



Be an Ideal Member of the In-Store Team

You and your colleagues are assembled and ready to tackle the financial needs of the shoppers within your retail environment. However, the ability to serve one another as your customer is the key ingredient to a winning branch strategy. Consider the following:

Understand Your Role

Everything you do, whether you are a Teller or the Branch Manager, impacts the success of your in-store team. The attitude you convey as you approach your responsibilities can influence the tone of your entire team. Invest in each other, seek out ways to assist with branch responsibilities, and look for new opportunities to connect with shoppers.

Highlight their Strengths

Provide feedback to your teammates on what you view as their strengths. Pointing out the positive in someone allows them to gain credibility amongst the team while you earn their respect. The effect is that your teammates will work harder to continue demonstrating their strong attributes.

Measure Progress

Set benchmarks for progress both professionally and personally. Seek training opportunities to provide a stronger foundation for the team. Progress goals should be focused on the team as well as on the individual. Assist each other in becoming their best.

Make It a Team Effort

Whether you are building the next promotion or participating in a store-wide fundraiser, make it a team effort. Gaining buy-in from your colleagues is a critical step in the ideal team process. Allow everyone to voice their opinion and partake in the process of carrying out a particular task. When the project concludes, celebrate as a team.

Motivation Equals Loyalty

Give credit for success to the team. Recognizing each other for their contribution sends a clear message that the team is the focus. Individuals who enjoy their job responsibilities and work environment are more loyal and more ambitious employees. Team longevity allows for stronger relationships with customers/members, retail partner, and shoppers.

Socialize As a Team

Find opportunities to connect outside of work. Regularly scheduled social time allows teammates to connect and appreciate each other. Investing in your colleagues on a personal level pays huge dividends when times are stressful and goals are challenging.