



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 & 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



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 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

**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



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



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.