

# Audit Certificate Program Course Catalog

## Area 1: Introduction to Community Bank Auditing

### Auditing: The Basics

This course is designed to introduce you to internal auditing and provide tools and step-by-step procedures to establish and maintain an effective internal audit function within your bank.

#### *Learning Objectives:*

- The steps to establish and internal audit function
- Phases of a complete audit cycle
- Methods for documenting and evaluating internal controls
- Various approaches for reporting audit results
- Sampling techniques
- The importance of following up on audit recommendations
- Auditor responsibilities concerning fraud

#### *Course Outline:*

- Understanding the Auditor's Role
- Planning an Audit
- Internal Controls and Fieldwork
- Internal Audit Plan and Other Administrative Matters
- Reporting Audit Results
- Fraud

### Regulatory Accounting and Operational Auditing

Regulatory accounting and operational auditing are integral elements of the role of the internal auditor. In this course, we will introduce you to these concepts by discussing bank financial statements, asset/liability management, operational auditing, compliance auditing, and the CAMELS bank rating system.

#### *Learning Objectives:*

- Understand and evaluate bank financial statements
- Explain how an auditor helps asset/liability management
- Understand bank operational audits and compliance audits
- Understand the Uniform Financial Institution Rating Systems (CAMELS\_

#### *Course Outline:*

- Understanding Bank Financial Statements

- Asset-Liability Management
- Bank Operational Auditing
- Auditing Excel Spreadsheets and Validating Models
- Uniform Financial Institution Rating System

## **Sarbanes-Oxley Act Primer**

This course will explain the Sarbanes-Oxley Act and describe some of the obligations it imposes – particularly for the senior management of public companies.

### *Learning Objectives:*

- Identify the provisions and obligations covered under the Sarbanes-Oxley Act
- Describe the penalties for non-compliance with the Act
- Understand the trading restrictions stated by the Act
- Identify the importance of audit committees
- Describe the importance of anonymous non-compliance submissions and whistleblower protection
- Identify disclosure obligations under the Act

### *Course Outline:*

- The Sarbanes-Oxley Act
- Certification
- Profits and Bonuses
- Updated Loan Information
- New Trading Restrictions
- Audit Committees
- Protection, Disclosure and Penalties

## **Introduction to Risk Management**

Risk has been the mainspring of commerce for centuries. Managing risks to achieve economic gain and avoid economic loss is just as essential for corporate CEOs in the 21st century as it was for Venetian merchants in the 15th century. However, in an increasingly competitive and complex world, the effective management of risk has now become an essential skill for all levels within a business. Even with a plethora of frameworks, guidelines, and models to choose from, there is no 'silver bullet.' Is it practical to address risk effectively by delegating responsibility to a standardized, 'one size fits all' approach, with resources to match? Defects in risk management practices are causing losses amounting to billions of dollars. Boards of Directors are being challenged to accept responsibility for managing risk. International public accounting firms are strongly advising businesses to return to the basics of risk and risk management. This online course lays the foundation for an understanding of business risk. It examines the topic of risk, places it in an historical context, views it from the perspective of business, and takes a long, hard look at how corporate-wide risk management is faring today, and what can be done to improve it.

### *Learning Objectives:*

- Review the nature and history of risk, and appreciate how significant risk has been, and continues to be, to business today
- Explore risk terminology and understand how terms relate to each other
- Gain insight into different aspects of risk and how it can impact an organization
- Understand the discipline of risk management, and why it is becoming more important to business, more than ever before, and an integral component of corporate governance.

### *Course Outline:*

- Elements of Risk
- Risk in Business
- Risk Management
- Risk Management Process

## **Internal Auditing Working Papers**

Audit workpapers are critical in documenting evidence that supports the auditor's objectives, procedures, findings and recommendations.

### *Learning Objectives:*

- Discuss the different uses for audit workpapers
- Accurately document and file workpapers
- Develop a risk-based annual audit plan
- Use electronic means to automate some workpaper functions

### *Course Outline:*

- Purpose of Audit Workpapers
- Guidelines for Workpaper Documentation
- Workpaper Organization
- Annual Audit Plan Development Based on Risk
- Electronic Audit Workpapers
- Workpaper examples and resources

## **Understanding Fraud for Internal Auditors**

Banks lose millions of dollars each year because of fraud. The internal auditor should be able to understand the types of fraud that threaten community banks, the indicators of those frauds, and ensure adequate controls are in place to reduce the impact of fraud.

### *Learning Objectives:*

- Identify common types of fraud
- Ensure that the necessary policies procedures, processes and controls at your bank are in place to detect and prevent fraud

### *Course Outline:*

- Understanding Fraud
- Who Commits Fraud?
- Detecting and Preventing Fraud
- Types of fraud and methods to protect against them

### **Business Writing: Being Effective**

This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message.

### *Learning Objectives:*

- Conduct research and generate ideas
- Use the various methods of organizing data
- Identify data organizational patterns
- Compose a solid first draft
- Understand how to revise a document
- Overcome problems good proofreaders tackle
- Compare proofreading of routine and complex documents

### *Course Outline:*

- Research and Ideas
- Organizing Data
- Patterns of Organization
- Writing Good Sentences & Paragraphs
- Revising Messages
- Proofreading Techniques

## **Area 2: Auditing Assets & Liabilities**

### ***Interpreting Financial Statements (4 Modules)***

Keeping track of finances is an important part of small business success. This four-part e-learning program provides clear and concise guidelines that will help business owners use financial statements to track, understand and manage their business finances.

Module #1: Introduction to Financial Statements

Module #2: Understanding Financial Statements

- Explain what a Profit and Loss Statement is and what it is used for
- Explain the use of a Profit and Loss Summary

- Explain the use of a Projected Profit and Loss Statement
- Explain what a Balance Sheet is

#### Module #3: Understanding Cash Flow

- Identify the benefits of regular cash flow analysis
- Describe the three elements of a Cash Flow Statement
- List the steps in preparing a Cash Flow Statement
- Explain aging of accounts and state why it is important
- Describe how to prepare an Accounts Receivable Aging Report

#### Module #4: Understanding Ratios

- Explain what financial ratios are and how they are calculated
- Identify the uses of financial ratios
- Give examples of operating ratios and explain how they are used
- Give examples of solvency ratios and explain how they are used
- Calculate several commonly used ratios using the formulas provided

### **Deposits 101**

In the United States the primary functions of the banking industry are accepting deposits and extending credit. These two principles form the foundation of the American banking system. Accepting deposits is primarily the responsibility of a bank's tellers. Tellers are the people who, on a daily basis, process customers' money into checking, savings and other types of accounts. This course will provide you with an understanding of the deposit side of banking.

#### *Learning Objectives:*

- Discuss the common types of accounts
- Identify the common components of a deposit
- Ensure the deposit slips you process are filled out accurately
- Discuss the different types of deposits customer may make
- Discuss the concept of debits and credits

#### *Course Outline:*

- Deposit account types
- Deposit slips (elements, completing, security, types)
- Types of deposits

### **Auditing Assets**

The purpose of this course is to introduce you to the principles of internal auditing for assets and provide you with the tools needed to implement better audit programs and procedures when auditing assets. During this course, you will review the specific qualities of an account that an auditor attempts to test. After completing this course, you will understand the overall objectives for auditing assets.

### *Learning Objectives:*

- *Ensure proper controls are in place at the bank for loans, allowance for loan and lease losses and the credit functions, other real estate owned and repossessed property, investments, cash and due from banks and additional assets.*

### *Course Outline:*

- Auditing Loans
- Auditing the Allowance for Loan and Lease Losses
- Auditing O.R.E.O and Repossessed Property
- Auditing Investments
- Auditing Cash and Due From Banks

## **Auditing Liabilities and Other Activities**

The purpose of this course is to introduce you to the principles of internal auditing for liabilities. After completing this course, you will understand the overall objectives for auditing liabilities, which will enable you to design and implement better audit programs and procedures when auditing liabilities. You should be able to test the policies, procedures, processes and controls at your bank concerning liabilities to ensure function and compliance.

### *Learning Objectives:*

- *Be able to test the policies, procedures, processes and controls at your bank concerning liabilities to ensure function and compliance.*

### *Course Outline:*

- Auditing Deposits
- Official Checks and Other Liabilities
- Other Borrowings
- Auditing Remote Deposit Capture
- Auditing Wire Transfer and ACH Activities

## **Area 3: Compliance Auditing**

### **Regulatory Examination Preparation**

Compliance examinations are the primary means regulatory agencies use to determine whether a financial institution is meeting its responsibility to comply with the requirements of federal consumer protection laws and regulations. Regulators accomplish this by examining a banks policies and procedures to ensure compliance with the federal banking regulations. This course discusses the examination purpose and

process and common concerns within various regulations. This course is intended for management, directors, and compliance personnel.

*Learning Objectives:*

- Prepare your bank for a regulatory examination
- Explain how regulatory agencies rate banks
- Identify common concerns many banks have when it comes to complying with key regulatory areas

*Course Outline:*

- Regulatory Examinations
- The Examination Process
- Common concerns
- The Fair Credit Reporting Act

## **Introduction to Deposit Compliance**

Deposit accounts are a necessity for all financial institutions. There are several laws and regulations that surround deposit accounts, the transactions that occur within them, and related products and services. This course will provide an overview of many of those regulations. This course is intended for a variety of job functions within the bank. Those that open deposit accounts, those that discuss transaction activity with customers such as tellers and lenders, deposit operations personnel, management and directors.

*Course Outline:*

- Regulation DD – Truth in Savings Act
- Regulation CC – Expedited Funds Availability Act
- Regulation E – Electronic Funds Transfer Act
- Regulation D – Reserve Requirements
- Regulation GG – Unlawful Internet Gambling
- E-Sign Act
- Bank Secrecy Act
- Privacy (Regulation P & Financial Privacy)
- Marketing Rules (Advertising, UDAAP, TCPA, CAN-SPAM, COPPA)
- Fair Credit Reporting Act/FACTA
- Community Reinvestment Act
- Non-deposit Investment Products (NDIP)
- Bank Bribery Act

## **Regulation E: The Electronic Funds Transfer Act**

Regulation E, also known as the Electronic Funds Transfer Act (EFTA), establishes the basic rights, liabilities, and responsibilities of consumers who use electronic fund transfer services and of financial institutions that offer these services. Its goal is to protect

consumers who engage in these activities. This course discusses, in depth, the rules that banks must follow to ensure their policies and procedures are compliant with the regulation.

*Learning Objectives:*

- Ensure all the necessary disclosure policies required by Regulation E are in place at your bank
- Review bank protocols regarding electronic fund transfers are fully compliant with Regulation E
- Ensure your bank is keeping the necessary electronic fund transfer records
- Review bank policy to ensure that all other requirements of Regulation E are being met

*Course Outline:*

- Coverages and Exemptions
- Disclosures and Notices
- Customer Liability
- Error Resolution
- Preauthorized Transfers
- Open End Loans
- EFT Requirements
- Relation to Other Laws and Record Retention
- Remittance Transfers

## **Introduction to Lending Compliance**

Banking laws and regulations have existed for decades however since the financial crisis beginning in 2008, the amount of regulations have grown significantly, mostly in part due to the enactment of the Dodd Frank Consumer Protection Act of 2010. It is imperative that lenders, loan operation staff, management and board of directors are aware the compliance rules when accepting and originating applications for credit at their banks. This course will provide an overview of the laws and regulations that affect the lending side of the bank. This course is intended for a variety of job whom work in the lending area of the bank, including loan assistants, credit departments, lenders, loan operations, management, and board of directors.

*Course Outline:*

- Fair Lending Laws (Reg B – ECOA, FHA, HMDA, CRA)
- Mortgage Lending (Reg Z, Reg X – RESPA, Reg B, Flood, SAFE Act, E-Sign Act)
- Military Lending (MLA, SCRA)
- Bank Secrecy Act/OFAC
- Privacy (Regulation P & Financial Privacy)
- Consumer Protection (UDAAP, FDCPA)
- Marketing Rules (Advertising, TCPA, CAN-SPAM)
- Fair Credit Reporting Act/FACTA

- Regulation U
- Regulation O
- Bank Bribery Act

## **Regulation Z: Overview**

Regulation Z or the Truth in Lending Act, is one of the most complex regulations within banking. The regulation encompasses several laws or acts and has been amended over and over. The regulation requires creditors to disclose the terms and cost of consumer credit transactions along with a host of other things. This course will provide an overview of each of the subparts within the Truth in Lending Act. This course is intended for those working in the consumer lending arena, both real estate and non-real estate.

### *Learning Objectives:*

- Understand what loan types apply to Regulation Z
- Determine what a finance charge is in order to calculate the APR
- Acknowledge the requirements of closed-end credit for both real estate and non-real estate secured loans
- Acknowledge the requirements of open-end credit for both real estate and non-real estate secured loans
- Identify other miscellaneous provision of Regulation Z

### *Course Outline:*

- Coverage
- APR & Finance Charge
- General Closed-end Credit
- Closed-end Credit – Non-Real Estate
- Closed-end Credit – Real Estate
- General Open-end Credit
- Open-end Credit – Non-Real Estate
- Open-end Credit – Real Estate
- Loan Originator Compensation
- Mortgage Servicing
- Advertising

## **Flood Disaster Protection Act**

The National Flood Insurance Program (NFIP) was created to help property owners protect themselves financially. The Flood Disaster Protection Act, its amendments and implementing regulations, make the purchase of flood insurance mandatory when a designated loan is located or will be located in a Special Flood Hazard Area. This course will discuss the flood insurance requirements in detail to ensure compliance with the laws. It will also provide best practices for monitoring the banks real estate secured loans for flood compliance. This course is intended for all personnel involved in real

estate secured lending, including lenders, loan assistants, loan operations, and compliance.

*Learning Objectives:*

- Know when to obtain a standard flood hazard determination form
- Understand what is required for acceptance of a private flood insurance policy
- Know how to provide the proper notices and disclosures
- Ensure you have sufficient insurance coverage for applicable loans
- Understand when escrow is required
- Understand when force placement occurs
- Implement best practices for ensuring flood insurance requirements are met

*Course Outline:*

- Coverage
- Private Flood Insurance Rules
- Standard Flood Hazard Determination Form & Fees
- Notices and Disclosures
- Sufficient Coverage
- Escrow
- Force Placement
- Best Practices

## **Appraisal Standards**

Real estate appraisal regulations ensure that appraisals are performed by competent appraisers in accordance with uniform standards. The regulations are designed to help financial institutions avoid losses resulting from overvalued real estate collateral. This course will provide you with a complete guide to the appraisal standards you need to ensure you are in compliance. This course is intended for those personnel in charge of ordering appraisals, reviewing completed appraisals and performing real estate evaluations.

*Learning Objectives:*

- Ensure proper policies and procedures regarding real estate appraisal are in place at your bank
- Discuss the difference between state certified and state licensed appraisers
- Ensure the appraisers your bank employs have the necessary qualifications

*Course Outline:*

- Background
- Administration
- Transactions Requiring Appraisals
- Appraisers
- Other Real Estate Appraisal Requirements

## **Consumer Lending Fraud**

Consumer lending fraud is troubling not only because it cost banks, businesses, and customers large sums, it erodes confidence in banks` ability to extend credit - a cornerstone of the American economy. This course explores consumer lending fraud by first discussing the basic forms it can take and then discussing real life examples of different types of consumer lending fraud. This course is intended for lenders and lending operations personnel.

### *Learning Objectives:*

- Explain how identity theft and misrepresentation enable consumer lending fraud
- Enact bank policies and procedures to mitigate the effects of different types of consumer lending fraud

### *Course Outline:*

- How Fraud Occurs
- Credit Card Fraud
- Debit Card Fraud
- Student Loan Fraud
- Car Loan Fraud

## **Mortgage Fraud**

Mortgage fraud is a serious topic in the banking industry. It is important bankers are aware of the damage mortgage fraud can do to the finances and reputations of banks and their customers. This course introduces common indicators of mortgage fraud, the mechanics of popular mortgage schemes, and what bankers can do to help prevent mortgage fraud.

### *Learning Objectives:*

- Define mortgage fraud
- Identify common indicators of mortgage fraud
- Identify common mortgage fraud schemes
- Help your bank prevent mortgage fraud

### *Course Outline:*

- Mortgage Fraud Schemes
- Ensuring that all instances of mortgage fraud at your institution are reported accurately
- Indicators of Mortgage Fraud
- Preventing Mortgage Fraud

## **Red Flags Identity Theft Prevention Programs**

Every financial institution must develop and implement a written identity theft prevention program that is designed to detect, prevent, and mitigate identity theft in connection with the opening of an account. This course discusses the information you need to implement and maintain a fully compliance program at your bank. This course is intended for all personnel of the bank including, frontline, lenders, operations, and compliance.

### *Learning Objectives:*

- Explain the necessary components of a Red Flags Identity Theft Prevention Program
- Establish a Red Flags Identity Theft Prevention Program at your bank
- Understand the change of address policies your bank is required to have as a part of its Red Flags Identity Theft Prevention Program Implement proper Red Flags Identity Theft Prevention Program training policies for staff at your bank

### *Course Outline:*

- Overview
- Establishing the Program
- Change of Address Requirements
- Recordkeeping and Enforcement
- Fraud Alerts
- Examples
- Notice of possible identity theft

## **Understanding UDAAP**

Unfair, deceptive, or abusive acts and practices (UDAAP) can cause significant financial injury to consumers, erode consumer confidence, and undermine the financial marketplace. Federal Regulations make it illegal for any provider of consumer financial products or services to engage in unfair, deceptive or abusive acts or practices. This course introduces UDAAP and how to create policies and procedures and products and services that will not violate the federal regulations. This course is intended for all personnel.

### *Learning Objectives:*

- Define UDAAP
- Explain what an unfair, deceptive or abusive act or practice is
- Identify acts and practices that prompt CFPB to take UDAAP enforcement action
- Create and maintain a UDAAP compliance program

### *Course Outline:*

- What is UDAAP
- Sample UDAAP Violations
- Creating a UDAAP Compliance Program

## **Area 4: Bank Information Systems**

### ***Fundamentals of IT Security***

IT Security is a serious concern for every business. As the value of customer and internal data increases, so do the number of threats in existence. This course describes the fundamentals of information technology security and what your organization has to do to stay protected today and in the future. This course is intended for information security officers and departments.

### *Learning Objectives:*

- Understand the value of data
- Identify the types of threats to data security that exist
- Define key concepts and terms regarding information technology
- Understand the role physical security play in protecting information

### *Course Outline:*

- The Problem (data value and targets, sources and types of attacks)
- Information Security Concepts and Program
- Network and Security Basic Terminology
- The Castle Concept (desktop management, remote access, physical access)

### **Fraud Awareness and Detection**

This course is not intended to make you an expert of fraud in the workplace but rather to help you recognize situations that raise issues of fraud and to help you deal with them appropriately and effectively. Topics covered in this course include types of occupational fraud, billing schemes, skimming, check tampering, bribery and kickbacks, expense reimbursement schemes, payroll fraud, non-cash misappropriations, cash larceny, social engineering, and consequences of fraud.

### *Learning Objectives:*

- Identify the main categories of occupational fraud
- Identify the types of billing schemes and their warning signs
- Describe what is skimming
- Identify the common ways of check tampering and the warning signs

- Understand the clues present in cases of bribery and kickbacks
- Describe the different types of expense reimbursements schemes
- Identify the different types of payroll fraud
- Define cash larceny and understand the warning signs
- Understand the importance of recognizing social engineering

*Course Outline:*

- Frauds and Scams
- Reporting

### **Bank Information System Auditing**

The pace of change in the financial services industry is staggering. Competition and technology have driven the development of new products and services faster than ever before. New capabilities in networking, home banking, and Internet products have dramatically changed the way banks do business. This course will provide internal auditors with the tools needed to understand the basics of bank processing systems and the control issues surrounding them.

*Learning Objectives:*

- Audit information systems at your bank to ensure the effectiveness of organization and management controls, system security administration and access controls, operational controls, system and program development controls, disaster recovery plan, and the controls governing the relationship with service bureaus.

*Course Outline:*

- Organization and Management Controls
- System Security Administration and Access Controls
- Operational Controls
- System and Program Development Controls
- Physical Security and Environmental Controls
- Disaster Recovery and Contingency Planning
- Vendor Management
- E-banking Activities

### **Crisis Management and Emergency Response Planning**

This course is intended to help you recognize and deal with crises that can occur that affect companies and their employees. We will address the key components of crisis management and emergency response planning and how they apply to full-time and part-time employees, including managers, supervisory and non-supervisory personnel. This program could also apply to those who perform Company work at home or elsewhere off-site, as well as to temporary employees and independent contractors.

### *Learning Objectives:*

- Define crisis management
- List the types of crises
- How to identify and manage crises
- Know the purpose and key components of a Crisis Management Policy
- Describe the key steps in emergency planning
- Identify and assess potential emergencies and your response capabilities
- Create and implement an emergency Response Plan
- Select methods to evaluate the effectiveness of the ERP
- Develop a process for continuous improvement of the plan
- Provide effective emergency responses
- Understand employee and employer responsibilities for crisis management and emergency response planning

### *Course Outline:*

- About Crisis Management
- Crisis Management Policy
- The Crisis Management Team
- Managing Crises
- Worker Responsibilities
- Company Response
- Case Studies
- About Emergency Response Planning
- Types of Emergencies
- Elements of ERP
- Employer Responsibilities
- Key Steps to Response planning
- All Clear
- Recap and Resources

### **Gramm-Leach Bliley Act Overview**

Advances in information technology have enabled companies to collect, compile, analyze and deliver data around the world much more quickly and cheaply than ever before. These technological advances have also brought new challenges to protecting information privacy. The American public has shown strong concerns about the privacy of its personal information – buying habits, medical records, personal and financial information, to name just a few. With this in mind, this course presents the fundamentals on privacy regarding the use of personal information that is obtained from customers and consumers in the course of running a business and more specifically, within a financial institution.

*Learning Objectives:*

- Explain the Gramm-Leach-Bliley Act and its key purpose
- Appreciate the driving forces behind the privacy regulation
- Understand and apply key privacy terms and concepts
- Understand an organization's obligations under the privacy regulations
- Perform your job functions in a manner consistent with the privacy requirements
- Learn how an organization's Privacy Notice is properly distributed in the course of customer interaction.
- Accurately address basic questions and issues regarding privacy

*Course Outline:*

- The GLBA and Security Concepts
- Privacy Notices
- Protecting Customer Information

## **Area 5: Communicating the Results**

### **Communicating Proactively**

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models – the explanation model, agreement model and closure model – will teach you how to become a stronger, more positive communicator.

*Learning Objectives:*

- Communicate an idea, a concept or a request effectively
- Break the communication process down into specific, identifiable parts
- Analyze and understand those parts
- Avoid misunderstanding and misconceptions
- Provide positive contributions to any conversation
- Focus upon and quickly review the results of a conversation

*Course Outline:*

- The Explanation Model
- Problem Solution Guidelines
- Why Use the Explanation Model?
- The Agreement Model
- Listening for Agreement
- The Closure Model

## **Communicating Cross Culturally**

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

### *Learning Objectives:*

- Define culture
- Analyze your cultural values and those of co-workers
- Understand how cultural values influence workplace communication
- Learn to be a neutral observer
- Understand how nonverbal communication differs across cultures
- Identify cross-cultural miscommunication on the job
- Consider ways to communicate across cultures

### *Course Outline:*

- What is Culture?
- Cultural Values Explained
- The Context of Culture
- Flex for Success
- Understanding Your Own Culture
- Nonverbal Communication

## **Business Writing: Preparation**

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.

### *Learning Objectives:*

- Apply the three basic elements of business writing
- Understand how teamwork and technology affect writing
- Analyze and prepare for a writing project
- Identify the intended audience and adapt your writing
- Apply the seven writing techniques for business messages
- Understand legal concerns for writers today

### *Course Outline:*

- Basics of Business Writing

- Effects of Teams and Technology
- Analyzing the Task
- Anticipating the Audience
- Seven Writing Techniques
- Four Areas of Legal Concern

## **Report Organization and Presentation**

This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics. You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.

### *Learning Objectives:*

- Sort and interpret data
- Draw conclusions from that data
- Make appropriate recommendations from your conclusions
- Organize report data logically and clearly
- Create and provide reader cues to aid comprehension
- Turn data into the most suitable graphics
- Use graphics properly in reports

### *Course Outline:*

- Sorting and Interpreting Data
- Conclusions and Recommendations
- Organizing Data
- Providing Reader Cues

## **Presentations That Work**

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

### *Learning Objectives:*

- Identify your audience needs
- Select a topic that is based on the needs and interests of your audience
- Choose an appropriate method of delivery for your presentation

- Plan and structure the content to support the purpose and objectives of your presentation
- Apply techniques for consistent body language
- Deliver an effective presentation

*Course Outline:*

- Plan the content and strategy
- Practice the Presentation
- Deliver a Polished Presentation