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
- Combatting 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 and Aftermath Techniques for Security Officers
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulations
- 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

For more detailed information, visit icba.org/education or call ICBA Education at 800-422-7285.
• 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 and General-Use Prepaid Cards
• Regulation E: Liability and Error Resolution
• Regulation E: Overdrafts
• Regulation E: Overview
• Regulation E: Remittance Transfer
• Regulation E and 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
• California Workplace Violence Prevention - For Employees
• California Workplace Violence Prevention - For Employers
• 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
For more detailed information, visit icba.org/education or call ICBA Education at 800-422-7285.
• Telephone Consumer Protection Act

**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 Cards
- Payments 101: Part 2: ACH and 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

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• 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 and Expectations
• Flexible Work Arrangement and Your Organization
• 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
• AI Information Security
• Best Practices for Creating Prompts for AI
• Business Continuity Management for Banks
• Clean Desk Policy
• Cloud Computing: An Introduction
• Colorado Consumer Data Privacy Legislation
• Cyber and Information Security Overview for Employees
• Cyber and Information Security Overview for Sr. Management and Directors
• Fundamentals of IT Security
• Introduction to Generative AI
• 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
• Overview of Basic Tools for AI
• Phishing and Ransomware
• Social Engineering Awareness
• Supply Chain Cybersecurity
• Synthetic Identity Cybersecurity
• 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
• Decision Making & Problem Solving Series
• 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
• Critical Thinking in the Workplace
• Developing Brand You
• Developing Your Career Path
• Identifying and Avoiding Burnout
• Individual Anger Management

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• 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
• 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
• Required Regulatory Course Bundle: Audit
• Required Regulatory Course Bundle: Bank Security
• Required Regulatory Course Bundle: BSA/AML
• Required Regulatory Course Bundle: Compliance
• Required Regulatory Course Bundle: Deposit
• Required Regulatory Course Bundle: Finance
• Required Regulatory Course Bundle: Human Resources
• Required Regulatory Course Bundle: IT Security
• Required Regulatory Course Bundle: Lending
• Required Regulatory Course Bundle: Marketing
• Required Regulatory Course Bundle: Operations
• Required Regulatory Course Bundle: Sr. Mgmt and 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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