# LET'S TALK
# Efficient and Engaging Training Strategy

Do you struggle with the balance between adequate training and costs associated with training your staff? Would you like to improve the results or increase the output of your training resources? Whether you have a trainer, a training department, or utilize on-the-job training mentors, most community banks and credit unions find themselves caught in a never ending hamster wheel of new hire training. Grand ideas of deeper skill development or programs that benefit more than newly hired employees go unrealized due to capacity and/or the costs associated with adding resources.

## Introducing Extraco Consulting's **BANKERSEDU L.M.S.**

### LEARNING MANAGEMENT SYSTEM (LMS) AND CONTENT DEVELOPMENT

We identified a gap in Learning Management platforms. Either the LMS is part of a larger Human Resources platform, which makes them pricey and complicated to achieve ROI, or to support truly engaging content the platforms are expensive, generally too expensive for smaller institutions.

Through BankersEdu, we offer an affordable option with a fully customized and branded site that supports the latest and most engaging forms of online training content. We also provide content development to turn your procedures and existing training materials into dynamic online training.

Let us help you identify what items are best served through online training and free up your training resources to focus on behavioral performance, skill mastery and growing the skills of your existing employees.

### WHAT YOU CAN EXPECT:

- Support and guidance by Trainers with 20 years of experience in Banking
- Custom Branded Site
- Fully Hosted
- Low-cost annual hosting fee with BIG Features
- On-demand maintenance/content support (pay as you want/need it versus an annual fee)
- Custom content development
- Utilize content you have already developed
- Output of a Full-Time trainer for a fraction of the cost

## SCHEDULE A DEMO TODAY!

Contact Us Today: **1-888-797-7468**  |  Visit Us Online: **ExtracoConsulting.com**

**Extraco** Consulting

# ONLINE CONTENT DEVELOPMENT

Our online content development is available in multiple formats and compatible with most LMS's.

## ENGAGING CONTENT

Training is pointless if it is not retained. For this reason, engaging interactive content is the key to maximizing retention by your employees. We utilize a robust authoring tool and content is built by trainers with 20 years of experience in the financial industry.

## TECHNICAL SIMULATIONS

Let us make a screen recording of your system with your procedures and we can make a "how to" video, a practice session where they actually enter the data with prompts to help them learn, and a testing session where they enter data without prompts to ensure understanding of the process.

## BEHAVIORAL AND SITUATIONAL SCENARIOS

Make sure your employees offer the best customer service and/or identify sales opportunities the way you want them to. Branching scenarios that require the employee to choose servicing and/or product choices can introduce or reinforce your service model and help them think through customer interactions to the best resolution. The sky is the limit. These can be quick and simple or lengthy and complicated with immediate feedback to the trainee.

## INTERACTIVE CONTENT

Present information in a variety of interactive ways that require trainee action to move through the learning process. Flip cards, images with hot spots, video, links to activities, knowledge checks and much, much more.

## QUIZZES, TESTS, AND COMPLETION CERTIFICATES

Prove the effectiveness of your training with lesson quizzes and comprehensive tests. Measure the success of your individual trainees with individual dashboards and transcripts. Utilize individual and group reporting. Provide course or unit completion certificates to improve employee engagement and readiness to interact with your customers/members.

## CONTENT DEVELOPMENT BY TRAINERS

Our content developers are trainers from financial institutions. We understand what you need and how to present it for maximum effectiveness. Regardless of what you have (or don't have), our team can assist you with building a program to meet your expectations.

## ON DEMAND AND FULLY CUSTOMIZED

Our content development services are as minimal or comprehensive as you desire. We are happy to begin small with your most pressing needs or create a comprehensive program out of the gate. Let us estimate the development hours for your project and you decide what to build. We'll guide you to the right balance for your budget. Retainers are available to build over time.

Tailored Solutions | Proven Methods | Tangible Results ™

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