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

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

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 Housing Act
• Fair Housing Act for Banks
• Fair Lending
• FCRA: Affiliate Marketing
• FCRA: Consumer Reports
• FCRA: Duties for Furnishing Information
• FCRA: Overview
• FCRA: Protection of Medical Information
• FCRA: Risk Based Pricing
• Federal Deposit Insurance Corporation (FDIC)
• Flood Disaster Protection Act

LEARN MORE. LEARN FORWARD.
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COMPLIANCE – BANK REGULATIONS CONT.

- 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
- Principles of Banking Overview
- Real Estate Wire Fraud Awareness
- Red Flags Identity Theft: 26 Red Flags
- Red Flags Identity Theft: The Program
- Regulation B: Adverse Action
- Regulation B: Appraisal Rules
- Regulation B: Credit Applications
- Regulation BB: Community Reinvestment Act
- Regulation C: Funds Availability Act – In Depth
- Regulation CC: Funds Availability Act – Overview
- Regulation D: Reserve Requirements
- Regulation DD: Truth in Savings Act – In Depth
- Regulation DD: Truth in Savings Act – Overview
- Regulation E: Disclosure Requirements
- Regulation E: Gift Cards & General-Use Prepaid Cards
- Regulation E: Liability and Error Resolution
- Regulation E: Overdrafts
- Regulation E: Overview
- Regulation E: Remittance Transfers
- Regulation E & Z: Prepaid Accounts
- 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
- Regulatory Exam Process
- Regulatory Exam Types
- 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
- Systematic Selling - The Complete Program
- 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
- Introduction to 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
### HEALTH & SAFETY CONT.
- 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
- Alternative Dispute Resolution
- Americans with Disabilities Act for Banks
- 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]
- 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
- Hiring Right in a Virtual Environment
- Interviewing Job Candidates
- Leaves and Accommodations
- Let’s Talk about Racism
- Multigenerational Workforce
- 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
- Supporting Gender Identity and Expression
- Train the Trainer
- Unconscious Bias
- Wage and Hour
- Whistleblowing
- Workplace and Personal Skills Certificate
- Workplace Bullying – Prevention and Response

### INFORMATION SECURITY
- Business Continuity Management for Banks
- Clean Desk Policy
- 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
- 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
- Phishing and Ransomware
- Social Engineering Awareness
- Supply Chain Cybersecurity
- Synthetic Identity Fraud
- Workstation Security Essentials for Bank Employees
ONLINE TRAINING

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
- Leadership for the Future
- 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 Started
- Project Management: Goals and Stakeholders
- Project Management: The Basics
- Project Risk 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

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
- Child Abuse and Neglect Reporting Act [California] [AB1963]
- 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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