

Let's Talk Universal Banker Training Certification

Establish best practices and overcome implementation hurdles through our experienced change agents. We will also help you identify how the Universal Model can be customized to your organization and enable you to differentiate yourself from the myriad of Universal Banker Models in the industry.

**Award Winning
Branch Transformation**

**Bank-to-Bank Guidance with
proven results**

SWARM Banking™

Tailored Solutions | Proven Methods | Tangible Results

LET US HELP CUT YOUR

BRANCH TRANSFORMATION IMPLEMENTATION **TIME IN HALF.**

- **Universal Staffing Model**, is more than just cross training.
- **FTE Savings Per Branch**, through natural attrition or job and/or departmental reconfiguration.
- **Reduce Turnover**, dramatically.
- **Improve Customer Satisfaction Surveys**, substantially.
- **Improved Efficiency** and customer experience.
- **Enhance Employee Career Path** and development.

**Training
intended for
Executive/Senior
Leaders, Retail &
Sales Management,
Human Resources,
and any Universal
Banker Change
Agents.**

1-888-797-7468

extracoconsulting.com

CERTIFICATION WORKSHOP

TRAINING FOR UNIVERSAL BANKERS



Workshop Includes:

- Importance of SWARM Banking
and vision of the model
- Components of the Model
Functional behaviors
- Universal Banker Expectations
Extensive situational role-play

Pricing:

- **\$1,500 for first employee**
\$750 for additional attendees
One full day of training conducted in Texas designed to educate participants in the basic components that led to the formation of the award winning Universal Banker Model, known as SWARM Banking.

Training Materials Include:

- Trainer's Manual with teaching guide
- Interactive Participant Workbook
- Training Session Powerpoint
- Disc with all Training Materials
- Training Session Powerpoint
- List of Recommended Supplies
- Ice Breakers and Games to reinforce course content
- Role Play Exercises to practice skills being taught
- **Additional Content:**
 - Participate in a Financial Center Tour to "See the Model in Action"
 - Question and answer session

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