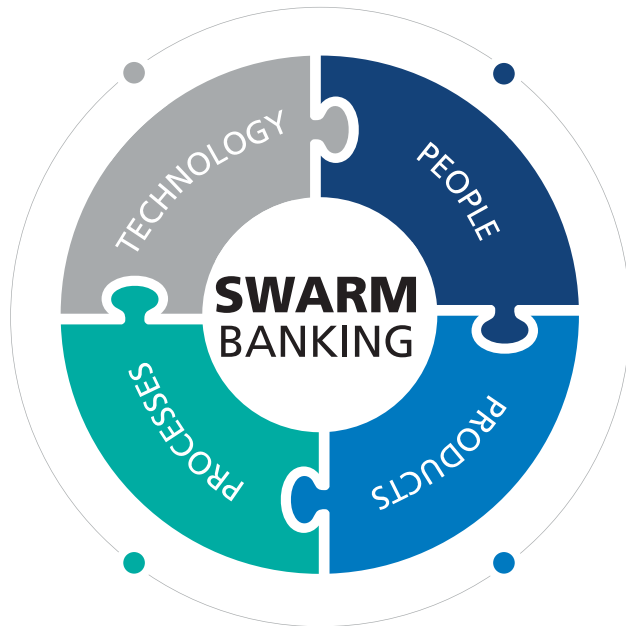
UNIVERSAL BANKER CERTIFICATION

Workshop

Join Extraco Consulting for a one (1) day workshop designed to educate participants in the basic components that led to the formation of the award winning Universal Banker Model, known as SWARM Banking.

Conducted at Extraco Banks in Waco, Texas | One Full Day Seminar for Universal Banker Strategy Leaders and Project Managers

Who Should Attend?: Any Senior Leaders, Retail & Sales Management, Human Resources, and any Universal Banker Change Agents



Learn about implementation hurdles and best practices from experienced change agents. Also, identify how the model can be customized for your organization and help you differentiate from the myriad of Universal Banker Models in the industry.

Workshop Topics Include:

- An Introduction to SWARM Banking & Branch Transformation
- Component 1: People - Recruiting, Hiring & Training
- Component 2: Products - Simplification and Effective Marketing
- Component 3: Processes - Mapping & Continuous Improvement Routines
- Component 4: Technology - The Enabler & Physical Spaces

Additional Program Content:

- Participate in a Financial Center Tour to "See the Model in Action"
- Question & Answer Session
- PDF Copy of Seminar Presentations

First Employee: \$1,000 | Additional Attendees: \$750

SEMINARS AVAILABLE:

May 2nd, 2017
September 17th, 2017
December 12th, 2017

DISCOUNTED RATES AVAILABLE IF SCHEDULED IN COORDINATION WITH EXTRACO'S CUSTOMER SERVICE AND RELATIONSHIP BUILDING SALES TRAINING TRAIN-THE-TRAINER CERTIFICATION. CERTIFICATION SEMINARS ARE AVAILABLE DIRECTLY FOLLOWING THIS SEMINAR.

Ask a Consultant for More Information.

Universal Banker Transition Results Available in 1/2 the Time

AWARD WINNING RETAIL BRANCH TRANSFORMATION

- ✓ Universal Staffing Model, more than just cross training
- ✓ FTE Savings per branch, through natural attrition or job and/or departmental reconfiguration
- ✓ Dramatically Reduced Turnover
- ✓ Substantially Improved Customer Satisfaction Surveys
- ✓ Improved Efficiency and Customer Experience
- ✓ Enhanced Employee Career Path Development



Developing or Implementing a Universal Branch Strategy?

We can help cut your implementation time in half.