

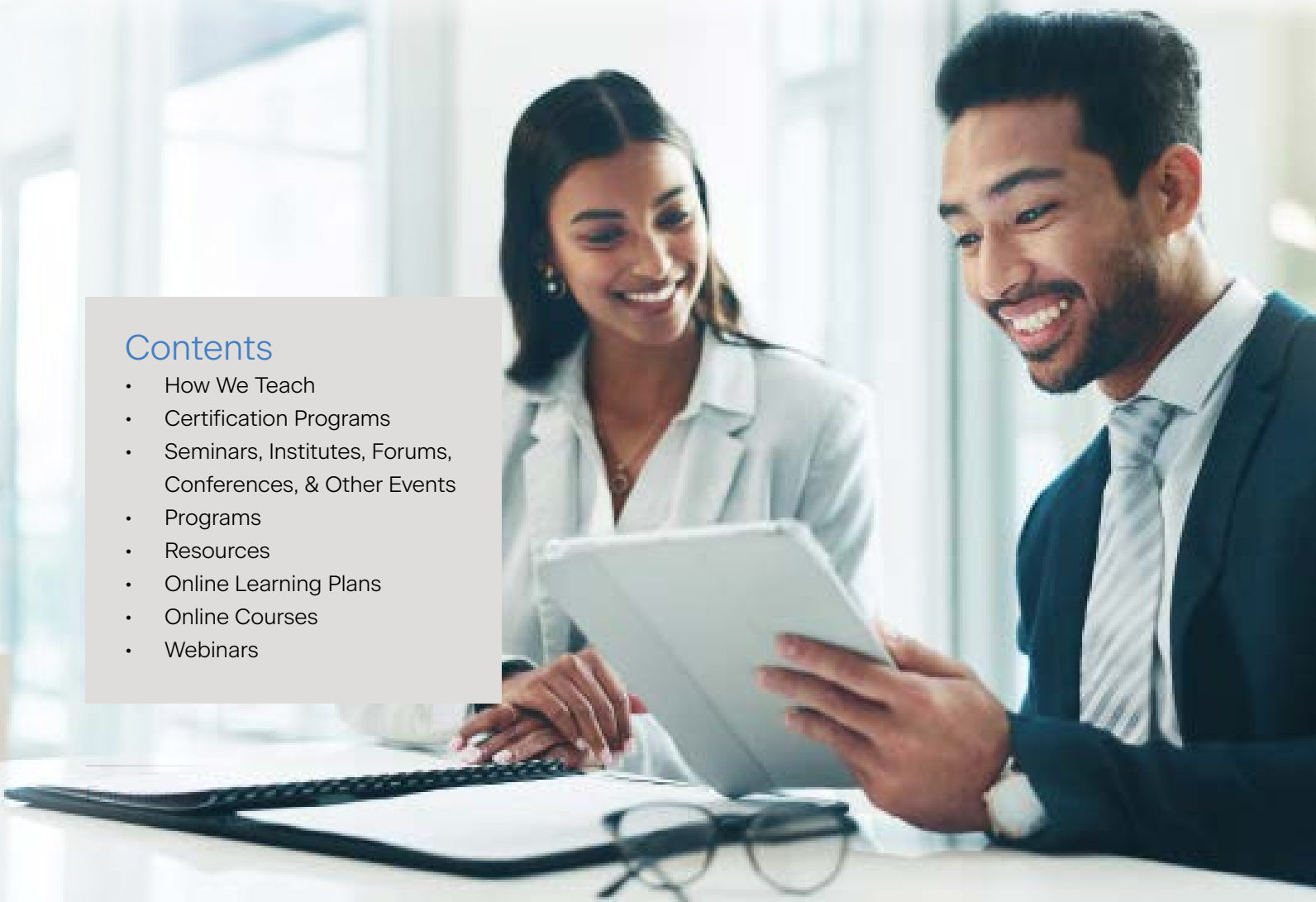
# Training & Resources Menu



ICBA Education provides community bankers with premier, industry-specific banker education for every career stage. By partnering with the industry's finest thought leaders, we bring unparalleled banker education and learning opportunities to empower and inspire America's community bankers.

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# How We Teach

## ICBA Education Delivery Methods

	In-Person Events	Livestream Events	Online Courses	Webinars*
<b>Instruction Duration</b>	1.5-6 days	.5-6 days	Self-paced	60-90 minutes
<b>Instructor Led</b>	Yes	Yes	No	Yes
<b>Instructor Q&amp;A</b>	Yes	Yes	No	Yes, when attending live
<b>Participation</b>	At designated location	Audio and on-screen	Online via LMS portal	On-demand and Livestream—audio and view of instructor
<b>Networking</b>	Yes	Yes	No	No
<b>Live CPE (As applicable to ICBA certifications)</b>	Yes	Yes	No	Yes—when attending live, not recorded
<b>Non-Live CPE (As applicable to ICBA certifications)</b>	Yes	Yes	Yes	Yes—when attendance can be verified
<b>Certificate of Completion</b>	Yes	Yes	Yes	Yes, when attending live
<b>Certification</b>	Yes, upon ICBA institute completion and additional requirements	Yes, upon ICBA institute completion and additional requirements	No	No
<b>Included in Unlimited Webinar Pass</b>	No	No	No	Yes
<b>Included in Bank Director Program</b>	Select events are discounted	Select events are discounted	20 select courses	Select webinars are discounted

ICBA offers additional resources including but not limited to video training series, bank policy templates, working papers, glossaries, manuals, and more.

\*All webinars are recorded. Recordings are available approximately 72 hours after a webinar is held live.

# Certification Programs

Managing a career in community banking requires staying current on industry trends, as well as maintaining a commitment to ongoing education and professional advancement. Through specialized certifications, community bankers can revive, nurture, and increase their knowledge base.

## ICBA offers 11 certification programs through its Institutes.

- **Auditing:** Certified Community Bank Internal Auditor (CCBIA)
- **Bank Security:** Certified Community Bank Security Officer (CCBSO)
- **BSA/AML:** Certified BSA/AML Professional (CBAP)
- **Commercial Lending:** Certified Commercial Loan Officer (CCLO)
- **Compliance:** Certified Community Bank Compliance Officer (CCBCO)
- **Consumer Lending:** Certified Community Bank Consumer Lender (CCBCL)
- **Credit Analysis:** Certified Community Bank Credit Analyst (CCBCA)
- **Data & Analytics:** Certified Community Bank Data Analyst Credit Analyst (CCBDA)
- **Enterprise Risk Management:** Certified Community Bank Risk Specialist (CCBRS)
- **Information Technology:** Certified Community Bank Technology Officer (CCBTO)
- **Marketing:** Certified Community Bank Marketing Specialist (CCBMS)

## Why certification?

Professional certifications require a vigorous understanding of the knowledge and specialized skills that are necessary to perform a job role or function with a high degree of competence. Ongoing continuing education requirements are necessary to maintain certifications and ensure currency of skills and knowledge of new industry developments.

ICBA Education is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit.

# Seminars, Institutes, Forums, Conferences, & Other Events

ICBA Education offers in-person and livestream training throughout the year to help community bankers earn Continuing Professional Education (CPE) and stay current in their fields.

## Seminars

- Advanced Call Report Seminar
- Advanced IT Seminar
- Advanced Loan Review Seminar
- Agricultural Credit Analysis Seminar
- Analyzing Your Bank's Financial Statement Seminar
- Auditing IT General Controls Seminar
- Call Report Seminar
- Cash Flow Analysis Seminar
- Commercial Loan Processor Seminar
- Commercial Real Estate Lending Seminar
- Community Bank Human Resources Seminar
- Community Bank Marketing Seminar
- Community Bank Treasury Management Seminar
- CRA to Z: How to Build a Best-in-class CRA Program
- FDICIA Seminar
- Financial Statement Analysis Seminar
- Fraud Seminar
- Identifying & Addressing Distressed Loans Seminar (formerly the Troubled Loans Seminar)
- Loan Review Seminar
- Vendor Management Seminar

## Institutes

- Audit Institute
- Bank Security Institute
- BSA/AML Institute
- Commercial Lending Institute
- Compliance Institute
- Consumer Lending Institute
- Credit Analyst Institute
- Data & Analytics Institute
- IT Institute
- Enterprise Risk Management Institute (formerly the Risk Management Institute)
- Marketing Institute

## Forums

- Bank Director Forums - Quarterly
- CFO Forum

## Conferences

- Annual Current Issues Certification Conference
- Enhancing Organizational Value Conference

## Other ICBA Events

- ICBA Capital Summit
- ICBA LEAD FWD Summit
- ICBA LIVE

# Programs

## ICBA Bank Director Program

The ICBA Bank Director Program offers director-tailored training including newsletters, online courses, expert advice, and exclusive savings and discounts. Join thousands of community bank directors who rely on this program to elevate their board's success.

### Bank Director Program Features & Benefits

#### Bank Director Video Series

This collection of seven distinct presentations is 14–20 minutes each and can be seamlessly integrated into board meetings, annual training, new director onboarding, topic revisits, or your chosen setting.

#### Online Training

Amplify the impact of your bank's board with 22 purpose-built online courses. Enhance your understanding of fundamental bank director duties and maximize your contributions to your bank 24/7, from your desktop, tablet, or mobile device.

#### Newsletter

Keep your finger on the pulse, with the Community Bank Director Newsletter, arriving bi-monthly. Dive into pertinent updates on industry events and trends, plus actionable advice tailored for community bank directors.

#### Governance Helpline

Better evaluate potential actions and their outcomes with access to corporate governance attorneys with Gerrish Smith Tuck.

#### Employment Law Hotline

Navigate tricky employment law challenges with direct access to attorneys with Jackson Lewis P.C.

#### Big Savings: Events & Resources

Become a Bank Director Program subscriber and receive discounts on an array of events and resources—from the Bank Director Current Issues Seminar at ICBA LIVE to webinars, reference guides, and other invaluable tools.

#### Compliance Quick Reference Guide

Use this guide to decode common compliance acronyms encountered in the financial services industry.

#### Exclusive Webinars

Subscribers receive complimentary director related on-demand webinars.

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## ICBA Bank Director Program—continued

### Additional Bank Director Resources—Additional Fees Apply

#### **Bank Director Bible**

Best practices and insights into issues commonly encountered by community bank directors.

#### **Bank Director Glossary**

More than 200 pages of customary terms used by regulators, executive officers, industry consultants, and attorneys. This valuable reference guide is a must have for any community bank director or officer.

#### **Boardroom Strategies for Financial Institutions**

*Boardroom Strategies for Financial Institutions* focuses on the relationships among board members and how to be effective inside the boardroom.

#### **Ultimate Guide for Bank Directors**

*The Ultimate Guide for Bank Directors* provides bank directors with the knowledge and insight necessary for performing their fiduciary responsibilities conscientiously and effectively.

## ICBA Professional Development Planner

The Professional Development Planner is an online tool that offers a detailed overview of more than 80 community bank job functions and assists employees in exploring and shaping their careers by outlining the experience, skills, and competencies needed to achieve their professional goals.

### The Professional Development Planner features:

- Insights into common bank organizational structures, job descriptions, titles, and qualifications.
- Job descriptions across 22 functions at four levels: Associate, Individual Contributor, Manager, and Strategic Leader.
- Unlimited plan creation with comprehensive support to both staff and management.
- An instructional guide with best practices for success.
- Recognized training opportunities to master required knowledge and competencies.
- On-the-job learning exercises for additional exposure and experience.
- Unlimited portal access for tracking progress and documenting notes.

# Resources

ICBA Education offers educational resources, publications, and digital tools to help your bank and its employees succeed.

## **Audit Working Papers**

Establish strong audit procedures to help support your bank's internal control environment and mitigate institution risk. Ensure a complete and comprehensive cross-departmental audit scope with this customizable resource that can be scaled to fit the size, complexity, and risk profile of your bank.

## **Bank Compliance Check Up Program**

The Bank Compliance Check Up Program provides a comprehensive system and checklists for monitoring and determining the bank's compliance with deposit, lending, administrative regulations, and other banking laws. Also included are over 40 training agendas and quizzes!

## **Bank Director Video Series**

This collection of seven distinct presentations is 14–20 minutes each and can be seamlessly integrated into board meetings, annual training, new director onboarding, topic revisits, or your chosen setting.

## **BSA/AML Video Training Series**

Five different presentations customized to provide job specific training for every member of your bank staff including Senior Management and Directors. This live action series contains fresh content, best practices, the latest hot topics in BSA/AML, and is everything your bank needs to comply with the annual training requirements.

## **Check Your Ad**

Take the guesswork out of determining the appropriate requirements for deposit and lending advertisements so that you can ensure your advertisements are compliant before an auditor or examiner finds a violation.

## **Compliance Deskbook and Bulletin Service**

The industry's premier resource for compliance information. Access regulations, important dates, agency guidance, questionnaires, and other resources in one place.

## **Compliance Working Papers**

One of the three elements of an effective compliance program is monitoring and corrective action. These compliance working papers are essential for monitoring your financial institution's compliance with federal consumer compliance laws and regulations.

## **Compliance Vault—Free to ICBA Member Banks**

A reliable search tool that helps you find answers to your regulatory compliance questions with access to over 2,500 Q&As, select eLearning courses, and documents. Find up-to-date answers about topics from across the compliance spectrum, written by ICBA Education instructors, industry compliance experts, and regulatory agencies.

## Bank Policies

Our bank policy templates provide a quick reference with thorough, easy-to-read instructions to guide you through the policy development or revision process. All policies are offered digitally and can quickly be customized.

- ADA General Accessibility Accommodations Policy
- ADA Website Accessibility Accommodations Policy
- Agricultural Lending Policy
- Appraisal and Evaluations Policy
- Bank Owned Life Insurance (BOLI)
- Bank Secrecy and Anti-Money Laundering Policy
- Bank Protection Act Policy
- Board of Directors Policy
- Branch Closing Policy
- Business Continuity Management Policy
- Business and Travel Expense Policy
- CAN SPAM Policy
- Capital, Earnings, and Dividend Policy
- Charitable Contributions Policy
- Code of Conduct and Ethics Program Policy
- Commercial Lending Policy
- Community Reinvestment Act Policy
- Compliance Management Policy
- Consumer Lending Policy
- Credit Policy
- Cross-Selling of Products and Services Policy
- Current Expected Credit Loss Policy
- Cybersecurity Policy
- Disposal of Consumer and Customer Information Policy
- Diversity and Inclusion Policy
- Do-Not-Call Policy
- Dormant Accounts Policy
- Electronic Banking Risk Management Policy
- Electronic Data Processing Policy
- Emergency Preparedness and Disaster Recovery Policy
- Environmental Risk and Liability Policy
- E-Sign Act Policy
- Executive Officer Policy
- Fair Credit Reporting Act Policy
- Fair Debt Collection Act Policy
- Fair Lending Policy
- Fixed Asset Management Policy
- Flood Insurance Policy
- Funds Management Policy
- Holding Company Policy
- Home Equity Lending Policy
- Home Mortgage Disclosure Act Reporting Policy
- Human Resources Policy
- I.T. Asset Lifecycle Policy
- Identity Theft Prevention Policy (Red Flag)
- Incident Response Plan Policy
- Information Security Program Policy
- Insider and Affiliate Credit Policy
- Interest Rate Risk Policy
- Internal and External Audit Policy
- Internal Controls Policy
- Internet and E-Mail Risk Management Policy
- Investment Policy
- Liquidity Contingency Fundings Plan Policy
- Liquidity Risk Management Policy
- Litigation Risk Policy
- Loan Review Policy
- Loan workout Policy
- Management of Country Risk Policy
- Marijuana Business and MRB Lending Policy



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## Bank Policies—continued

- Marijuana/Cannabis and MRB Policy
- Marketing Policy
- Merchant Services Policy
- Military Lending Act Policy
- Model Risk Management Policy
- Money Services Businesses Policy
- Overdrafts Policy
- Pandemic Policy
- Planning and Budgeting Policy
- Pre-Employment Background Screening Policy
- Quality Control System Policy
- Real Estate Lending Policy
- Real Estate Settlement Procedures Act Policy
- Reconsideration of Value (ROV) Policy
- Regulation B: Equal Credit Opportunity Act Policy
- Regulation CC: Expedited Funds Availability Act Policy
- Regulation D: Definitions and Reserve Requirements Policy
- Regulation DD: Deposit Account Terms Policy
- Regulation E: Electronic Funds Transfer Act
- Regulation E: International Remittance Transfer Policy
- Regulation F: Correspondent Banking Policy
- Regulation GG: Unlawful Internet Gambling Policy
- Regulation P: Consumer Privacy Policy
- Regulation Z: Loan Terms, Disclosures, and Advertising
- Remote Deposit Capture Policy
- Right to Financial Privacy Policy
- Risk Management Policy
- SAFE Act Policy
- Safe Deposit Box Policy
- Safeguarding Customer Information Policy
- Sale of Nondeposit Investments Policy
- Secondary Mortgage Market Policy
- Servicemembers Civil Relief Act Policy
- Social Media Policy and Guidelines
- Social Media Toolkit and Policy
- Technology Risk Management Policy
- Unfair and Deceptive Credit Practices Policy
- Vendor Risk Management Policy
- Wire Transfer Policy
- Work From Home Policy

# Online Learning Plans

No two banks are exactly alike and at ICBA Education we tailor training plans to meet the needs of organizations of all sizes.

## **Full Access Plans**

Access the full course catalog of over 425 courses. Each plan offers different system functionality.

- Cloud Delivery Plan
- Premium Plan
- Custom Plan
- Standard Plan

## **Online Course Bundles**

If your bank needs training on a specific area of focus, consider one of our bundle options.

- Bank Compliance Bundle
- HSA/IRA Bundle
- Workplace Compliance Bundle

## **Online Certificate Programs**

These programs can be used to enhance professional skills, gain practical training, explore banking career growth, and affirm expertise.

### **Bank-wide and individual purchaser options.**

- Principles of Banking Certificate
- Teller Specialist Certificate
- Universal Banker Certificate

### **Individual purchaser option only.**

- Audit Certificate
- Compliance Certificate
- HR Generalist Certificate
- HR Generalist Certificate [California]

# Online Courses

Build expertise and a solid foundation in key areas of the banking industry with online courses from ICBA Education.

## **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
- Combating Human Trafficking
- Combatting Human Trafficking in California
- Combatting Human Trafficking in Florida

## **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 and Aftermath Techniques for Security Officers
- Robbery Response Techniques for All Personnel
- Security: An Orientation
- Security: Laws, Rules and Regulations
- 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

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## Online Courses—continued

- 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 Livestream Environment
- Report Organization and Presentation
- What is Culture?
- What is Your Culture?
- Writing Effective Emails
- 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
- California Workplace Violence Prevention – For Employees
- California Workplace Violence Prevention – For Employers
- 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
- Leaves 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]

### **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 and General-Use Prepaid Cards
- Regulation E: Liability and Error Resolution
- Regulation E: Overdrafts
- Regulation E: Overview
- Regulation E: Remittance Transfer
- Regulation E and Z: Prepaid Accounts
- Regulation GG: Unlawful Internet Gambling

### **Compliance—Human Resources**

- Affordable Care Act for Banks
- Americans with Disabilities Act for Banks

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## Online Courses—continued

- 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
- Community Reinvestment Act - Intermediate Banks
- Community Reinvestment Act - Large Banks
- Community Reinvestment Act - Overview
- Community Reinvestment Act - Ratings
- Community Reinvestment Act - Small Banks
- 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
- Homeowners Protection Act
- Introduction to Lending Compliance
- 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 U: Margin Stock
- 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)

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## Online Courses—continued

- 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
- Small Business Lending Rule (1071) - Applicability
- Small Business Lending Rule (1071) - Data Points
- Small Business Lending Rule (1071) - Firewall Requirements
- Small Business Lending Rule (1071) - In-Depth
- Small Business Lending Rule (1071) - Practical Application

### Compliance—Other

- Advertising Compliance
- CAN-SPAM Act
- Children's Online Privacy Protection Act for Banks
- E-Sign Act
- FDIC Membership Signage & Statements
- 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

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## Online Courses—continued

- 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 Cards
- Payments 101—Part 2: ACH and 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

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## Online Courses—continued

- 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
- 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 and Expectations
- Flexible Work Arrangement and Your Organization
- Gender Identity
- Handling Violence in the Workplace
- Hiring Right
- Hiring Right in a Livestream Environment
- Inclusion in the Workplace
- Interviewing Job Candidates
- Let's Talk about Racism
- Multigenerational Workforce
- Performance Appraisal Basics
- Returning to the Workplace During a Pandemic
- Skills for Interviewing
- Train the Trainer
- Unconscious Bias
- Workplace and Personal Skills Certificate
- Workplace Bullying: Prevention and Response

### Information Security

- AI Information Security
- Best Practices for Creating AI Prompts

- Business Continuity Management for Banks
- Clean Desk Policy
- Cloud Computing: An Introduction
- Colorado Consumer Data Privacy Legislation
- Cyber and Information Security Overview for Employees
- Cyber and Information Security Overview for Sr. Management and Directors
- Fundamentals of IT Security
- Introduction to Generative AI
- 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
- Overview of Basic AI Tools
- 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



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## Online Courses—continued

- Creating the Wins of Change, Getting More Satisfaction at Work
- Decision Making & Problem Solving Series
- 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 Livestream 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 Website 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

- Attention to Detail
- Business Etiquette: Accelerate Your Career
- Critical Thinking in the Workplace
- 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

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## Online Courses—continued

- 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

### Required Regulatory Course Bundles

- Required Regulatory Course Bundle: Audit
- Required Regulatory Course Bundle: Bank Security
- Required Regulatory Course Bundle: BSA/AML
- Required Regulatory Course Bundle: Compliance
- Required Regulatory Course Bundle: Deposit
- Required Regulatory Course Bundle: Finance
- Required Regulatory Course Bundle: Human Resources
- Required Regulatory Course Bundle: IT Security
- Required Regulatory Course Bundle: Lending
- Required Regulatory Course Bundle: Marketing
- Required Regulatory Course Bundle: Operations
- Required Regulatory Course Bundle: Senior Management and 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

# Webinars

Offers specialized web-based professional training for busy community bankers like you. These instructor-led, 60–90-minute sessions keep you up to date on the latest regulatory compliance activity, corporate governance, industry best practices, and special interest topics. New webinars are offered monthly, and more than 100 webinars are available on demand.

## Format

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- Real-time
- On-demand recordings

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## 2025 Webinars

- 2025 Legislative Update
- 9 Core Risks Concerns for Agricultural Credits
- ACH for Frontline
- ACH Rules Update
- Advanced Cash Flow Analysis
- All Things Taxes
- Assessing Commercial Real Estate - Multi-Family, Office and Investment
- Assessing Farm Credit
- Banking Non-Profits
- Basic Personal & Business Tax Return Analysis
- Basics of Cash Flow
- Bomb Proofing Your Commercial Loan Documentation
- Brokered Deposits
- BSA Hot Topics
- Building a Better Community Bank Board
- Building Your RTP Business Case
- Capital Planning
- Combatting ID Theft and Other Fraudulent Activity: Do Employers Have a Role
- Community Bank Capital Raising Simplified
- Compelling Advertising for Community Banks
- Corporate Governance and Governing Documents
- Credit Analysis Basics
- Cybersecurity: Trends & What the Board Can Do
- Digitization & Compliance: How to Avoid Digital Disaster
- Effective Methods to Build Your Credit Portfolio
- Effective Social Media for the FI
- Eight Habits of Successful Bank Managers
- Ensuring Your Next Strategic Planning Session is Not B.S. (Boring Stuff)
- Family-Owned and Closely-Held Bank Strategies
- Fraud Awareness Across Generations
- High-Risk Accounts and Suspicious Activity Reporting Best Practices

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## Webinars—continued

- How to Incorporate Your Business Continuity Management (BCM) into Your Enterprise Risk Management (ERM) Program
- How to Review Appraisals - Commercial & Residential
- ICBA Community Bank Briefing May 2025
- Identity Theft: Social Engineering
- Improving Your Skills as a Commercial Banker
- Improving Your Skills as a Credit Analyst
- Introduction to Consumer Lending
- Introduction to Payment Regulations
- IRA Legal Issues
- IRA Required Minimum Distributions
- IRA Withholding Rules - And Getting Them Right
- IRAs: Handling Complex Death Claims
- Is Your Business Development A House of Cards?
- Keys to Being a Great Outside Bank Director
- Lessons Learned for Lending Compliance
- Managing Business Resilience in an Increasingly Decentralized World
- Mastering BSA Compliance: Risk Assessment, Audit Preparation, and Partner Selection
- Mobile RDC Risks, Rewards and Deposits
- Negotiation Competence for Banking Leaders
- Preparing to Mitigate and Respond to Ransomware
- Preparing Today for Community Bank Leadership Tomorrow
- Puzzle of Check Compliance
- Q1 Regulatory Compliance Updates (2025)
- Q2 Regulatory Compliance Updates (2025)
- Q3 Regulatory Compliance Updates (2025)
- Q4 Regulatory Compliance Updates (2025)
- Questioned Documentation Examination: An Addition to Your Fraud Investigation Skills
- RDC Rules and Regulations
- Recipe For an Effective Sales Environment
- Regulatory Hot Topics 2025
- Roth IRAs: What You Need to Know
- Secure Your Digital Identity: The Importance of Domain Security
- Strategic Planning for Financial Institutions – It's All about Your Strategy!
- Strategies for Succession Planning and Talent Management
- The Best Data Management Philosophy Is 'Use What You Have'
- The Future of Card Payments
- The Security and Compliance Risks and Opportunities of Utilizing Artificial Intelligence
- Treasury Management 101
- Treasury Management: A Powerful Tool to Increase Deposits and Fee Income
- Unlocking Funds - Regulation CC: Check, ACH, Wire and Cash
- Vendor Management Program – How Model Risk Fits In

### 2024 Webinars

- 7 Ways to Frustrate Attackers
- A \$10 Bonus with a Million Dollar Tax Bill — 1099 Reporting Issues for Bank Account Promos
- Action Planning for Liquidity Management through Uncertainty & Volatility for Banks
- Action Plans for Troubled Credit
- Annual Regulatory Training Requirements for Seasoned Bankers (2024)
- Assessing and Working with Client Forecasts
- Banking Law 101
- Basics of Agriculture Lending
- Basics of Cash Flow

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## Webinars—continued

- Best Practices for Loan Processing
- Bring YOUR Shoes: How to Lead by Maximizing Talent
- Brokered Deposits and Core Funding
- BSA Hot Topics
- Cash to Cash and Cash Cycle, Assessing Management's Effectiveness and Getting to the Right Line of Credit Amount
- Characteristics of Strong Risk Assessments and Tools to Monitor and Report Results
- Charter Conversions (2024)
- Check Returns & Adjustments
- Check Rules & Regulations
- Commercial and Industrial (C&I) Lending in Today's Competitive Market (2024)
- Community Bank Compensation Issues
- Community Bank Director Guide to Compliance Issues
- Community Bank Guide to Reg. W
- Community Bank Overview of Insurance Issues
- Community Bank Capital Raising Simplified
- Creating the Right Enterprise Risk Management (ERM) Program for YOUR Community Bank
- Credit Risk Hot Topics
- Customer Experience Management: Lead it or Lose It
- Data Protection Challenges for Employers
- Decoding Security: FAQ Roadmap
- Deposit Regulations Best Practices
- Early Identification of Distressed Credit Relationships
- ESOPs 101
- Essentials of Banking
- Estate Planning with Bank Stock
- Every Employee is Responsible for Relationship Growth
- Examining the Biggest Risks in the Bank: Liquidity and Lending
- Final CRA Rules for Intermediate Banks
- Final CRA Rules for Large Banks
- Final CRA Rules for Small Banks
- Five Cultural Changes that Must Become Business as Usual
- Food for Thought: Handling Check Fraud
- ICBA Community Bank Briefings 2024 Q1
- ICBA Community Bank Briefings 2024 Q2
- ICBA Community Bank Briefings 2024 Q3
- ICBA Community Bank Briefings 2024 Q4
- Improving Your Workplace Violence Program
- Incentive Compensation for Banks in 2024
- IRA Contributions and Tax Time
- IRA Distributions
- IRA Reporting Requirements
- IRA Transfers & Rollovers
- IRAs: Establishing and Amending
- IRAs: Is Your Program in Compliance
- Is it Worth the Risk? Fundamentals of Payments Risk
- Key Ratio Analysis, Getting Beyond the Numbers
- Legal Trends and Insights on Deposit Fees
- Lending Compliance Update
- Matching Customer Journey Maps with your Brand Expectations
- Mentoring Relationships: How Having a Mentor and Being a Mentor Helps You Succeed in Your Career
- Money Saving, Money Making Marketing Ideas
- Navigating the Data Privacy Landscape: How to Keep Your Employee Data Safe
- Navigating Today's M&A Environment
- Navigating Your Next Regulatory Examination

## Webinars—continued

- Navigating Zero Trust: Building Your Strategy and Roadmap
- Navigating Zero Trust: Building Your Strategy and Roadmap
- New Considerations for the New Year
- Overview of the CRA Final Rule for Bank Directors
- P2P Doesn't Have to Mean Faster Fraud
- Possible or Probable? How to Assess the Risk
- Presenting with Confidence—for Leaders
- Preventing Crime by Improving Your Observation Powers
- Q2: Regulatory Compliance Updates (2024)
- Q3: Regulatory Compliance Updates (2024)
- Q4: Regulatory Compliance Updates (2024)
- Regulatory Hot Topics 2024
- State of Fintech
- Strategic Planning for Financial Institutions: It's All about Your Strategy
- Strategic Planning in 2024: Strategies for a Shifting Economic and Regulatory Environment
- Supreme Court Shakeup: How the Supreme Court's 2023 Term Will Affect Banking
- The Art of Setting ACH Exposure Limits
- The Business Banking Blues: Non-Consumer Exception Handling
- The Economic Whipsaw - What Comes Next for Credit, Earnings, & Capital?
- The Whimsical World of Business Email Compromise
- They Posted What?!? Managing Employee Social Media Use
- Three Key Risk Assessments in Your ERM Program: ERM, IT, and Internal Controls

- You Are the Future of Banking: Making Connections throughout Your Journey is Key to Your Success
- Unclaimed Property Reporting Considerations
- What Financial Institutions May Be Missing in Their Compliance Portfolios – OFCCP Compliance
- What Is Your Deposit Study Missing?

### 2023 Webinars

- AI Demystified: 101
- AI Use Cases: How Banks Are Putting AI to Work
- Annual Regulatory Training Requirements for Seasoned Bankers
- Back It Up! ACH for Operations
- Balance Sheets for Bank Marketers
- Basics of Banking, Overview, What We Do!
- BSA Hot Topics
- BSA/AML Model Evolution in a Rapidly Changing World: How Recent Changes in Technology and Current Events Are Affecting Our BSA/AML Programs
- CAMELS, Understanding How Your Bank Is Measured
- Cannabis in Banking
- Capital Strategies for the Current Environment
- Cash to Cash and Cash Cycle, Assessing Management's Effectiveness and Getting to the Right Line of Credit Amount
- Community Bank Expense Practices (What to Do and What Not to Do)
- Community Development Services and Loans
- Corporate Governance for Banks and Bank Holding Companies
- CRA Strategies

## Webinars—continued

- Credit Boot Camp 2023 Part 1—Financial Analysis: What's the Question?
- Credit Boot Camp 2023 Part 2—Qualitative Analysis: Events that Make the Numbers
- Credit Boot Camp 2023 Part 3—Cash Flow & Repayment: The Line of Credit
- Credit Boot Camp 2023 Part 4—Cash Flow Assessment & Repayment: Term Loan Analysis
- Credit Boot Camp 2023 Part 5—Proper Credit Structure
- Credit Boot Camp 2023 Part 6—Managing Credit Risk After the Close
- Credit Boot Camp Series 2023
- Credit Committee Presentations and Effective Communication
- Credit Risk: CECL, Stress Testing, and Where We Go from Here
- Customer Due Diligence Best Practices
- Demystifying AI: Regulatory Environment
- Digital Transformation Demystified—Part 1: Digital Transformation 101
- Digital Transformation Demystified—Part 2: Digital Transformation (Inside and Outside the Bank)
- Digital Transformation Demystified—Part 3: Building or Perfecting a Digital Transformation Plan
- Digital Transformation Demystified—Part 4: Working with Digital Transformation Partners
- Digital Transformation Demystified—Part 5: Preparing for Potential Challenges in Digital Transformation
- Domestic Violence and Work Environment
- Effective Marketing in a World Driven by Technology and Compliance
- Elder Fraud
- Fair Banking and How it Affects Marketing
- Handbooks: What you Need to Have, Add, or Change
- HSA Fundamentals
- HSAs: Top 10 Wrap-up (2023 Edition)
- ICBA Community Bank Briefing 2023 Q1
- ICBA Community Bank Briefing 2023 Q2
- ICBA Community Bank Briefing 2023 Q3
- ICBA Community Bank Briefing 2023 Q4
- ICBA Community Bank Briefing: Discussion of Community Reinvestment Act—Final Rule
- ICBA ThinkTECH Solutions Forum—AgTech
- ICBA ThinkTECH Solutions Forum—Fraud
- ICBA ThinkTECH Solutions Forum—Faster Payments
- If You Don't Build Trust, You Won't Build a Relationship
- Improving Your Credit Write Ups, Analyzing and Targeting Your Approach to Explain the Risk
- Integrating Your Business Continuity Management into Your Enterprise Risk Management Program
- Internal Fraud: A Look at the Thieves from Within
- IRA Issues: Top 10 Wrap-up (2023 Edition)
- Key Ratio Analysis, Getting Beyond the Numbers
- Liquidity Risk: Leading Practices in Stress Testing, Assumption Support, and Backtesting
- Maintaining Your CECL Model
- Marketing to Millennials
- Measuring and Managing Liquidity
- Mission Driven Bank Fund for MDIs and CDFIs
- Personal and Business Tax Return Analysis, Tracing the Numbers and the Forms
- Protect Yourself: The Proper Handling of Government Reclamations & Garnishments



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## Webinars—continued

- Protection of Confidential Proprietary Business Information
- Q2: Regulatory Compliance Updates
- Q3: Regulatory Compliance Updates
- Q4: Regulatory Compliance Updates
- Regulatory Hot Buttons
- Solutions for Digital Advertising Compliance Challenges
- Succession Planning for Your Community Bank's Future (and Survival)
- Tax Return Analysis, A Global Perspective
- The Active Shooter
- The Thin Line Between Running and Ruining a Bank
- ThinkTECH Connect
- Third Party Risk Including Fintech Relationships
- Treasury Management: A Powerful Tool to Increase Deposits and Fee Income
- Understanding Your Bank Financial Statements and CAMELS Ratings
- Utilizing Market Research for Marketing and Advertising Community Banking
- Vendor Management: How Model Risk Fits In
- What Comes Next in "This" Recession? Lessons in Credit and Risk Management

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### 2022 Webinars

- Check Fraud 2022
- ICBA Community Bank Briefing