

# ABA RETAIL BANKING: MANAGEMENT SKILLS

**Register Now!**

*A \$10.00 shipping, recordkeeping and administrative fee will be added to all self-paced enrollments.*

## Course Descriptions Below

Course Name	Tuition
<b>Retail Banking: Management Skills</b>	
Employment Law	\$95
Leveraging the Benefits of a Diverse Workforce	\$95
<b>Leadership in Action Suite (Coming Soon)</b>	
Authentic Leadership <b>NEW</b>	\$55
Building Collaborative Teams (Coming Soon)	
Communicating Vision <b>NEW</b>	\$55
Empowerment <b>NEW</b>	\$55
Managing Change - <b>REIMAGINED</b>	\$55
<b>Management Essentials Suite - NEW</b>	<b>\$275</b>
Coaching (replaces Coaching for Success)	\$55
Corrective Action - <b>REIMAGINED</b>	\$55
Effective Meetings (replaces Meetings that Work)	\$55
Employee Recognition (replaces Rewards and Recognition)	\$55
Interviewing (replaces Hiring the Best)	\$55
Managing Performance (replaces Managing Employee Performance)	\$55
Sexual and Workplace Harassment for Managers	\$95

## Course Descriptions

### Employment Law

Reviews the legislation that protects employees from discriminatory and unfair practices, and teaches management's legal responsibilities and requirements when situations arise.

After completing this course, students will be able to:

- Explore general principles of employment laws to answer employee questions and make employment decisions
- Describe the purpose and intent of employment laws governing workplace supervision

### Leveraging the Benefits of a Diverse Workforce

Includes real-life scenarios to illustrate how to manage diversity issues by explaining the skills needed and apply the five-step process for handling conflict resolutions. Provides strategies for successful managers to recruit diverse work teams, encourage diversity of thought, and welcome differing opinions. Describes potential solutions to discourage stereotyping and encourage diversity.

After completing this course, students will be able to:

- Recognize the business case for diversity
- Define the management practices that support diversity in the workplace
- Explain the difference between diversity vs. stereotypes
- Apply the five-step process for handling diversity conflict resolution

### Leadership in Action Suite

#### Authentic Leadership

Guides you through approaches to cultivating authentic leadership traits. Build an environment that supports optimism and other positive emotional conditions to create engaged, motivated employees.

After successfully completing the course, you will be able to:

- Identify the five traits of authentic leadership
- Use the five C's to develop authentic leadership traits

#### Building a Collaborative Team – Coming Soon

## Communicating Vision

Guides you through clarifying the "how," "why," and "what" of your vision and creating a concise and compelling vision statement. Explore approaches for communicating your vision and garnering buy-in.

After successfully completing the course, you will be able to:

- Clarify the reasons for the vision and end results
- Create a vision statement that is easy to understand
- Communicate your vision and determine action steps

## Empowerment

Guides you through cultivating the elements of empowerment within the workplace. Explore the elements of empowerment and their benefits. Gain insight into better using delegation to develop individuals.

After successfully completing the course, you will be able to:

- Identify how empowered individuals benefit your organization
- Describe six elements of empowerment
- Use the three-step model for delegation

## Managing Change

Guides you through positively mitigating the effects of change on individuals and workgroups. Pinpoint reaction types and develop insight into the reasons for resistance towards change. Discover ways to leverage employee feedback and ideas for successfully managing change.

After successfully completing the course, you will be able to:

- Identify the seven effects of change
- Describe the possible reactions to change
- Use the three-step process to communicate change and get buy-in

## Management Essentials Suite

This suite of six courses explores best practices for successfully managing employees, from interviewing to managing performance. Completing this suite provides tips and tactics for coaching employees, developing a recognition program, and holding effective meetings. Concise, impactful lessons can be applied on the job immediately.

### Coaching

Guides you through cultivating a coaching relationship. Learn how to recognize coaching opportunities and invite an employee into a coaching relationship. Explore how to identify each employee's skills and their opportunities for development. Discover ways to collaboratively create a coaching plan.

After successfully completing the course, you will be able to:

- Describe the benefits of coaching
- Discuss development opportunities with the employee
- Create an effective coaching plan with the employee

### Corrective Action

Guides you through facilitating an employee's improvement using the progressive disciplinary model. Understand how to apply corrective action in a balanced and objective manner. Learn when corrective action is justified and the consequences of not taking action.

After successfully completing the course, you will be able to:

- Describe the four steps of corrective action to determine which actions to take
- Document corrective action effectively
- Conduct a successful corrective counseling session with the employee

### Effective Meetings

Guides you through planning and managing effective meetings. Learn how to hold meetings that give your team the opportunity to interact, collaborate, and share ideas, as well as resolve problems and make informed decisions.

After successfully completing the course, you will be able to:

- Explore the key areas of preparing an effective meeting
- Facilitate on-site and virtual meeting participation
- Handle problem behaviors in meetings effectively

### Employee Recognition

Guides you through preparing and delivering recognition in a way that makes the employee feel valued and appreciated. Get tactics for reinforcing desired behaviors and actions for ongoing employee performance success.

After successfully completing this course, you will be able to:

- Describe the difference between compensation and rewards and recognition

- Communicate recognition effectively
- Explain the importance of recognition for individuals and your team
- Use key components of a meaningful recognition process that suits individual employees

### **Interviewing**

Guides you through methods for conducting an effective interview. Learn how to quickly identify job requirements and skills. Discover various types of interview questions to ask and listening techniques to use. Ensure your interviewing follows legal guidelines, and helps you make fair hiring decisions.

After successfully completing the course, you will be able to:

- Prepare for and initiate the interview
- Ask the appropriate questions in the interview
- Use the appropriate interview closing
- Assess candidates objectively

### **Managing Performance**

Guides you through managing performance proactively. Learn how to leverage the three steps in the performance management cycle to ensure that your employees stay focused on - and remain accountable for - business goals and outcomes.

After successfully completing this course, you will be able to:

- Create and modify performance objectives
- Discuss the performance objectives with the employee
- Determine how to monitor employee progress

### **Sexual and Workplace Harassment for Managers**

Provides tools for managers to help create a safe environment for employees. Explores the consequences of ignoring reports of inappropriate or unwelcome behavior that may be considered sexual harassment and workplace harassment, such as bullying, and includes tips on how to handle reports of sexual harassment.

After completing this course, students will be able to:

- Describe what situations constitute workplace harassment
- Describe guidelines to use to report incidents of harassment
- Describe the role of managers in preventing conduct that could be viewed as sexual harassment
- Examine the guidelines commonly used when a sexual harassment or workplace harassment claim is made