

# 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 Officers
- Bank Secrecy Act - CDD & EDD Procedures
- Bank Secrecy Act - CIP for Prepaid Cards
- Bank Secrecy Act - Customer Due Diligence and Beneficial Ownership
- Bank Secrecy Act - Customer Identification Program (CIP)
- Bank Secrecy Act - Developing a Customer Identification Program
- 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 - Risk Assessments
- Bank Secrecy Act - Seasoned Bankers
- Bank Secrecy Act - Senior Management and Directors
- Combating Human Trafficking
- Combating Human Trafficking in California
- Combating Human Trafficking in Florida

## 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 Officers, Executives and Managers
- Robbery Response and Aftermath Techniques for Security Officers
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulations
- Security: Personnel
- Security: The Department
- Workplace Violence Issues for Security Officers

## Communication

- Basic Cultural Differences
- Business Writing: Being Effective
- Business Writing: Letters and Emails
- Business Writing: Preparation
- Business Writing: Reports and Proposals
- Communicating as a Team
- Communicating at Work
- Communicating Cross-Culturally
- Communicating Interpersonally
- 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
- Presentations That Work
- Presentations That Work in a Virtual Environment
- Report Organization and Presentation
- What is Culture?
- What is Your Culture?
- Writing Effective Emails

## Compliance - Deposit Regulations

- Credit Cards and Debit Cards
- Garnishment of Accounts Containing Federal Benefit Payments
- Introduction to Deposit Compliance
- Regulation CC: Availability Rules
- Regulation CC: Exception Holds
- Regulation CC: Funds Availability Act - In Depth
- Regulation CC: Funds Availability Act - Overview
- Regulation DD: Truth in Savings Act: In Depth
- Regulation DD: Truth in Savings Act: Overview
- Regulation E: Disclosure Requirements
- Regulation E: Gift Cards and General-Use Prepaid Cards
- Regulation E: Liability and Error Resolution
- Regulation E: Overdrafts
- Regulation E: Overview
- Regulation E: Remittance Transfer
- Regulation E and Z: Prepaid Accounts
- Regulation GG: Unlawful Internet Gambling

## Compliance - Human Resources

- Affordable Care Act for Banks
- Americans with Disabilities Act for Banks
- Anti-boycotting Compliance
- Bystander Intervention Training [Chicago Illinois]
- California and Federal Wage and Hour Laws

- California Consumer Privacy Legislation
- California Transparency in Supply Chains Act Compliance
- California Workplace Violence Prevention - For Employees
- California Workplace Violence Prevention - For Employers
- Child Abuse and Neglect Reporting Act [California] (AB1963)
- Equal Employment Opportunity and Affirmative Action
- Harassment Prevention Training [Connecticut]
- Harassment Prevention Training [New York]
- Harassment Prevention Training for Employees
- Harassment Prevention Training for Employees [California] (SB1343)
- Harassment Prevention Training for Employees [Chicago Illinois]
- Harassment Prevention Training for Supervisors
- Harassment Prevention Training for Supervisors [California] (AB1825)
- Harassment Prevention Training for Supervisors [Chicago Illinois]
- Leaves and Accommodations
- Leaves of Absence [California]
- Prevencion de acoso de Empleados
- Prevencion de acoso de Empleados [California] (SB1343)
- Prevencion de acoso de Supervisor
- Prevencion de acoso de Supervisor [California] (AB1825)
- Prevencion del acoso [Connecticut]
- Prevencion del acoso [Nueva York]
- Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California]
- Supervisory Law
- Supervisory Law [California]
- Wage and Hour
- Whistleblowing



## Compliance - Lending Regulations

- Agricultural Lending
- Appraisal Standards
- Community Reinvestment Act: In Depth
- Community Reinvestment Act: Overview
- Compliance Issues for Commercial Lenders
- Fair Debt Collection Practices Act
- Fair Housing Act
- Fair Housing Act for Banks
- Fair Lending: Frontline
- Fair Lending: Marketing
- Fair Lending: Overview
- Fair Lending: Risk Management
- Fair Lending: Types of Discrimination
- FCRA: Affiliate 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: Sufficient 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
- Regulation B: Credit Applications

- Regulation B: Equal Credit Opportunity Act - Overview
- Regulation B: Special Purpose Credit Programs (SPCP)
- Regulation BB: Community Reinvestment Act
- Regulation M: Consumer Leasing
- Regulation O: Insider Lending - In Depth
- Regulation O: Insider Lending - Overview
- Regulation U: Margin Stock
- Regulation Z: Ability to Repay and Qualified Mortgages
- Regulation Z: Adjustable Rate Mortgage Loans
- Regulation Z: APR and Finance Charges
- Regulation Z: Closed-End Credit (Non-Real Estate)
- Regulation Z: Closed-End Credit (Real Estate)
- Regulation Z: Credit Card Rules
- Regulation Z: High Cost Mortgage Loans (HOEPA)
- Regulation Z: High Priced Mortgage Loans (HPML)
- Regulation Z: Loan Originator Compensation
- Regulation Z: Open-End Credit (Non-Real Estate)
- Regulation Z: Open-End Credit (Real Estate)
- Regulation Z: Overview
- Regulation Z: PACE Financing
- Regulation Z: Periodic Statements
- Regulation Z: Private Education Loans
- Regulation Z: Right of Rescission
- RESPA: Disclosure Requirements
- RESPA: Escrow
- RESPA: Homeownership Counseling Notice
- RESPA: Kickbacks and Affiliated Business Arrangements
- RESPA: Overview
- SAFE Act Training for MLOs
- SAFE Act Training for Program Administrators
- Servicemembers Civil Relief Act
- Small Business Lending Rule (1071) : Applicability
- Small Business Lending Rule (1071) : Data Points



- Small Business Lending Rule (1071) : Firewall Requirements
- Small Business Lending Rule (1071) : In-Depth
- Small Business Lending Rule (1071) : Practical Application

## **Compliance - Other**

- Advertising Compliance: Overview
- Advertising Compliance: Closed-End Credit
- Advertising Compliance: Deposits
- Advertising Compliance: Open-End Credit
- CAN-SPAM Act
- Children's Online Privacy Protection Act for Banks
- E-Sign Act
- FDIC Membership Signage & Statements
- Gramm-Leach-Bliley Act Overview
- How to comply with HIPAA: A General Overview
- Nondeposit Investment Products
- Red Flags Identity Theft: 26 Red Flags
- Red Flags Identity Theft: The Program
- Regulation D: Reserve Requirements
- Regulation P & Gramm-Leach-Bliley Act
- Regulation P: Consumer Privacy - Customer vs. Consumer
- Regulation P: Consumer Privacy - Exceptions (Sections 13, 14, 15)
- Regulation P: Consumer Privacy - In Depth
- Regulation P: Consumer Privacy - Overview
- 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
- 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 Effectiveness
- 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**

- Consumer Lending Fraud
- Elder Financial Abuse
- Emerging Fraud Risks
- Mortgage Fraud
- Real Estate Wire Fraud Awareness
- Synthetic Identity Fraud

## 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 Series
- H1N1 Flu Preparedness for Employees
- H1N1 Flu Preparedness for Employers
- Hazard Communication
- Health and Safety for Small Business
- Incident Investigation
- Ladder Safety
- Manual Material Handling and Back Safety
- Office Ergonomics
- Office Safety
- Safe Driving Series
- Safety and Health Awareness
- Safety Attitudes and Actions
- Safety in Fire Prevention
- Slips, Trips and Falls

## HSA/IRA

- Conversions
- Establishing an IRA
- Funding HSAs
- Handling IRA Legal Issues

- HSA Basics
- HSA Distribution Issues
- HSA Portability and Compliance
- HSAs: Introduction and Establishment
- IRA Beneficiary Options
- IRA Compliance
- IRA Contributions
- IRA Distributions
- IRA Required Reporting
- IRA to IRA Transfers and Rollovers
- Traditional IRA RMDs

## Human Resources

- Alternative Dispute Resolution (ADR) Series
- Best Practices for Returning to Work for Employees
- Best Practices for Returning to Work for Employers
- Coaching for Improved Performance
- Compensation and Benefits Planning for Small Business
- Creativity and Innovation in the Workplace
- Delivering Effective Feedback
- Developing Diverse Teams
- Discharging an Employee
- Diversity and Inclusion in the Workplace
- Doing Performance Reviews
- Effective Approaches to Employee Discipline
- Effective Performance Feedback
- Employee Discipline
- Employee Performance Recognition
- Equitable Treatment: A Guide for Supervisors
- Establishing Performance Goals and Expectations
- Flexible Work Arrangement and Your Organization
- Gender Identity
- Handling Violence in the Workplace
- Hiring Right
- Hiring Right in a Virtual Environment



- Interviewing Job Candidates
- Let's Talk about Racism
- Multigenerational Workforce
- Performance Appraisal Basics
- Returning to the Workplace During a Pandemic
- Skills for Interviewing
- Train the Trainer
- Unconscious Bias
- Workplace and Personal Skills Certificate
- Workplace Bullying: Prevention and Response

## Information Security

- AI Information Security
- Best Practices for Creating Prompts for AI
- Business Continuity Management for Banks
- Clean Desk Policy
- Cloud Computing: An Introduction
- Colorado Consumer Data Privacy Legislation
- Cyber and Information Security Overview for Employees
- Cyber and Information Security Overview for Sr. Management and Directors
- Fundamentals of IT Security
- Introduction to Generative AI
- IT Security: Business E-mail Compromise
- IT Security: Corporate Account Takeover
- IT Security: Credential Stuffing
- IT Security: E-mail Security Awareness
- IT Security: It Begins With You
- IT Security: Mobile Phone Security Awareness
- IT Security: Password Security Awareness
- IT Security: Phishing Awareness
- IT Security: Ransomware
- IT Security: Safe Web Browsing
- IT Security: Work Off-Site
- Managing Mobile Devices for Banks
- Overview of Basic Tools for AI
- Phishing and Ransomware
- Social Engineering Awareness
- Supply Chain Cybersecurity

- Virginia Consumer Data Privacy Legislation
- Workstation Security Essentials for Bank Employees

## Management/Leadership

- Acting Effectively on a Team
- Change Management
- Conflict Management
- Coping with Change
- Creating the Wins of Change, Getting More Satisfaction at Work
- Decision Making & Problem Solving Series
- Delegation
- Developing A Strong Leadership Team
- Effective Leadership
- Employee Motivation
- Empowering Your People
- Enjoying Win-Win Work Relationships
- Five Steps to Effective Coaching
- From Peer to Supervisor
- Getting Past Stress, Worry and Anxiety
- Introduction to Risk Management
- Leadership for the Future
- Making Sense of Change, Uncertainty and Stress
- Managing a Remote Workforce
- Managing Change
- Managing Stress For Positive Change
- Meeting Effectiveness
- Negotiating Skills for the Professional
- Operations Management
- Planning for Success Series
- Problem Solving in the Workplace
- Problem Solving: The 5 Steps
- Project Management: Getting Ready
- Project Management: Goals and Stakeholders
- Project Management: The Basics
- Project Risk Management
- Responding Successfully to Change for Winner Results
- Running a Virtual Office

- Running Effective Meetings
- Running Effective Teams
- Strategic Management Certificate (Series)
- Strategic Management for Your Organization Series
- Succeed as a Supervisor
- Team Problem Solving
- Time Management
- Unfair Competition
- Using Leadership Basics
- Work Process Basics

## Marketing

- Fundamentals of Web-Based Marketing
- Increasing Web Site Traffic
- Marketing and Customer Service
- Marketing Basics
- Marketing Basics for Business Websites
- Marketing Opportunities
- Marketing Series
- Social Media and Your Organization
- Social Media for Banks
- Social Media Marketing
- The Marketing Mix

## Personal Development

- Attention to Detail
- Business Etiquette: Accelerate Your Career
- Critical Thinking in the Workplace
- Developing Brand You
- Developing Your Career Path
- Identifying and Avoiding Burnout
- Individual Anger Management
- Individual Goal Contract
- Individual Goal Personalization
- Individual Goal Setting
- Individual Goals and Challenges
- Individual Leadership Power
- Individual Listening Skills
- Individual Priority Management

- Individual Productivity Enhancement
- Introduction to Emotional Intelligence
- Managing Anxiety During a Pandemic
- Managing Work and Family
- Managing Workplace Stress
- Managing Your Career Path
- Networking Your Career Path
- Reaching Personal Goals
- Strategies for Achieving Goals
- Time Management for Employees
- Working from Home Effectively

## Regulatory Required Course Bundles

- Required Regulatory Course Bundle: Audit
- Required Regulatory Course Bundle: Bank Security
- Required Regulatory Course Bundle: BSA/AML
- Required Regulatory Course Bundle: Compliance
- Required Regulatory Course Bundle: Deposit
- Required Regulatory Course Bundle: Finance
- Required Regulatory Course Bundle: Human Resources
- Required Regulatory Course Bundle: IT Security
- Required Regulatory Course Bundle: Lending
- Required Regulatory Course Bundle: Marketing
- Required Regulatory Course Bundle: Operations
- Required Regulatory Course Bundle: Sr. Mgmt and Board of Directors

## Telephone Skills

- Communicating Through Accents
- Creating a Climate for Rapport
- Effective Listening
- Establishing Control of the Call
- Establishing Rapport While on the Phone
- Maintaining Rapport
- Positive Call Management
- Questioning Skills
- Regaining Control of the Call
- Telephone Basics

- Telephone Techniques
- Telepro Online

### **Teller Training**

- Balancing 101
- Check Cashing
- Checks 101
- Currency 101
- Deposits 101
- Handling Money
- Introduction to Compliance for Tellers
- Teller Basics
- Understanding Endorsements