

Course Code	Course Name	Duration	Associated Skills
<a href="#">31520</a>	Consumer Lending: Addressing Borrower Concerns	25	Communication, Customer Service, Complaint Management
<a href="#">31501</a>	Consumer Lending: Exploring Needs and Options	25	Disclosures, Communication
<a href="#">31138</a>	Frontline: Ethics and the Bank Bribery Act	25	Ethics
<a href="#">31134</a>	Frontline: Sales and Cross-Selling	20	Communication, Customer Service, Sales
<a href="#">31131</a>	Frontline: Identity Theft and Elder Abuse	15	Identity Theft Prevention, Fraud Prevention, Spotting Red Flags, Elder Abuse Prevention
<a href="#">31130</a>	Frontline: Marketing Regulations including TCPA, CAN-SPAM and UDAAP	15	Disclosures, Marketing, Regulatory Understanding
<a href="#">30503</a>	SAR: Responding to the Suspicious	60	Currency Transaction Reporting, Suspicious Activity Reports, Fraud Prevention, Spotting Red Flags
<a href="#">30110</a>	Deposit Accounts: Counseling Customers and Opening Accounts	30	Personal Wealth Management, Product Knowledge
<a href="#">30105</a>	Retail Banking Basics: Ownership and Financial Management	30	Retail Banking
<a href="#">30104</a>	Retail Banking Basics: Electronic Services	20	Payment Systems, Retail Banking
<a href="#">30103</a>	Retail Banking Basics: Products	60	Product Knowledge, Retail Banking
<a href="#">30102</a>	Customer Service: Handling Difficult Situations	20	Communication, Customer Service, Complaint Management
<a href="#">30101</a>	Customer Service Essentials	25	Communication, Customer Service
<a href="#">59047</a>	Microsoft Teams	25	Microsoft 365, Microsoft Office 2019
<a href="#">59024</a>	Microsoft 365 PowerPoint	25	Presenting, Microsoft 365
<a href="#">59023</a>	Microsoft 365 Word	20	Microsoft 365
<a href="#">59022</a>	Microsoft 365 Outlook	20	Email Writing, Microsoft 365
<a href="#">59020</a>	Microsoft 365 Excel	25	Microsoft 365
<a href="#">50234</a>	Time Management	30	Time Management
<a href="#">50128</a>	Practice Active Listening	30	Listening
<a href="#">50017</a>	Business Writing: Letters and E-mails	60	Business Writing, Email Writing, Communication
<a href="#">50014</a>	Communication Principles	30	Communication