Get started today with ABA Banking Foundations

Proven Professional Development

ABA's comprehensive library of online training to develop essential banking knowledge and skills

In today's environment of rapid change, having a well-trained staff is key. And people make all the difference in a bank's success. To help ensure successful onboarding and ongoing professional development, start with Banking Foundations. Over 100 courses, nine industry-recognized certificates and 23 toolkits and exercises are expertly curated to target key skills such as customer service, sales, bank management and consumer banking—in all areas of banking.

Q R

Shorter, to the point lessons for maximum impact with minimum time commitment

Quick, skill-based lessons that can be applied on the job immediately

Interactive lessons using real-world scenarios

Full course listings inside For more information, contact Monique White

Questions? Monique White Tennessee Bankers Association mwhite@tnbankers.org (615) 313-0214







Investing in a well-trained staff improves employee retention and helps grow your business. Content is designed by bankers for bankers, and is expertly produced with current best practices in corporate education.

- Courses are mobile-accessible
- Incorporates video, audio and animations with closed-captioning
- Self-checks validate understanding via true-to-life scenarios and formal assessments
- Suites, designed around a curriculum of short courses, provide comprehensive learning paths
- Access through ABA's Learning Management System (LMS) or your existing LMS

Certificates

Develop your employee's expertise as they earn an industry-recognized certificate. Banking Foundations includes nine certificate curricula in these key banking job roles.

- Bank Teller
- Branch Manager
- Customer Service Representative
- Digital Banker NEW
 - Cybersecurity Fundamentals
 - Digital Banker Suite
- Personal Bankers
- Supervisor/Team Leader
- Universal Banker
- Small Business Banker
- Bank Solutions Provider

Banking Foundations Course Listing

Onboarding Basics

Banking Basics Suite

- Bank Marketing: Building Customer Relationships
- Bank Payment Systems and Technology
- Bank Sales and Service: Expanding Customer Relationships
- Banks and Personal Wealth
 Management
- Banks and the Deposit Function
- Banks and the Economy
- Banks as a Business
- Business and International Banking Services
- Introduction to Banking
- Lending as a Cornerstone of Banking
- Safeguarding Bank Assets and the Nation
- Safeguarding the Customer and the Bank

Teller Basics Suite*

- Cash Handling
- Handling Checks
- Processing Transactions
- Providing Quality Customer Service
- Robbery and Bank Security
- The Changing Role of the Teller

Ethical Issues for Bankers

Understanding Business Bank Products

Understanding Consumer Bank Products

Workplace Essentials

Dealing Effectively with Co-Workers

- Essentials of Workplace Conduct
- **Event Networking**
- Managing Time at Work
- Sexual and Workplace

Communication Skills

- Communication Basics Suite*
- Becoming a Better Listener
- Communicating EffectivelyThe Importance of Body Language

Written Communication Suite*

- Clarity in Writing
- Effective Email Communications
- Writing for Your Audience

and more.

Verbal Communication Suite*

- Effective Conversations
- Greetings and Introductions
- Handling Customer Concerns

Online Communication Suite*

- Effective Social Media Communication
- Social Media Etiquette

Presentation Skills Suite*

- Crafting Your Message
- Delivering Your Message
- Getting Started
- Presenting Virtually

Customer Service Skills

Why Quality Customer Service Matters Suite*

- Customer Service Basics
- Handling Stress
- Handling Upset Clients
- The Importance of CommunicationThe Importance of Customer
- ServiceIncludes integrated toolkit & coaching guide

Referring Insurance and Annuity Clients

Referring Investment Clients

Referring Trust Clients

Management and Early Leadership Skills

Management Essentials Suite

- Coaching
- Corrective Action
- Effective Meetings
- Employee Recognition
- Interviewing
- Managing Performance

Leadership in Action Suite

- Authentic Leadership
- Building Collaborative Teams
- Communicating Vision
- EmpowermentManaging Change

Employment Law

Improving Productivity

Leveraging the Benefits of a Diverse Workforce

Sexual and Workplace Harassment for Managers

Consultative and Relationship Selling Skills

Relationship Sales for Small

Consultative Selling for Small

• Preparing to Call on Clients

Includes integrated toolkit &

Presenting Credit Products

Includes integrated toolkit &

Growing Small Business

Monitoring Small Business

Includes integrated toolkit &

Introduction to Analyzing

Consumer Banking

• Consumer Credit Basics

Digital Banker Suite*

Mobile Transactions

Promoting Online Safety

• Digital Customer Service

and Making Referrals

Introduction to IRAs

Mortgage Customer

Handling Mortgage Inquiries

Counseling and Pregualification

Personal Tax Return Analysis

Digital Beginnings

Moving to Mobile

Consumer Loan Processes

Consumer Credit Products

Cybersecurity Fundamentals

Fundamentals of Consumer

Small Business Products Suite*

• Presenting Retirement Products

• Presenting Treasury Management

Business Clients Suite*

Business Clients

Generating Leads

coaching guide

Products

coaching guide

Relationships Suite

Conducting Site Visits

Financial Statements

Relationships

coaching guide

Essentials

Lending Suite

Relationship Sales Suite*

• The Relationship Sales Process

Consultative Selling

Sales Planning Suite*

- Creating Sales PortfoliosManaging Client Portfolios
- Managing Cheft Portions
 Planning a Call
- Includes integrated toolkit & coaching guide

Making the Client Call Suite*

- Calling on Clients
- Identifying Client Needs
- Presenting Solutions that Match Client Needs
- Includes integrated toolkit & coaching guide

Effective Referrals Suite*

- The Referral Process
- Making Referrals

coaching guide

Preparing to Coach

coaching guide

Tele-consulting

Essentials

Cycle

Clients

Suite*

Toolkits, Exercises and Coaching Guides

These integrated resources help learners and managers reinforce skills and apply their knowledge with checklists, role-playing exercises, self-assessments, scorecards, trackers, discussion guides

Process Suite*

Includes integrated toolkit & coaching guide

Overcoming Objections Suite*

- Handling Client Questions
- Responding to Client ObjectionsClosing and Following Up

Includes integrated toolkit &

• Managing Sales Performance

• Providing Ongoing Support

Includes integrated toolkit &

Successful Sales Campaigns

Small Business Banking

Small Business Operating and Life

Fundamentals of Small

• Small Business Basics

Small Business Borrowing

• Knowing Your Small Business

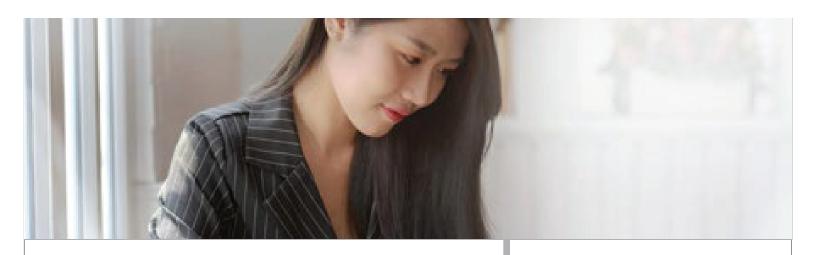
Includes integrated toolkit &

coaching guide

Communicating Credit Decisions

Business Banking

Coaching to Support the Sales





Get started today with **ABA Banking Foundations**







Additional online courses from ABA are available in a license and can be added as needed.

- Compliance
- Wealth Management and Trust
- Commercial Lending
- Risk Management
- Financial Crimes
- Bank Marketing
- Mortgage Lending
- Cybersecurity

Full course listings inside

For more information, contact Monique White.

Questions? Monique White Tennessee Bankers Association mwhite@tnbankers.org (615) 313-0214



