



JULENE HANSEN

TRAINING MANAGER

DEVELOPED PROGRAM TO PREPARE OUR CLIENT ADVOCATES FOR THE FUTURE.

Challenged to develop a program to prepare our Client Advocates for the future where simple calls and inquiries are pulled out of the system via online banking, apps, and phone assist leaving only complex calls requiring a greater deal of problem solving.

Pull together cross-functional team to identify necessary skills required, determine current skill level, and develop solutions to fill identified skill gaps.

Through analysis and interviews with operations identified five competencies required for success in the future. Developed pre-assessment to determine areas each advocate needs to develop. Created portal where managers can assign appropriate training to close identified skill gaps.

Increased building rapport and empathy 6-8% and listening and responding 2-3%. Developed customizable training program and portal where which all managers can assess and assign appropriate training and complete follow-up coaching scenarios to further cement the learning for their team members.

Influence, leadership, analysis, collaboration, innovation, project management, build relationships