

FINANCIAL SERVICES / BANKING

Participants:

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Entry-level Tellers

- Good communications
- Math skills
- Even college grads

Banks have to train own workforce

- Even in basic skills
- Teller training program? – but you will still need specific training programs since each bank is unique

People with basic skills

- Cash handling
- Customer service / communication skills
- Sales
- Basic math
- Soft skills

Compensation issues, career-tracking within banks

Loan Officers

- Disconnect = MBA vs. BS in finance/accounting
- Again, sales training
- Diversity in qualified applicant pool
 - Can local training programs turn out more minority, bi-lingual etc?
- How can an MBA get a job in banking in New Orleans
 - Do they have the needed skills?
 - Finance / accounting. Vs. Personal banking
- WF issues = big vs. small shops, probably across industry