

Course Code	Course Name	Duration	Associated Skills
31212	Sales Leadership: Ethics	25	Ethics, Leadership, Sales
31210	Sales Leadership: Managing Fraud Related Risk	30	Elder Abuse Prevention, Fraud Prevention, Leadership, Sales, Spotting Red Flags
31208	Sales Leadership: Physical Security	30	Leadership, Security Planning, Sales, Safety
31205	Sales Leadership: Leading the Consumer Experience	30	Complaint Management, Customer Service, Leadership, Sales
31204	Sales Leadership: Non-Deposit Investment Products (NDIPs)	30	Leadership, Product Knowledge, Regulatory Understanding, Sales
31202	Sales Leadership: Loan Origination - Consumer and Commercial	30	Credit Reports, Loan Origination, Regulatory Understanding, Sales
31201	Sales Leadership: Leading Business Outcomes	30	Coaching, Communication, Ethics, Leadership, Sales
31200	Sales Leadership: Leading People	30	Leadership, Sales
30605	Fair Labor Standards Act (FLSA)	25	Regulatory Understanding
30110	Deposit Accounts: Counseling Customers and Opening Accounts	30	Product Knowledge
30105	Retail Banking Basics: Ownership and Financial Management	30	Retail Banking
30102	Customer Service: Handling Difficult Situations	20	Communication, Complaint Management, Customer Service, Error Resolution,
59047	Microsoft Teams	25	Microsoft Teams
59024	Microsoft 365 PowerPoint	25	Microsoft PowerPoint, Presenting
59023	Microsoft 365 Word	20	Microsoft Word
59022	Microsoft 365 Outlook	20	Microsoft Outlook, Email Writing
59020	Microsoft 365 Excel	25	Microsoft Excel
50191	Coaching for Improved Performance	30	Coaching, Giving Feedback, Motivating Employees
50037	Meeting Effectiveness	30	Conflict Management, Communication, Problem Solving, Running Meetings
50017	Business Writing: Letters and E-mails	60	Business Writing, Communication, Email Writing
50001	Communicating Effectively at Work	30	Communication, Emotional Intelligence
80131	Building Internal Innovation Capabilities	30	Innovation, Problem Solving, Recruiting
80120	How to Boost Digital Adoption for your Financial Institution	25	Decision Making, Digital Transformation