<table>
<thead>
<tr>
<th>AUDIT</th>
<th>COMUNICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Auditing A Community Bank Trust Department</td>
<td>• Basic Cultural Differences</td>
</tr>
<tr>
<td>• Auditing Assets</td>
<td>• Business Writing: Being Effective</td>
</tr>
<tr>
<td>• Auditing Liabilities and Other Activities</td>
<td>• Business Writing: Letters and Emails</td>
</tr>
<tr>
<td>• Auditing: The Basics</td>
<td>• Business Writing: Preparation</td>
</tr>
<tr>
<td>• Bank Information System Auditing</td>
<td>• Business Writing: Reports and Proposals</td>
</tr>
<tr>
<td>• Internal Auditing Working Papers</td>
<td>• Communicating as a Team</td>
</tr>
<tr>
<td>• Regulatory Accounting and Operational Auditing</td>
<td>• Communicating at Work</td>
</tr>
<tr>
<td>• Understanding Fraud for Internal Auditors</td>
<td>• Communicating Cross-Culturally</td>
</tr>
<tr>
<td></td>
<td>• Communicating Interpersonally</td>
</tr>
<tr>
<td><strong>BANK SECRECY ACT</strong></td>
<td>• Communicating Negative Messages</td>
</tr>
<tr>
<td>• Bank Secrecy Act - BSA and Compliance Officers</td>
<td>• Communicating Non-Verbally</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Customer Due Diligence and Beneficial Ownership</td>
<td>• Communicating Persuasively</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Frontline and Deposit Operations</td>
<td>• Communicating Proactively</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Information Sharing</td>
<td>• Communicating Reactively</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Lenders and Loan Operations</td>
<td>• Communication Basics</td>
</tr>
<tr>
<td>• Bank Secrecy Act - OFAC Compliance</td>
<td>• Cross Cultural Training Series</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Overview for All Personnel</td>
<td>• Culture in the Workplace</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Red Flags</td>
<td>• Email Etiquette</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Reporting and Recordkeeping</td>
<td>• Enhancing Your Speaking Skills</td>
</tr>
<tr>
<td>• Bank Secrecy Act - Senior Management and Directors</td>
<td>• Global Communications</td>
</tr>
<tr>
<td>• Combatting Human Trafficking</td>
<td>• Practice Active Listening</td>
</tr>
<tr>
<td></td>
<td>• Presentations That Work</td>
</tr>
<tr>
<td><strong>BANK SECURITY</strong></td>
<td>• Presentations That Work in a Virtual Environment</td>
</tr>
<tr>
<td>• Annual Security Program Report</td>
<td>• Report Organization and Presentation</td>
</tr>
<tr>
<td>• Bank Protection Act</td>
<td>• What is Culture?</td>
</tr>
<tr>
<td>• Crisis Management and Emergency Response Planning</td>
<td>• What is Your Culture?</td>
</tr>
<tr>
<td>• How to Respond to an Active Shooter</td>
<td>• Writing Effective Emails</td>
</tr>
<tr>
<td>• Physical Information Security</td>
<td><strong>COMPLIANCE – DEPOSIT REGULATIONS</strong></td>
</tr>
<tr>
<td>• Robbery Prevention Techniques for Security Officers, Executives and Managers</td>
<td>• Credit Cards and Debit Cards</td>
</tr>
<tr>
<td>• Robbery Response &amp; Aftermath Techniques for Security Officers</td>
<td>• Garnishment of Accounts Containing Federal Benefit Payments</td>
</tr>
<tr>
<td>• Robbery Response Techniques for All Personnel</td>
<td>• Introduction to Deposit Compliance</td>
</tr>
<tr>
<td>• Security: An Orientation</td>
<td>• Regulation CC: Funds Availability Act - In Depth</td>
</tr>
<tr>
<td>• Security: Laws, Rules and Regulation</td>
<td>• Regulation CC: Funds Availability Act - Overview</td>
</tr>
<tr>
<td>• Security: Personnel</td>
<td>• Regulation DD: Truth in Savings Act - In Depth</td>
</tr>
<tr>
<td>• Security: The Department</td>
<td>• Regulation DD: Truth in Savings Act - Overview</td>
</tr>
<tr>
<td>• Workplace Violence Issues for Security Officers</td>
<td>• Regulation E: Disclosure Requirements</td>
</tr>
<tr>
<td></td>
<td>• Regulation E: Gift Cards &amp; General-Use Prepaid Cards</td>
</tr>
<tr>
<td></td>
<td>• Regulation E: Liability and Error Resolution</td>
</tr>
<tr>
<td></td>
<td>• Regulation E: Overdrafts</td>
</tr>
</tbody>
</table>

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ONLINE COURSES

COMPLIANCE - DEPOSIT REGULATIONS CONT’D
• Regulation E: Overview
• Regulation E: Remittance Transfer
• Regulation E & 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
• 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
• 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
• 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
• Introduction to Lending Compliance
• Homeowners Protection Act
• 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 Z: Ability to Repay and Qualified Mortgages
• Regulation Z: Adjustible 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
• 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
• 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

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ONLINE COURSES

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 Credit Cards
• Payments 101: Part 2 - ACH & 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
• 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 & Expectations
• Flexible Work Arrangement and Your Organization

LEARN MORE. LEARN FORWARD.
HUMAN RESOURCES CONT’D
• 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
• Cyber & Information Security Overview for Employees
• Cyber & Information Security Overview for Sr. Management & Directors
• Fundamentals of IT Security
• 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
• 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
• Delegating
• 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
PERSONAL DEVELOPMENT CONT’D

- 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

- CBU Mandatory Courses - Audit
- CBU Mandatory Courses - Bank Security
- CBU Mandatory Courses - BSA/AML
- CBU Mandatory Courses - Compliance
- CBU Mandatory Courses - Deposit
- CBU Mandatory Courses - Finance
- CBU Mandatory Courses - Human Resources
- CBU Mandatory Courses - IT Security
- CBU Mandatory Courses - Lending
- CBU Mandatory Courses - Marketing
- CBU Mandatory Courses - Operations
- CBU Mandatory Courses - Sr. Mgmt & 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

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