

# CFTEA SELF-PACED ONLINE SPRING 2018



**CFTEA offers you hundreds of Self-Paced Online classes from a variety of vendors.**

If you are looking for quick, informative classes you can do on your own online, then Self Paced is your format.

**You can even sign up for bundles of classes and earn CFTEA Certificates!**

## CFTEA ELEARNING

### SHORT, SELF-PACED PROFESSIONAL DEVELOPMENT PROGRAMS

*CFTEA has partnered with HRDQ to bring you a variety of professional development self-paced eLearning topics.*

A well-trained staff with valuable soft-skills can improve customer experience, boost employee relations, and bolster interdepartmental communications. Our short self-paced online modules focus on critical soft-skills on today's most in-demand topics. These eLearning programs are self-guided training modules. They include instruction, case studies, quizzes, and exercises; delivered as MS PowerPoint files. The completion of an assessment at the end of each program is a requirement in order to earn credit for the module.

### Course Descriptions for CFTEA E-learning Classes

#### Professional Development 1 Certificate Bundle: \$150

Balancing Priorities	Creative Problem Solving
Developing Positive Relationships	Effective Listening Skills
How to Manage Your Emotions	Productive Work Habits

#### Professional Development for Supervisors Certificate Bundle: \$150

Adapting Your Leadership Style	Coaching for Development
Developing Your Direct Reports	Diversity Awareness
Employee Engagement	Leading Others through Change
Onboarding	

#### Professional Development II Certificate Bundle: \$150

Delegating for Growth	Ideas into Action
Increasing Your Emotional Intelligence	Mental Models
Navigating Difficult Conversations	Resilience

#### Professional Development for Supervisors II Certificate Bundle: \$250

Assertiveness Skills	Behavioral Interview Skills
Business Etiquette for Supervisors	Critical Thinking Skills
Delegating for Growth	Fundamentals of Strategic Planning
Meetings	Navigating Difficult Conversations
Skillful Collaborations	Taking Control of Conflict
Team Excellence	The Art of Influencing Others
Why We Struggle with Tough Decisions	

#### Sales Essentials I Certificate Bundle: \$150

Developing Clients for Life	Understanding the Sales Cycle
Presenting, Overcoming and Closing	What to Ask, How to Listen
Prospecting and Territory Management	Opening the Sales Call

#### Basics of Leadership Skills Bundle: \$150

Assertiveness Skills  
Emotional Intelligence  
Leadership 101  
Talk Like a Leader  
Transformation Leadership  
Women and Leadership or Adapting Your Leadership Style



**Each Module above is available as an individual class; tuition is \$55 per module.**

#### ENROLLMENT PROCEDURES:

A student enrolls into an eLearning class online or by enrollment form with the proper approvals. CFT will send the student the eLearning program by email along with instructions to begin the module. The last slide of the module contains a link to the assessment of the module. The student will sign in to the assessment with the provided login and password. Once the assessment is completed the student will receive immediate grade results. If an 80% grade has not been achieved the student will be allowed to retake the assessment. Once the class and the assessment have been successfully completed, the credit and grade will be applied to their CFTEA transcript. Certificates of Achievement for successful completion of the bundled programs will be awarded.

#### CFTEA

60 Pineland Drive  
Auburn Hall, Suite 303  
New Gloucester, ME 04260

Phone: 207-688-6225

Fax: 207-514-8260

E-mail: [tammy@cftea.org](mailto:tammy@cftea.org)



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## CFTEA/OnCourse E-LEARNING

Comprised of over 400 courses, the **OnCourse Learning** Course Catalog is a comprehensive training solution designed specifically for bank institutions. Topics within the catalog include regulatory compliance, financial and professional skills, case studies, consultative selling, director-level training, refresher courses, and ICB-approved continuing education. It has also recently expanded its catalog to include AML/BSA compliance training for money services businesses, securities training, and Microsoft Office training.

**CFTEA's offers 6 Certificate Bundles with OnCourse self-paced online classes!**

**Select any certificate title to see the complete bundle of classes and tuition.**

[Consultative Selling Certificate](#)  
[Leadership Development](#)

[The Sales Experience Certificate](#)  
[Consumer Lending Certificate](#)

[The Customer Service Experience Certificate](#)  
[Member Services for Credit Unions](#)

### OnCourse Learning Categories for BANKS

Lending Compliance Series	Deposit Compliance Series
Transactional Compliance Series	Retail Banking Series
Enterprise Risk Management and Compliance	
Banker's Knowledge	Cyber Security Series
BSA and AML Case Studies	Refresher Series
Customer Information Security Awareness (CISA) Series	
Diversity and Inclusion Series	
Mortgage Lending Series	
Financial Literacy Series	
Retirement Management Series	
Commercial Lending Program and Financial Knowledge	
Consumer Lending Program Consultative Selling Series	
REAL Sales	
REAL Customer Service	
Leadership in Management	Leadership Professional Skills
Communication Professional Skills	Teamwork Professional Skills
Time Management Professional Skills	
Nonbank Financial Services Suite	
Nonbank Financial Services Audit Suite	
Consumer Lending Program (in partnership with Eensight) (\$550)	
Commercial Lending Program (in partnership with Eensight) (\$550)	
Vendor Management	

### OnCourse Learning Categories for CREDIT UNIONS

Lending Compliance Series	Deposit Compliance Series
Transactional Compliance Series	Retail Banking Series
Enterprise Risk Management and Compliance	
CU Professional's Knowledge	Cyber Security Series
BSA and AML Case Studies	Refresher Series
Member Information Security Awareness (MISA) Series	
Diversity and Inclusion Series	
Mortgage Lending Series	
Financial Literacy Series	
Retirement Management Series	
Commercial Lending Program and Financial Knowledge	
Consumer Lending Program	
Consultative Selling Series	
REAL Sales	
REAL Customer Service	
Leadership in Management	Leadership Professional Skills
Communication Professional Skills	Teamwork Professional Skills
Time Management Professional Skills	
Consumer Lending Program (in partnership with Eensight) (\$550)	
Commercial Lending Program (in partnership with Eensight) (\$550)	
Vendor Management	

**For a complete breakdown of the classes in each topic with course descriptions:**



**Registration Information:** Choose your class(es), and click on the registration link on the BE directory, OR use the enrollment form below to register for your class(es). When CFTEA receives and processes your registration, you will receive an email message with the site access and log-in information. **Each individual class is \$99.00.**

**Withdrawal Policy:** No withdrawal is accepted once you have registered for an on-line compliance course, however you may request a substitute in your place; with the approval of CFTEA. No refunds will be given should you withdraw from the course after registration has been received at the CFT office.

**Self-paced online training through OnCourse Learning is also available to CFTEA financial institutions as per-user license agreements. Contact Tanya at [tanya@cftea.org](mailto:tanya@cftea.org) or 207-688-6226 for more information.**

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Fax: 207-514-8260  
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## ABA Self Paced E-Learning

With the financial services industry moving faster and faster each year, you must master new challenges at an incredible pace. ABA eLearning now helps you meet these challenges. We offer the financial services industry a comprehensive curriculum delivered through the most engaging online format. With online course access 24/7 from work or home, ABA's self-paced format allows you to begin the class when it is convenient for you, and move through the class at your own pace. Over 100 classes in several banking subject areas are available through CFTEA, in length from one hour to ten. Online quizzes and exercises validate learning.

The program's My Notes feature allows you to record notes online and later print for reference. Once you sign up for a self-paced class, you will receive a confirmation by email.

Once you begin your class you may leave the site and sign back in repeatedly until you reach the final exam. The exam must be taken in one sitting and the class will be closed to you once your exam has been successfully completed or after six months. After you complete the final exam your grade will be processed. Please call or email our office at any time during the program should you have questions.

Course descriptions for these programs can be found within the courses category.

### **ABA Self-Paced for Spring 2018**

ABA Self-Paced eLearning has gone through some changes that went into affect in January. Courses and Certificates have been renamed, "reimagined" or replaced all together. As you look for ABA Self-Paced classes it may be a bit challenging at first.

**Don't hesitate to be in touch with the CFTEA office if you have difficulty finding what you are looking for!**

For those of you enrolled in classes to be replaced or certificate bundles before the change took place, you have until December 31, 2018 to complete the class or certificate. New enrollments will be for the updated course or certificate bundle.

**Again, don't hesitate to contact us with questions!**

*Click on any category title for more information on the classes in each category*

## Self Paced Categories with Course Descriptions:

[Business Banking and Commercial Lending](#)

[Digital and Social Media Marketing](#)

[Mortgage Lending](#)

[Regulatory Compliance – Compliance Professionals](#)

[Regulatory Compliance – Front Line](#)

[Retail Banking: General Banking](#)

[Retail Banking: Management Skills](#)

[Retail Banking: Product Knowledge](#)

[Retail Banking: Sales Skills](#)

[Retail Banking: Workplace Skills](#)

[Risk Management](#)

[Wealth Management & Trust](#)



## ABA Self-Paced eLearning Certificate Bundles

**If you enjoy using ABA's self-paced eLearning classes you can also enroll into a certificate bundle and earn a certificate.**

Enroll into a bundled certificate through CFTEA and when you go online into your eLearning account "my courses" and launch the curriculum "course", you will have each of the individual courses for your chosen program listed. Each course is finished on its own and will have its own final test. When you complete all of the courses in the bundle you will be eligible to receive your certificate. **If you have already taken one or more of the courses included in the bundle you don't need to retake it.** Courses within the curriculum can be applied to other diplomas and certificates since they are each individual full courses.

*Click on any bundle title for courses, descriptions and cost.*

[ABA Bank Solutions Provider](#)

[ABA Bank Teller](#)

[ABA Branch Manager](#)

[ABA Certificate in BSA and AML Compliance](#)

[ABA Certificate in Business & Commercial Lending](#)

[ABA Certificate in Deposit Compliance](#)

[ABA Certificate in Fraud Prevention](#)

[ABA Certificate in Lending Compliance](#)

[ABA Certificate in Operational Risk Management](#)

[ABA Certificate in Trust: Advanced](#)

[ABA Certificate in Trust: Foundational](#)

[ABA Certificate in Trust: Intermediate](#)

[ABA Customer Service Representative](#)

[ABA Foundational Certificate in Bank Marketing](#)

[ABA Health Savings Account Expert](#)

[ABA Personal Banker](#)

[ABA Residential Mortgage Lender](#)

[ABA Small Business Banker](#)

[ABA Supervisor/Team Leader](#)

[ABA Universal Banker](#)

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# CFTEA SELF-PACED ONLINE SPRING 2018



**Working on a Diploma or Certificate??  
Many have requirements that can be met with Self Paced E-Learning**

Check here for our [Full list of CFT Diplomas and Certificates](#)  
with requirements that can be met with **Self Paced E-Learning** courses.

Complete Information on Self Paced E-Learning options: Tuition, Special Requirements  
and Course Descriptions can be found at [WWW.CFTEA.ORG](http://WWW.CFTEA.ORG)

## Self Paced E-Learning Course Enrollment Form SPRING 2018

Name: \_\_\_\_\_ Last four digits of your SS#: \_\_\_\_\_

Financial Institution name and address (*BOTH* physical and mailing, please) \_\_\_\_\_

Work Phone Number: \_\_\_\_\_ Work Email address: \_\_\_\_\_

Email Address for Class: \_\_\_\_\_

Class: \_\_\_\_\_ Class: \_\_\_\_\_

Class: \_\_\_\_\_ Class: \_\_\_\_\_

Authorized By: \_\_\_\_\_ Email address: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**[ENROLL ONLINE AT: WWW.CFTEA.ORG](http://WWW.CFTEA.ORG)**

Scan/Email enrollment to [johanne@cftea.org](mailto:johanne@cftea.org)

**OR Fax your enrollment form to: 1-207-514-8260**

or mail it to: CFTEA, 60 Pineland Drive, Auburn Hall, Suite 303, New Gloucester, ME 04260.

**CFTEA**  
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