ONLINE COURSES — June 2023

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
- Combating Human Trafficking

BANK SECURITY
- Annual Security Program Report
- Bank Protection Act
- 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 for Security Officers
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulation
- Security: Personnel
- Security: The Department
- Workplace Violence Issues for Security Officers

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
- 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 & General-Use Prepaid Cards
- Regulation E: Liability and Error Resolution
- Regulation E: Overdrafts

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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 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
• 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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<table>
<thead>
<tr>
<th>COURSE CATEGORY</th>
<th>COURSE TOPICS</th>
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| 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  

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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

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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

Plan Your Online Training NOW!

For more detailed information visit our website at www.icba.org/education or call Community Banker University at 800-422-7285.