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

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)

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

LEARN MORE. LEARN FORWARD.
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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: Disclosure Requirements
• Regulation E: Liability and Error Resolution
• Regulation E: Overdrafts
• Regulation E: Overview
• Regulation E: Remittance Transfers
• 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: 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
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HEALTH & SAFETY CONT.
• 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
• 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]

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
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MANAGEMENT / LEADERSHIP CONT.
- Empowering Your People
- Five Steps to Effective Coaching
- From Peer to Supervisor
- Introduction to Emotional Intelligence
- Introduction to Risk Management
- 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 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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