



## ONLINETRAININGCOURSES

### 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 for Security Officers
- 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

### 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
- Cross Cultural Training
- Email Protocol
- Enhancing Your Speaking Skills
- Presentations That Work
- Report Organization and Presentation
- Telephone Techniques
- Writing Effective Emails

### COMPLIANCE – BANK REGULATIONS

- Advertising Compliance
- Agricultural Lending
- Appraisal Standards
- Bank Secrecy Act: BSA & Compliance Officers
- Bank Secrecy Act: Customer Due Diligence & Beneficial Ownership
- Bank Secrecy Act: Frontline & 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: Sr. Management & Directors
- Children's Online Privacy Protection Act for Banks
- Combatting Human Trafficking
- Compliance Issues for Commercial Lenders
- Consumer Credit Protection Act
- Consumer Lending Fraud
- Credit Cards and Debit Cards
- Elder Financial Abuse
- Executive Compensation Practices
- Fair Debt Collection Practices Act
- Fair Lending Laws
- 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)
- 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 – Final Rule
- Mortgage Fraud
- Mortgage Servicing: Large Servicer
- Mortgage Servicing: Small Servicer
- Principles of Banking
- Red Flags Identity Theft Prevention Programs
- Regulation B: Equal Credit Opportunity Act
- 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

**COMPLIANCE – BANK REGULATIONS CONT.**

- Regulation E: Electronic Funds Transfer Act
- Regulation GG: Unlawful Internet Gambling
- Regulation M: Consumer Leasing
- Regulation O: Insider Lending – In Depth
- Regulation O: Insider Lending – Overview
- Regulation P: Gramm-Leach-Bliley Act
- Regulation Z: Ability to Repay & Qualified Mortgages
- Regulation Z: Adjustable Rate Mortgage Loans
- Regulation Z: APR & Finance Charge
- 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 Examination Preparation
- RESPA: Disclosure Requirements
- RESPA: Escrow
- RESPA: Homeownership Counseling Notice
- RESPA: Kickbacks & Affiliated Business Arrangements
- RESPA: Overview
- Right to Financial Privacy
- SAFE Act: Registering Mortgage Loan Originators
- Servicemembers Civil Relief Act
- Social Media for Banks
- Understanding UDAAP

**COMPUTER SKILLS**

- Cloud Computing: An Introduction
- Microsoft Office Access 2010
- Microsoft Office Excel 2010
- Microsoft Office Outlook 2010
- Microsoft Office PowerPoint 2010
- Microsoft Office Word 2010

**CUSTOMER SERVICE / SALES**

- Creating Valuable Customer Relationships
- Customer First Series
- Employee Motivation
- Marketing
- New Accounts: Product Knowledge & Cross-Selling
- Sales in Just Great Service!
- Social Media Marketing
- Systematic Selling – The Complete Program
- Telepro Online
- The Value of Brands

**FINANCE**

- Basic Business Finance
- Basics of Budgeting
- Financial Management for Small Business Cert.
- How to Build a Profitable Customer Base
- Interpreting Financial Statements
- Introduction to Financial Statements

**HEALTH & SAFETY**

- First Aid Basics
- HazCom 2012 for Workers
- H1N1 Flue Preparedness for Employees
- H1N1 Flue Preparedness for Employers
- Health & Safety for Small Business
- Ladder Safety
- Manual Material Handling and Back Safety
- Office Ergonomics
- Office Safety
- Safe Driving Series
- Safety Attitudes and Actions
- Safety in Fire Prevention
- Slips, Trips and Falls

**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
- 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
- Doing Performance Reviews
- Effective Approaches to Employee Discipline
- Effective Performance Feedback
- Employee Disciplining
- Employee Performance Recognition
- Equal Employment Opportunity and Affirmative Action for Managers and Supervisors
- Equal Employment Opportunity and Affirmative Action for Sr. Management & HR
- Equitable Treatment: A Guide for Supervisors
- Establishing Performance Goals & Expectations
- Ethics for Bankers
- Family and Medical Leave Act
- Handling Violence in the Workplace
- Hiring Right
- Job Candidate Interviewing
- Leaves and Accommodations
- Performance Appraisal Basics

**HUMAN RESOURCES CONT.**

- Performance Management
- Prevencion al Acoso para Empleados (Federal)
- Prevenir el acoso y la discriminacion ilegal para supervisors (Federal)
- Preventing Harassment and Illegal Discrimination for Employees (Federal)
- Preventing Harassment and Illegal Discrimination for Supervisors (Federal)
- Preventing Sexual Harassment and Illegal Discrimination in New York
- Succession Planning
- Train the Trainer
- Valuing Diversity
- Wage and Hour
- Whistleblowing
- Workplace and Personal Skills Certificate

**INFORMATION SECURITY**

- Card Security Breaches
- Common Frauds and Scams
- Gramm-Leach-Bliley Act Primer on Privacy
- How to Comply with HIPAA – A General Overview
- IT Security for Banks
- IT Security Primer
- Managing Mobile Devices for Banks
- Phishing and Ransomware

**MANAGEMENT / LEADERSHIP**

- Acting Effectively on a Team
- Change Management
- Change Management Program
- Conflict Management
- Delegating
- Delegation
- Developing A Strong Leadership Team
- From Peer to Supervisor
- Introduction to Emotional Intelligence
- Introduction to Risk Management
- Leadership for the Future
- Making Change Successful, not Stressful
- Meeting Effectiveness
- Negotiating Skills for the Professional
- Operations Management
- Planning for Success
- 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

**MANAGEMENT / LEADERSHIP CONT.**

- Unfair Competition
- Using Leadership Basics
- Work Process Basics

**PERSONAL DEVELOPMENT**

- Developing Brand You
- Employee Time Management
- 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
- Reaching Personal Goals
- Running A Virtual Office
- Strategies for Meeting Goals

**TELLER TRAINING**

- Balancing 101
- Check Processing
- 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 Transparency in Supply Chains Act Compliance
- Lifecycle of a Leave of Absence: Family
- Lifecycle of a Leave of Absence: Medical
- Lifecycle of a Leave of Absence: Military and Other Leaves
- Lifecycle of a Leave of Absence: Pregnancy
- Prevencion al Acoso para Empleados
- Prevenir el Acoso y la Discriminacion Ilegal para Supervisores
- Preventing Harassment and Illegal Discrimination for Employees
- Preventing Harassment and Illegal Discrimination for Supervisors
- Supervisor’s Guide to Meals, Rests, Wages and Hours Worked
- Supervisory Law