

Professional Skills

LEADERSHIP DEVELOPMENT PROFESSIONAL SKILLS

Module 1: Introduction to Management Basics	160V3R7.3	Retaliation	230V5R7.4
Module 2: Time Management	164V3R7.3	Retaliation for Managers	243V5R7.4
Module 3: Business Writing	163V3R7.3	Sexual Harassment	59V3R7.1
Module 4: How to Lead and Participate Effectively in Meetings	167V3R7.3	Sexual Harassment for Supervisors and Managers	C04V3R7.1
Module 5: Coaching and Feedback	166VR37.3	Sexual Orientation	239V5R7.4
Module 6: Leading People through Change	162VR7.3	Stereotypes and Assumptions	224V5R7.4
Module 7: Handling Conflict	161V3R7.3	Veteran Status	240V5R7.4
Module 8: Sharpening Your Interviewing Skills	165V3R7.3	Workplace Inclusion	222V5R7.4
Module 9: Managing Multiple Generations at Work	168V3R7.3		
Module 10: Introduction to Project Management Concepts	262V4R8.4		

DIVERSITY AND INCLUSION PROFESSIONAL SKILLS

Age	236V5R7.4	Member Service	107V3R8.3
Barriers to Diversity	225V5R7.4	Module 1: Showing Customers You Care	R01-1V3R7.1
Cross-Cultural Business	226V4R8.4	Module 2: Using Language to Serve the Customer	R01-2V3R7.1
Cultural Diversity	223V5R7.4	Module 3: Opening the Conversation	R01-3V3R7.1
Defamation	231V5R7.4	Module 4: Diagnosing Customer Needs	R01-4V3R7.1
Defamation for Managers	244V5R7.4	Module 5: Responding to Customer Requests	R01-5V3R7.1
Discrimination	228V5R7.4	Module 6: Taming Challenging Conversations	R01-6V3R7.1
Discrimination for Managers	241V5R7.4	Module 7: That's a Wrap — Closing the Conversation	R01-7V3R7.1
Diversity Awareness	98V3R7.1		
Documentation	232V5R7.4		
Documentation for Managers	245V5R7.4		
Employees with Disabilities	237V5R7.4		
Employees with Disabilities for Managers	246V5R7.4		
Gender	235V5R7.4		
Harassment	229V5R7.4		
Harassment for Managers	242V5R7.4		
Language	227V5R7.4		
Marital Status	238V5R7.4		
Race, Color and Nationality	233V5R7.4		
Religion	234V5R7.4		

MEMBER SERVICE PROFESSIONAL SKILLS

Member Service	107V3R8.3
Module 1: Showing Customers You Care	R01-1V3R7.1
Module 2: Using Language to Serve the Customer	R01-2V3R7.1
Module 3: Opening the Conversation	R01-3V3R7.1
Module 4: Diagnosing Customer Needs	R01-4V3R7.1
Module 5: Responding to Customer Requests	R01-5V3R7.1
Module 6: Taming Challenging Conversations	R01-6V3R7.1
Module 7: That's a Wrap — Closing the Conversation	R01-7V3R7.1

SALES PROFESSIONAL SKILLS

Cross-Selling for Credit Unions	145V3R8.1
Module 1: The Other Side of Service	R02-1V3R7.1
Module 2: Adding Value through Cross-Selling	R02-2V3R7.1
Module 3: Adding Value through Up-Selling	R02-3V3R7.1
Module 4: Overcoming Resistance	R02-4V3R7.1

Course List for Credit Unions

REGULATORY COMPLIANCE

FINANCIAL SKILLS

PROFESSIONAL SKILLS

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 members 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 member satisfaction.

We chose BankersEdge over other training providers because of their expansive course selection, responsive staff and reliable content.

Customer Satisfaction Survey

bankersedgeSM

We're all about you.[®]

Regulatory Compliance

LENDING COMPLIANCE REGULATORY COMPLIANCE

Commercial Compliance Overview for Credit Unions	121V3R8.3
Community Reinvestment Act for Intermediate Institutions	151V3R7.1
Community Reinvestment Act for Large Institutions	085V3R6.4
Community Reinvestment Act for Small Institutions	086V3R7.1
Consumer Installment Loan Compliance Overview	290V3R10.1
Consumer Leasing Act — Regulation M	291V3R10.1
Equal Credit Opportunity Act — Regulation B	022V3R6.3
FACT Act Overview	255V4R8.4
Fair Credit Reporting Act (FCRA)	256V4R8.4
Fair Debt Collection Practices Act (FDCPA)	302V3R10.1
Fair Housing Act	303V3R10.1
Fair Lending Overview	82V3R8.3
Federal Regulation of Real Estate Appraisals	305V3R10.1
Flood Insurance	307V3R10.1
Home Mortgage Disclosure Act — Regulation C	317V3R10.1
Introduction to Credit Card Regulations	321V3R10.1
Loans to Executive Officers — Regulation O	11V3R7.1
Real Estate Settlement Procedures Act (RESPA) — Regulation X	330V3R11.2
The S.A.F.E. Act	355V3R10.3
Truth in Lending Act — Regulation Z	265V3R9.2
Unfair and Deceptive Credit Practices — Regulation AA	342V3R10.1

DEPOSIT COMPLIANCE REGULATORY COMPLIANCE

Advertising Compliance	278V3R10.1
Affiliate Transactions — Regulation W	109V3R7.1
Anti-Boycott Restrictions	210V4R8.1
Anti-Tying Restrictions	150V3R6.4
Bank Bribery Amendments Act	207V4R8.1
Community Reinvestment Act for Intermediate Institutions	151V3R7.1
Community Reinvestment Act for Large Institutions	085V3R6.4
Community Reinvestment Act for Small Institutions	086V3R7.1
Member and Enhanced Due Diligence (CDD/EDD)	293V3R10.1
Member Identification Program	070V3R6.3
Member Information Security Awareness	156V4R7.2
Deposit Compliance Overview for Credit Unions	87V3R8.3
Federal Deposit Insurance Corporation (FDIC)	029V3R6.3
Federal Election Campaign Act (FECA)	208V4R7.4
Fedwire® — Regulation J	306V3R10.1
Foreign Corrupt Practices Act	209V4R8.1

GLB Privacy Act (No Opt-Out)	312V3R10.1
GLB Privacy Act (Opt-Out)	313V3R10.1
Introduction to Compliance for Tellers	108V3R8.3
National Credit Union Share Insurance Fund (NCUSIF)	79V3R8.3
Office of Foreign Assets Control (OFAC)	012V3R6.3
Reserve Requirements — Regulations D and Q	07V3R6.4
Right to Financial Privacy Act (RFPA)	010V3R6.3
Sarbanes-Oxley Act Overview	103V3R7.1
Sweep Account Disclosure Requirements	264V4R9.2
Truth in Savings Act — Regulation DD	88V3R8.3

TRANSACTION COMPLIANCE REGULATORY COMPLIANCE

AML for Member Service Representatives	143V3R8.3
AML for Directors and Senior Management	148V3R8.3
AML for Lenders	141V3R8.3
AML for Operations	142V3R8.3
AML for Tellers	140V3R8.3
Anti-Money Laundering (AML)	146V3R8.3
Anti-Terrorism Overview	282V3R10.1
Bank Broker/Dealer Exemptions — Regulation R	260V4R8.4
Bank Secrecy Act (BSA)	110V3R8.3
BSA for Directors and Senior Management	C06V3R6.4
BSA for Member Service Representatives	133V3R8.3
BSA for Lenders	131V3R8.3
BSA for Operations	132V3R8.3
BSA for Tellers	130V3R8.3
BSA/AML Trust	199V4R8.1
Check 21 Act Overview	288V3R10.1
Currency Transaction Reporting	111V3R8.3
Elder Financial Abuse	297V3R10.1
Electronic Funds Transfer Act — Regulation E	298V3R10.1
Expedited Funds Availability Act — Regulation CC	83V3R8.3
Home Mortgage Disclosure Act — Regulation C	317V3R10.1
National Bank Trust Activities (12 CFR Part 9)	263V4R9.2
Providing Service to Members with Disabilities	329V3R11.2
Residential Mortgage A-B-C — Mortgage Regulations	97V3R8.3
Servicemembers Civil Relief Act (SCRA)	122V3R7.1
Sexual Harassment	59V3R7.1
Sexual Harassment for Supervisors and Managers	C04V3R7.1
Suspicious Activity Reporting for Credit Unions	112V3R8.3
Unlawful Internet Gambling — Regulation GG	343V3R10.2

Financial Skills

RETAIL BANKING FINANCIAL SKILLS

Accepting Negotiable Instruments	44V3R6.4
Automated Clearing House (ACH)	284V3R10.1
Bomb Threats and Other Security Issues	286V3R10.1
Business Continuity and Disaster Recovery	181V4R7.2
Cash-Drawer Balancing	287V3R10.1
Convenience Products and Services for Credit Unions	138V3R8.3
Counterfeiting and Forgery	292V3R10.1
Deposit Products	295V3R10.1
Deposits and Withdrawals	296V3R10.1
Ethics for Credit Union Professionals	299V3R10.1
Frauds and Scams	309V3R10.1
Fundamentals of Credit Unions I — The Financial System	310V3R10.1
Fundamentals of Credit Unions II — The Financial Institution	311V3R10.1
Handling Stop Payments	314V3R10.1
Health Savings Accounts (HSA)	120V3R7.1
Insider Trading	101V3R7.1
Insurance Disclosures	319V3R11.1
Insurance Products	320V3R10.1
Issuing Negotiable Instruments	322V3R10.1
Money Handling	324V3R10.1
New Account ID Procedures (CA-Specific)	64V3R7.1
Non-Deposit Investment Products	325V3R11.2
Nonresident Alien	206V4R7.4
Opening a Member Account	117V3R8.3
Pretext Calling and Identity Theft	257V4R8.4
Private Banking	250V4R8.1
Records Management	331V3R10.1
Red Flags of Identity Theft	254V4R8.4
Remote Deposit Capture	267V4R9.3
Robberies for Credit Unions	106V3R8.3
Safe Deposit Boxes	61V3R6.4
Savings Bonds	65V3R7.1
Security of Member Information Guidelines	139V3R8.3
Trade Finance	203V4R7.4
Trust Law Basics	340V3R10.1
Trust Services	357V3R11.3
Wire Transfers	356V3R11.1

RETIREMENT MANAGEMENT FINANCIAL SKILLS

Education Savings Accounts (ESA)	21V3R7.1
Excess IRA Contributions	144V3R7.1
Health Savings Accounts (HSA)	120V3R7.1
IRA Beneficiary Options	74V3R7.1
IRA Contributions	77V3R7.1
IRA Distributions	78V3R7.1
IRA Required Minimum Distributions	75V3R7.1
IRA Rollovers, Transfers and Direct Rollovers	76V3R7.1
Simplified Employee Pension (SEP) Plans	72V3R7.1
SIMPLE IRA Basics	73V3R7.1
Traditional Roth IRA Overview	38V3R7.1
Trust Law Basics	340V3R10.1
Trust Services	357V3R11.3

CONSUMER LENDING FINANCIAL SKILLS

Analyzing Personal Financial Statements	269V8R9.3
Consumer Credit Products	289V3R10.1
Fundamentals of Consumer Lending	352V9R10.3
Fundamentals of Mortgage Lending	353V9R10.3
High-Cost Mortgages (HOEPA)	315V3R10.1
Home Equity (Open-End Credit)	316V3R10.1
Home Mortgage Disclosure Act — Regulation C	317V3R10.1
IRS Reporting for Real Estate Transactions	126V3R7.1
Member Business Lending	81V3R8.3
Mortgage Fraud Awareness	358V3R11.3
Private Mortgage Insurance	328V3R11.2
Residential Mortgage 1-2-3 — Mortgage Process	37V3R7.1
Residential Mortgage A-B-C — Mortgage Regulations	97V3R8.3
Reverse Mortgage	334V3R10.1
Second Lien Real Estate Mortgage Loans	337V3R10.1
Subprime and Predatory Lending	159V4R7.3
Understanding SBA Eligibility	84V3R7.1
Understanding SBA Loans	89V3R7.1