



# ONLINE TRAINING »

## 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 SECURITY

- 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 & Aftermath Techniques
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulation
- Security: Personnel
- Security: The Department
- The Annual Security Program Report
- Workplace Violence Issues for Security Officers
- Workstation Security for Bank Employees

## COMMUNICATION

- 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
- Email Protocol
- Enhancing Your Speaking Skills
- Presentations That Work
- Report Organization and Presentation
- Telephone Techniques
- Writing Effective Emails

## COMPLIANCE – BANK REGULATIONS

- Advertising Compliance
- Agricultural Lending
- Appraisal Standards
- 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
- Children’s Online Privacy Protection Act for Banks
- Combating Human Trafficking
- Compliance Issues for Commercial Lenders
- Consumer Lending Fraud
- Credit Cards and Debit Cards
- Elder Financial Abuse
- Fair Debt Collection Practices Act
- Fair Lending
- FCRA: Consumer Reports
- FCRA: Medical Rules and Affiliate Marketing
- FCRA: Risk Based Pricing
- FCRA: Using Consumer Reports and Furnishing Information
- Federal Deposit Insurance Corporation (FDIC)



## COMPLIANCE – BANK REGULATIONS CONT.

- Flood Disaster Protection Act
- Garnishment of Accounts Containing Federal Benefit Payments
- Home Mortgage Disclosure Act: In Depth
- Home Mortgage Disclosure Act: Practical Application
- Introduction to Consumer Lending
- Introduction to Deposit Compliance
- Introduction to Lending Compliance
- Military Lending Act
- Mortgage Fraud
- Mortgage Servicing: Large Servicer
- Mortgage Servicing: Small Servicer
- Nondeposit Investment Products
- Payments 101: Part 1 – Check and Credit Cards
- Payments 101: Part 2 – ACH & Wire Transfers
- Red Flags Identity Theft Prevention Programs
- 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 CC: Funds Availability Act – In Depth
- Regulation CC: Funds Availability Act – Overview
- Regulation D: Reserve Requirements
- Regulation DD: Truth in Savings Act
- Regulation E: Electronic Funds Transfer Act
- Regulation GG: Unlawful Internet Gambling
- Regulation M: Consumer Lending
- Regulation O: Insider Lending – In Depth
- Regulation O: Insider Lending – Overview
- Regulation P: Consumer Privacy – In Depth
- Regulation P: Consumer Privacy – Overview
- 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
- Right to Financial Privacy
- SAFE Act Training for MLOs
- SAFE Act Training for Program Administrators
- Servicemembers Civil Relief Act
- Telephone Consumer Protection Act
- Understanding UDAAP

## CUSTOMER SERVICE / SALES

- Creating Valuable Customer Relationships
- Customer First Series
- Employee Motivation
- 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
- Telepro Online
- The 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
- Investing 101
- Understanding Financial Statements

## 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 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

- Affordable Care Act for Banks
- Americans with Disabilities Act for Banks
- Americans with Disabilities Act for Frontline Staff
- Americans with Disabilities Act for Managers
- Anti-boycotting Compliance
- 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
- Equal Employment Opportunity and Affirmative Action for Managers and Supervisors
- Equal Employment Opportunity and Affirmative Action for Senior Management and HR
- Equitable Treatment: A Guide for Supervisors
- Establishing Performance Goals & Expectations
- Ethics for Bankers
- Flexible Work Arrangement and Your Organization
- Handling Violence in the Workplace
- 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 Supervisors
- Harassment Prevention Training for Supervisors [California] (AB1825)
- Hiring Right
- Interviewing Job Candidates
- Leaves and Accommodations
- Let's Talk about Racism
- Performance Appraisal Basics
- Prevención de acoso de Empleados
- Prevención de acoso de Empleados [California] [SB1343]
- Prevención de acoso de Supervisor
- Prevención de acoso de Supervisor [California] (AB1825)
- Prevención del acoso [Connecticut]
- Prevención del acoso [Nueva York]
- Returning to the Workplace During a Pandemic
- Skills for Interviewing
- Supervisory Law
- Train the Trainer
- Unconscious Bias
- Wage and Hour
- Whistleblowing
- Workplace Bullying – Prevention and Response
- Workplace and Personal Skills Certificate

## INFORMATION SECURITY

- Business Continuity Management for Banks
- Cloud Computing – An Introduction
- Common Frauds and Scams
- Cyber & Information Security Overview for Employees
- Cyber & Information Security Overview for Sr. Management & Directors
- Fundamentals of IT Security
- Gramm-Leach-Bliley Act Overview
- How to Comply with HIPAA – A General Overview
- Managing Mobile Devices for Banks
- Phishing and Ransomware

## MANAGEMENT / LEADERSHIP

- Acting Effectively on a Team
- Change Management
- Change Management Series
- Conflict Management
- Delegating
- Delegation
- Developing A Strong Leadership Team
- Effective Leadership
- Empowering Your People
- Five Steps to Effective Coaching
- From Peer to Supervisor
- Introduction to Emotional Intelligence
- Introduction to Risk Management



## MANAGEMENT / LEADERSHIP CONT.

- Leadership for the Future
- Managing Stress For Positive Change
- Meeting Effectiveness
- Negotiating Skills for the Professional
- Operations Management
- Problem Solving in the Workplace
- Problem Solving: The 5 Steps
- Project Management
- 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
- Marketing Basics
- Marketing Opportunities
- Social Media and Your Organization
- Social Media for Banks
- Social Media Marketing

## PERSONAL DEVELOPMENT

- Business Etiquette: Accelerate Your Career
- Developing Brand You
- Developing Your Career Path
- Email Etiquette
- 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
- Managing a Remote Workforce

- Managing Anxiety During a Pandemic
- Managing Work and Family
- Managing Workplace Stress
- Managing Your Career Path
- Networking Your Career Path
- Reaching Personal Goals
- Running A Virtual Office
- Strategies for Meeting Goals
- Time Management for Employees
- Working from Home Effectively

## TELLER TRAINING

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

## STATE OF CALIFORNIA SPECIFIC COURSES

- California and Federal Leaves of Absence
- California and Federal Wage and Hour Laws
- California Consumer Privacy Act
- California Transparency in Supply Chains Act Compliance
- Harassment Prevention Training for Employees [California] [SB1343]
- Harassment Prevention Training for Supervisors [California] [AB1825]
- Life Cycle of a Leave of Absence [California]
- Prevencion de acoso de empleados [California] [SB1343]
- Prevencion de acoso de Supervisor [California] [AB1825]
- Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California]
- Supervisory Law [California]

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