

Professional Skills

LEADERSHIP DEVELOPMENT
PROFESSIONAL SKILLS

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Module 6: Leading People through Change	162VR7.3	Sexual Harassment	59V3R7.1
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PROFESSIONAL SKILLS

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PROFESSIONAL SKILLS

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Module 3: Opening the Conversation	R01-3V3R7.1
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SALES
PROFESSIONAL SKILLS

Cross-Selling	50V3R7.1
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Module 3: Adding Value through Up-Selling	R02-3V3R7.1
Module 4: Overcoming Resistance	R02-4V3R7.1



Building a comprehensive training program that meets employees' needs throughout every stage of their career requires equal parts art and science. Ensuring your organization is continually aligned with industry standards and best practices is only one part of the equation. You need to strike the perfect balance between providing the core courses employees need, while also offering professional development opportunities that will help your institution attract and retain top talent.

As a leading provider of online learning solutions, BankersEdge has over a decade of experience working with hundreds of customers in the financial services industry. Explore our regulatory compliance, financial skills and professional skills courses on the following pages, and discover engaging training that improves employees' competence, drives sales and increases employee and customer satisfaction.

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Customer Satisfaction Survey

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Regulatory Compliance

LENDING COMPLIANCE REGULATORY COMPLIANCE

Commercial Compliance Overview	114V3R7.1
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Consumer Installment Loan Compliance Overview	67V3R7.1
Consumer Leasing Act — Regulation M	20V3R7.1
Equal Credit Opportunity Act — Regulation B	022V3R6.3
Fair and Accurate Credit Transactions Act (FACTA) Overview	125V3R7.1
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Fair Debt Collection Practices Act (FDCPA)	026V3R6.3
Fair Housing Act	027V3R6.4
Fair Lending Overview	001V3R6.3
Federal Regulation of Real Estate Appraisals	127V3R7.1
Flood Insurance	002V3R6.3
Home Mortgage Disclosure Act — Regulation C	030V3R6.3
Introduction to Compliance for Tellers	094V3R6.3
Introduction to Credit Card Regulations	91V3R7.1
Loans to Executive Officers — Regulation O	11V3R7.1
Real Estate Settlement Procedures Act (RESPA) — Regulation X	003V3R6.3
The S.A.F.E. Act	355V3R10.3
Truth in Lending Act — Regulation Z	004V3R6.3
Unfair and Deceptive Credit Practices — Regulation AA	40V3R6.4

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Affiliate Transactions — Regulation W	109V3R7.1
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Anti-Tying Restrictions	150V3R6.4
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Community Reinvestment Act for Intermediate Institutions	151V3R7.1
Community Reinvestment Act for Large Institutions	085V3R6.4
Community Reinvestment Act for Small Institutions	086V3R7.1
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Customer Information Security Awareness	156V4R7.2
Deposit Compliance Overview	68V3R6.4
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Office of Foreign Assets Control (OFAC)	012V3R6.3
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AML for Operations	136V3R6.3
AML for Tellers	134V3R6.3
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Anti-Terrorism Overview	58V3R6.4
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Bank Secrecy Act (BSA)	09V3R6.3
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BSA for Directors and Senior Management	C05V3R6.4
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Check 21 Act Overview	100V3R6.3
Currency Transaction Reporting	92V3R6.4
Elder Financial Abuse	149V3R6.4
Electronic Funds Transfer Act — Regulation E	008V3R6.3
Expedited Funds Availability Act — Regulation CC	005V3R6.3
Flood Insurance	002V3R6.3
Home Mortgage Disclosure Act — Regulation C	030V3R6.3
National Bank Trust Activities (12 CFR Part 9)	263V4R9.2
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Sexual Harassment	59V3R7.1
Sexual Harassment for Supervisors and Managers	C04V3R7.1
Suspicious Activity Reporting	095V3R6.3
Unlawful Internet Gambling — Regulation GG	343V3R10.2
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Financial Skills

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Fundamentals of Banking I — The Banking System	51V3R7.1
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Fundamentals of Mortgage Lending	353V9R10.3
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Home Mortgage Disclosure Act — Regulation C	030V3R6.3
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7 Things Never to Say to Your Customers	BVC1194R9.3	How to Juggle Multiple Priorities	BVC1141R9.3
Achieving Peak Performance on the Job	BVC1156R9.3	How to Resolve Conflict at Work	BVC1176R9.3
Arrest that Stress: How to Depressurize Your Work Life	BVC1180R9.3	How to See Opportunity in a Changing Workplace	BVC1202R9.3
Becoming a Coach: Bringing Out the Best in Employees	BVC1184R9.3	How to Shine in Difficult Management Situations	BVC1167R9.3
Becoming a Leader: Communication Techniques that Motivate, Guide and Inspire Employees to Excel	BVC1171R9.3	Interviewing Techniques that Help You Hire the Best	BVC1157R9.3
Better Business Grammar	BVC1073R9.3	It's Business, Not Personal: Taming Emotions in the Workplace	BVC1190R9.3
Building Cooperation: How Everyone Can Win at Work	BVC1137R9.3	Leading 20-minute Meetings That Matter	BVC1174R9.3
Communicating for Results: How to Be Clear, Concise and Credible	BVC1140R9.3	Listen & Win: How to Keep Customers Coming Back	BVC1135R9.3
Communicating to Reduce Stress on the Job	BVC1200R9.3	Listening: The Key to Productivity	BVC1152R9.3
Communicating with Customers	BVC1145R9.3	Make the Connection: How to be Effective and Productive on the Phone	BVC1181R9.3
Communicating with People on the Job	BVC1146R9.3	Managing Stress Before it Manages You	BVC1155R9.3
Conducting High-Impact, Low-Stress Performance Reviews	BVC1162R9.3	Mastering Memos	BVC1074R9.3
Creating Your Dream Team: How to Harness the Power of Teamwork	BVC1185R9.3	Motivating Employees During Organizational Change	VC1172R9.3
Do It Right The First Time: Paying Attention to Details	BVC1191R9.3	Power Writing: Techniques for Success	BVC1151R9.3
Do More in Less Time: Tame Your Workload by Dramatically Increasing Your Productivity	BVC1178R9.3	Powerful Ways to Persuade People	BVC1150R9.3
Don't Shoot The Messenger: Common Workplace Courtesies that Reduce Tension & Lower Stress	BVC1163R9.3	Professional Conduct 101:	BVC1192R9.3
Everyone's Customer Service Role	BVC1122R9.3	Vital Skills for New Employees	BVC1192R9.3
Everyone's Teamwork Role	VC1143R9.3	Resolving Conflicts: Strategies for a Winning Team	VC1138R9.3
For Employees ... Being Positive in the Workplace: Good Attitudes Are Contagious	BVC1182R9.3	Sink or Swim Teamwork: We're All in This Together	BVC1186R9.3
For Managers ... Creating a Positive Workplace: Good Attitudes Are Contagious	BVC1183R9.3	Solving People Problems on the Job	BVC1147R9.3
Get Organized and Stay Organized: The 7-Day Plan for Putting Your Work Life in Order	BVC1166R9.3	Solving (Even More) People Problems on the Job	BVC1177R9.3
Getting Cooperation: Team-Building that Works	BVC1132R9.3	Speak Like a Pro ... and Get a Standing Ovation Every Time	BVC1175R9.3
Heating up Your Cold Calls	BVC1158R9.3	Speaking to One Person or a Roomful: Proven Techniques That Will Make You a Master Communicator	BVC1187R9.3
Hiring Secrets: 12 Tips to Get Candidates to Reveal their True Selves	BVC1193R9.3	Speaking with Confidence, Clarity and Charisma	BVC1169R9.3
How to Communicate Clearly and Effectively With Employees	BVC1164R9.3	Take Back Your Time: How to Manage Your Workload and Still Have a Life	BVC1188R9.3
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		Think Like the Customer, Act Like the Owner	BVC1173R9.3
		Training to Win: Helping Employees Meet or Exceed their Goals	BVC1189R9.3
		Winning Over Even the Most Difficult Customers: Going Beyond Service with a Smile	BVC1179R9.3
		You Are The Organization	BVC1161R9.3

