Education

April 2024

Online Courses

Audit

- Auditing a Community Bank Trust Department
- Auditing Assets
- Auditing Liabilities and Other Activities
- Auditing: The Basics
- Bank Information System Auditing
- Internal Auditing Working Papers
- Regulatory Accounting and Operational Auditing
- Understanding Fraud for Internal Auditors

Bank Secrecy Act

- Bank Secrecy Act: BSA and Compliance O□cers
- Bank Secrecy Act: Customer Due Diligence and Beneficial Ownership
- Bank Secrecy Act: Frontline and Deposit Operations
- Bank Secrecy Act: Information Sharing
- Bank Secrecy Act: Lenders and Loan Operations
- Bank Secrecy Act: OFAC Compliance
- Bank Secrecy Act: Overview for All Personnel
- Bank Secrecy Act: Red Flags
- Bank Secrecy Act: Reporting and Recordkeeping
- Bank Secrecy Act: Senior Management and Directors
- Combatting Human Tra□cking

Bank Security

- Annual Security Program Report
- Bank Protection Act
- Crisis Management and Emergency Response Planning
- How to Respond to an Active Shooter
- Physical Information Security
- Robbery Prevention Techniques for Security O□cers, Executives and Managers
- Robbery Response and Aftermath Techniques for Security O□cers
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulations
- Security: Personnel
- Security: The Department
- Workplace Violence Issues for Security O□cers

Communication

- Basic Cultural Di□erences
- Communicating Negative Messages
- Communicating Non-Verbally
- Communicating Persuasively
- Communicating Proactively
- Communicating Reactively
- Communication Basics
- Cross Cultural Training Series
- Culture in the Workplace
- Email Etiquette
- Enhancing Your Speaking Skills
- Global Communications
- Practice Active Listening

- Fair Lending: Frontline
- Fair Lending: Marketing
- Fair Lending: Overview
- Fair Lending: Risk Management
- Fair Lending: Types of Discrimination
- FCRA: A□liate Marketing
- FCRA: Consumer Reports
- FCRA: Duties for Furnishing Information
- FCRA: Overview
- FCRA: Protection of Medical Information
- FCRA: Risk Based Pricing
- Flood Disaster Protection Act
- Flood Disaster Protection Act: Applicability and Notifications
- Flood Disaster Protection Act: Escrow
- Flood Disaster Protection Act: Private Insurance
- Flood Disaster Protection Act: Su□cient Coverage
- Home Mortgage Disclosure Act: In Depth
- Home Mortgage Disclosure Act: Practical Application
- Homeowners Protection Act
- Introduction to Lending Compliance
- Military Lending Act
- Mortgage Servicing: Large Servicer
- Mortgage Servicing: Small Servicer
- Protecting Tenants at Foreclosure
- Regulation B: Adverse Action
- Regulation B: Appraisal Rules
- Regula[redacted]B: Credit Applications
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- Right to Financial Privacy
- Telephone Consumer Protection Act

Customer Service - Sales

- Creating Valuable Customer Relationships
- Creating Winning First Impressions
- Customer First Series
- Customer Loyalty Improvement
- Developing Strong Customer Relationships
- Employee Motivation
- Handling Angry and Hostile Customers
- New Business Development: Cold Calling
- Product Knowledge and Cross-Selling
- Providing Service Excellence
- Sales is Just Great Service!
- Sales: The Basics
- Sales: Closing
- Sales: Cold Calls
- Sales: Qualifying Prospects
- Sales: Team E□ectiveness
- Sales: Telephone Skills
- Selling Your Idea
- Systematic Selling: Establishing Rapport
- Systematic Selling: Getting the Appointment
- Systematic Selling: Handling Obstacles
- Systematic Selling: Identifying Objectives
- Systematic Selling: Making a Recommendation
- Systematic Selling: Obtaining Commitment and Following Up
- Systematic Selling: Planning the Call
- Systematic Selling: The Complete Program
- Value of Brands

Finance

- Basics of Budgeting
- Business Finance Basics
- Financial Management for Small Business Certificate
- How to Build a Profitable Customer Base
- Interpreting Financial Statements
- Introduction to Financial Statements
- Investing 101
- Understanding Financial Statements

Fraud

- Common Frauds and Scams
- Consumer Lending Fraud
- Elder Financial Abuse
- Mortgage Fraud
- Real Estate Wire Fraud Awareness

General Banking

- Bank Bribery Act
- Ethics for Bankers
- Federal Deposit Insurance Corporation (FDIC)
- Introduction to Consumer Lending
- Payments 101: Part 1: Checks and Cards
- Payments 101: Part 2: ACH and Wire Transfers
- Principles of Banking Overview
- Regulatory Exam Process
- Regulatory Exam Types
- Understanding UDAAP

Health & Safety

- Back Safety
- Coronavirus Preparedness for Employers and Employees
- Earthquake Preparedness
- Everyday Ergonomics
- First Aid Basics
- H1N1 Flu Preparedness for Employees
- H1N1 Flu Preparedness for Empoyers
- Hazard Communication
- Health and Safety for Small Business
- Incident Investigation
- Ladder Safety
- Manual Material Handling and Back Safety
- O□ce Ergonomics
- O□ce Safety
- Safe Driving

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For more detailed information, visit