

High Stakes Talent: Winning with Staff Development

Taking your employees SKY HIGH for long-term success

S — **Set** stretch goals

K — **Keep** employees updated

Y — **You**-Be an example

H — **Hire** for the branch

I — **Individualize**-Treat them like individuals

G — **Grow** through training

H — **Honor** achievements





Set Expectations

- Clearly define objectives

Post Branch Goals

- Include a stretch goal (make your goals sky high!)
- Update progress regularly

Be an Example

- Show how it's done

Hire for the Branch

- Look for enthusiastic, engaging employees

Individual Training

- Personalize to each employee
- Think outside the box
- Shadow and give feedback

Sales Training

- Teach them what to look for and how to get business

1 on 1s

- Review progress
- Set goals
- Ask what you can do to help

Branch Meetings

- Group training
- Role play

Recognition

- Reward positive behaviors
- Discover what motivates your employees
- Recognize those who consistently go above and beyond



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Christina has worked with Cyprus Credit Union in many roles since 2001. She currently manages the Tooele Walmart Branch, where she has provided financial opportunities and education to the community at large through relationship development, employee advancement, and leadership training. She currently attends WCMS, where she plans to use the skills and techniques learned to improve her employees, branch, and community.