

AIB Online Certificate Courses



Now AIB Certificates are even more affordable and more convenient.

Earning an industry-recognized AIB certificate is often the first step in a successful career path and demonstrates a commitment to ongoing professional development. You can now purchase all the courses your employees need to complete an AIB certificate at the discounted price of **\$595 for each certificate**.

Using the ABA eLearning platform, your employees complete **a series of self-paced online courses** to earn an AIB Certificate. This approach is perfect for self-starters who are comfortable learning on their own. The self-paced online training is highly interactive and engaging; and it's available anytime, anywhere. Keep in mind: **AIB certificates are focused on skills that can be applied on the job...now.**

It is estimated that the longest course in any of these certificates will take about 4 hours to complete, although the completion time of the ABA self-paced eLearning course is subject to the pace and knowledge of the student.

All certificate courses also include the self-paced online version of AIB Banking Today, which covers the essential principles, concepts and operations of banking in today's complex world.

AIB Bank Teller Certificate

This certificate centers on AIB courses addressing the critical technical skills of the position, including practical knowledge and applied skills, regulatory compliance for tellers, and customer service and sales.

- AIB Business Etiquette
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Tellers
- AIB Revitalizing Customer Service
- AIB Teller Training Essentials

AIB Call Center Representative Certificate

This certificate addresses the knowledge and skills needed to achieve superior performance as a call center representative, including a fundamental understanding of banking and regulations affecting this position.

- AIB Cross-Selling Deposit Products
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Call Center Representatives
- AIB Revitalizing Customer Service
- AIB Teleconsulting
- AIB Telephone Etiquette
- AIB Understanding Bank Products

AIB Customer Service Representative Certificate

This certificate addresses the knowledge and skills needed to achieve superior performance as a customer service representative, including sales and customer service, regulatory compliance, business ethics and banking fundamentals.

- AIB Cross-Selling Deposit Products
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Call Center Representatives
- AIB Revitalizing Customer Service
- AIB Teleconsulting
- AIB Telephone Etiquette
- AIB Understanding Bank Products

AIB Supervisor Certificate

This certificate prepares new supervisors for their emerging responsibilities, including evaluating and selecting employees, and the performance management process.

- AIB Coaching for Success
- AIB Corrective Action
- AIB Ethical Issues for Bankers
- AIB Hiring the Best
- AIB Managing Employee Relations
- AIB Performance Management
- AIB Rewards and Recognition

For more information and to register, turn to the reverse side.

New York Bankers Association 99 Park Avenue New York, NY 10016 www.nyba.com



AIB Team Leader Certificate

This certificate helps individuals develop the necessary skills to lead and manage effective teams, including how to meet common objectives and achieve specific results.

- AIB Coaching for Success
- AIB Dealing Effectively with Co-Workers
- AIB Managing Change
- AIB Meetings that Work
- AIB Presentation Skills
- AIB Rewards and Recognition
- AIB Writing Bank Correspondence

The **Supervisor Certificate** may also be taken as an AIB instructor-led online course. For that option, the cost is \$695 members/\$875 non-members, plus the cost of Banking Today (\$95/\$130) or Principles of Banking (\$405/\$505).

Discount pricing is available for 10 or more enrollments in any one certificate course.

For more information, please contact Elisa R. Legg at 212-297-1679 or elegg@nyba.com.

Please register:

Course Title (s) _____

Full Name _____ Title _____

E-mail _____ Last 4 Digits Soc Sec # _____

Company Name _____

Mailing Address _____

City/State/Zip _____

Phone _____ Fax _____

Once your registration is processed you will receive two email messages from support@aba.com to confirm registration and enrollment in desired course(s). If you do not receive an email within 5 business days, please email elegg@nyba.com or call 212-297-1679.

Bank Supervisor's Approval _____

PAYMENT

Total: \$ _____

Invoice the Bank- member banks only

Check enclosed (payable to New York Bankers Association)

MasterCard Visa

Card # _____ Exp _____

Signature _____ V-code _____ 3/4 digit security code

Billing Name _____

Billing Address _____

Mail to: **New York Bankers Association, 99 Park Avenue, 4th Floor, New York, NY 10016**

Fax to: **(212) 297-1683**

The New York Bankers Association is a Local ABA Training Provider.

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