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: 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 Trafficking

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

For more detailed information, visit icba.org/education or call ICBA Education at 800-422-7285.
• 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: 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 Leaves of Absence
• California and Federal Wage and Hour Laws
• California Consumer Privacy Legislation
• California Transparency in Supply Chains Act Compliance
• 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 [California] (SB1343)
• Harassment Prevention Training for Employees [Chicago Illinois]
• Harassment Prevention Training for Supervisors [California] (AB1825)
• Harassment Prevention Training for Supervisors [Chicago Illinois]
• Leaves and Accommodations
• Life Cycle of a Leave 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
• Compliance Issues for Commercial Lenders
• Fair Debt Collection Practices Act

For more detailed information, visit icba.org/education or call ICBA Education at 800-422-7285.
• 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 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: 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

**Compliance—Other**
• Advertising Compliance
• CAN-SPAM Act
• Children’s Online Privacy Protection Act for Banks
• E-Sign Act
• Gramm-Leach-Bliley Act Overview
• How to comply with HIPAA: A General Overview
• Nondeposit Investment Products

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• Red Flags Identity Theft: 26 Red Flags
• Red Flags Identity Theft: The Program
• Regulation D: Reserve Requirements
• 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
• 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 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
• 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

For more detailed information, visit icba.org/education or call ICBA Education at 800-422-7285.
• 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
• 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
• 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 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
• 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
• Supporting Gender Identity and Expressions
• Train the Trainer
• Unconscious Bias
• Workplace and Personal Skills Certificate
• Workplace Bullying: Prevention and Response

Information Security
• Business Continuity Management for Banks
• Clean Desk Policy
• Cloud Computing: An Introduction
• Colorado Consumer Data Privacy Legislation
Management/Leadership
• Acting Effectively on a Team
• Change Management
• Conflict Management
• Coping with Change
• Creating the Wins of Change, Getting More Satisfaction at Work
• Delegation
• Developing A Strong Leadership Team
• Effective Leadership
• 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
• 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
• Strategic Management for Your Organization
• 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
• Business Etiquette: Accelerate Your Career
• 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 Meeting 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