### 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 Essentials for Bank Employees

### 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
- Payments 101: Part 1 – Checks & Credit Cards
- Payments 101: Part 2 – ACH & Wire Transfers
- 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
- Regulation E: Electronic Funds Transfer Act
- Regulation GG: Unlawful Internet Gambling

### 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
- Enhancing Your Speaking Skills
- Presentations That Work
- Report Organization and Presentation
- Telephone Techniques
- Writing Effective Emails
# Compliance – Bank Regulations Cont.

- 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

# Finance

- Basics of Budgeting
- Business Finance Basics
- How to Build a Profitable Customer Base
- Interpreting Financial Statements

# Health & 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 & Safety for Small Business
- Incident Investigation
- Ladder Safety
- Manual Material Handling and Back Safety
- Office Safety
- Safe Driving
- Safety and Health Awareness
- Safety Attitudes and Actions
- Safety in Fire Prevention
- Slips, Trips and Falls

# Human Resources

- Affordable Care Act for Banks
- Americans with Disabilities Act Training for Banks
- Americans with Disabilities Act Training for Frontline Staff
- Americans with Disabilities Act Training 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
- Diversity in the Workplace
- 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 Senior 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
- Harassment Prevention Training [Connecticut]
- Harassment Prevention Training [New York]

# 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 Basics
- New Business Development: Cold Calling
- Product Knowledge & Cross-Selling
- Providing Service Excellence
- Sales is Just Great Service!
- Sales: Closing
- Sales: Cold Calls
- Sales: Qualifying Prospects
- Sales: Team Effectiveness
- Sales: Telephone Skills
- Sales: The Basics
- Selling Your Idea
- Social Media Marketing
- Telepro Online
- The Value of Brands
ONLINE TRAINING COURSES

HUMAN RESOURCES CONT.

• Harassment Prevention Training for Employees [California] (SB1343)
• Harassment Prevention Training for Employees [US]
• Harassment Prevention Training for Supervisors [California] (AB1825)
• Harassment Prevention Training for Supervisors [US]
• Hiring Right
• Interviewing Job Candidate
• Leaves and Accommodations
• Performance Appraisal Basics
• Prevencion de acoso de Supervisor [US]
• Prevencion de acoo de Empleados [California] (SB1343)
• Prevencion de acoso de Empleados [US]
• Prevencion de acoso de Supervisor [California] (SB1825)
• Prevencin del acoso [Connecticut]
• Prevencion del acoso [New York]
• Succession Planning
• Supervisory Law
• Train-the-Trainer (3 Modules)
• Wage and Hour
• Whistleblowing
• Workplace and Personal Skills Certificate

INFORMATION SECURITY

• 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
• Managing Mobile Devices for Banks
• Phishing and Ransomware

MANAGEMENT / LEADERSHIP

• Acting Effectively on a Team
• Change Management
• Change Management Series
• Conflict Management
• Delegating
• Delegation
• Developing A Strong Leadership Team
• Empowering Your People
• 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
• Problem Solving in the Workplace
• Problem Solving: The 5 Steps
• Project Management
• Running Effective Meetings
• Running Effective Teams
• Strategic Management Certificate

MANAGEMENT / LEADERSHIP CONT.

• Strategic Management for Your Organization
• Succeed as a Supervisor
• Team Problem Solving
• Time Management
• Unfair Competition
• Using Leadership Basics
• Work Process Basics

PERSONAL DEVELOPMENT

• Business Etiquette: Accelerate Your Career
• Developing Brand You
• Email Etiquette
• 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
• Managing Workplace Stress
• Managing Your Career Path
• Networking Your Career Path
• Reaching Personal Goals
• Running A Virtual Office
• Strategies for Meeting Goals
• Time Management for Employees

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 Consumer Privacy Act
• California Transparency in Supply Chains Act Compliance
• Prevencion del acoso para los empleados de California (cumple con SB1343)
• Prevencion del acoso para los supervisores de California (cumple con AB1825)
• Preventing Harassment and Illegal Discrimination for Employees (SB1343 Compliant)
• Preventing Harassment and Illegal Discrimination for Supervisors (AB1825 Compliant)
• Supervisor’s Guide to Meals, Rests, Wages and Hours Worked
• Supervisory Law - California