



*True Blue® for over 120 years*

Capitol Federal Savings Bank is a federally chartered and insured savings bank founded in 1893 and is headquartered in Topeka, Kansas. Capitol Federal currently has 37 branch locations and 10 in-store branches, serving primarily the metropolitan areas of Topeka, Wichita, Lawrence, Manhattan, Emporia and Salina, Kansas and both the Kansas and Missouri sides of the greater Kansas City metropolitan area. CapFed has \$9.4 billion in assets. (Source: CapFed Website).

## The Need

While CapFed values its 120-year history of service to customer and the community, we strive to stay current by using today's most advanced techniques and services. As part of this ongoing effort, select high-potential employees can be part of a thorough training program to ensure our ability to provide our customers with world class banking services while retaining the family-like feeling.

## The role of Cesim Bank

To bridge the gap between classroom and on the job learning, Cesim was selected to deliver a business simulation which put these participants in the roles of managing virtual banks. The sim captured the vital decision making and inflection points of running a bank year over year.

## About the experience

"Cesim exceeded our expectations. They delivered an engaging and educational three-day 'how banks make money' program. We were pleased with the simulation: from the design to the browser-based delivery. While we used it in an in-venue format, the browser-based delivery worked well "out of the box" with our existing technology and was easy to use. Cesim was very responsive – quick to answer questions and tailor the sim to be closely aligned with our business model. If you are seeking engaging and effective training, I recommend contacting Cesim to put together a custom business simulation program for your business."



**Paul Jeanis**  
Director of Training

## The Outcome of the Training

While all participants had basic understanding of bank operations and how different pieces synched together, the simulation program filled in details and gaps in the participants' knowledge base. Throughout the course of the virtual years of simulated bank operations, it was clear to see the participants 'getting it', as key ratios and performance metrics such as net interest margin, efficiency and return on assets improved for their respective simulated businesses overtime. The triumph of the program came at the conclusion when each team was able to accurately predict the key metrics of their operations and explain the reasons behind the numbers – demonstrating the program had delivered the desired learning.