1.       Know policies/procedures related to assessing customer’s needs

2.       Handling conflict between coworkers, how you handled it and what was the outcome?

3.       What contributions have you made towards CE? What was the outcome?

4.       How have you helped a team member develop their skills? What was the outcome?

5.       How did you handle a situation where a team member was behind or lacking in their responsibilities? What was the outcome?

Use your tip card mark! Especially the Leadership skills, all of them! Managing resistance is a big one I used a lot in my interview. Think of specific and relevant examples in your lead teller role. I would say you help train new team members, and that you stepped in while you didn’t have a service manager. It’s ALL about customer experience and team member experience. I brought up that I knew resources to help team members like FMLA and EAC. I talked so much about coaching other team members and learning all their different learning styles and how well they respond to on the spot coaching and post review feedback.

I also created a 30-60-90 day plan, if you get an interview ask Jeff to help you because he helped me. That really impressed my new manager, but basically a lot of my plan is to observe the tellers and then take notes and plan how I want to support them or coach them and change things.