

ABA RETAIL BANKING: WORKPLACE SKILLS

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

Course Descriptions Below

Course Name	Tuition
Retail Banking: Workplace Skills	
Communication Basics Suite - NEW	\$55
Dealing Effectively with Co-Workers	\$95
Essentials of Workplace Conduct	\$95
Improving Productivity	\$95
Managing Time at Work	\$95
Online Communication Suite - NEW	\$55
Presentation Skills Suite - REIMAGINED	\$95
Sexual and Workplace Harassment	\$95
Verbal Communication Suite - NEW (replaces Effective Telephone Communication)	\$55
Written Communication Suite - NEW (replaces Effective Written Communication)	\$55

COURSE DESCRIPTIONS

Communication Basics Suite

This suite of three courses* explores the primary elements of effective communications, key in delivering good customer service. Completing this suite provides tips for becoming an active listener, developing effective questioning, and understanding body language. Concise, impactful lessons can be applied on the job immediately.

**Only available as a suite*

- **Becoming a Better Listener**
Guides you through the concept of "active listening." Learn how to use the Sender/Receiver model.
- **Communicating Effectively**
Guides you through the elements of effective communication. Discover how to apply the tenets of the T.H.I.N.K. acronym in your communications
- **The Importance of Body Language**
Guides you through understanding the role of body language in communicating. Discover how to better read body language in others. Understand the cultural differences of non-verbal gestures. Gain tips on controlling body language in order to support your verbal message.

Dealing Effectively with Co-Workers

Focuses on the behaviors of and interactions between co-workers, and teaches methods to improve working relationships with difficult co-workers. This course introduces the characteristics of the four behavioral (base preference) groups, and explains how they affect communication between co-workers. It describes how to create some common ground with difficult co-workers or clients.

After completing this course, students will be able to:

- Identify elements that contribute to individual perspective
- Describe how perspective drives actions and behaviors
- Describe how behavior choices impact the work environment
- Describe the characteristics and behaviors of the four base preference groups
- Explain the differences found in the same base preference group
- Describe how to look at things from a different perspective
- Describe the benefits and challenges of working with behavioral opposites
- Use the five steps to enhance the working relationship with a difficult co-worker
- Describe the benefits of focusing on what someone else finds important

Essentials of Workplace Conduct

Explores the four principles that guide appropriate actions to take in unfamiliar situations. Explains how appearance can have a great impact on how others perceive you, and addresses etiquette factors in the work environment and in offsite work situations.

After completing this course, students will be able to:

- Define the four guiding principles of business etiquette
- Introduce yourself or others appropriately to reflect professional hierarchy
- Describe professional dress code and the effect of not following the code
- Explain how workplace behavior can affect others
- Explain the rules of business etiquette to work situations out of the office

Improving Productivity

Provides the main elements of productivity, and the guidelines on how to evaluate and improve productivity in the workplace. This course explains how to consistently and systematically apply a six-step process to resolving productivity problems in the work environment. It begins the process by carefully investigating what events, processes, or procedures lead to the problem. This course explains how to look for opportunities to improve the end result. It focuses on the value of work groups in the process, and what needs to be done to resolve problems and enhance current productivity levels.

After completing this course, students will be able to:

- Describe the manager's role in productivity challenges for banks
- Identify the three elements of productivity
- Pinpoint the production problems in problem in everyday scenarios
- Identify obstacles that are keeping work groups from reaching optimal performance levels
- Determine the best method to identify potential productivity obstacles through the use of interviewing, fishbone diagrams and flow charts
- Use rating, ranking and matrix screening methods for evaluating productivity solutions
- Describe the steps for implementing productivity solutions

Managing Time at Work

Explains how to create daily plans that focus on business priorities by using techniques to manage the work area, interruptions, telephone calls, and other daily activities that take valuable time away from the workday to be more productive.

After completing this course, students will be able to:

- Plan time effectively
- Create a task management plan
- Organize the workspace
- Manage interruptions and daily activities

Online Communication Suite

This suite of two courses* explores creating appropriate social media posts in a business environment. Completing this suite provides tips on social media etiquette. Concise, impactful lessons can be applied on the job immediately.

**Only available as a suite*

- **Effective Social Media Communication**
Guides you through the types of individual and public social media posts that are appropriate and inappropriate.
- **Social Media Etiquette**
Guides you through the rules of social media etiquette. Learn what your postings should and should not say. Compose business-appropriate social media communication.

Presentation Skills Suite

This suite of four courses* explores delivering effective presentations in-person and virtually. Get tips and tactics for developing strong openings and closings, maintaining an audience's attention, and exuding confidence. Concise, impactful lessons can be applied on the job immediately.

**Only available as a suite.*

- **Crafting Your Message**
Guides you through keeping an audience's attention during your presentation. Get tips on using attention-getters such as open and closed questions and presentation slides.
- **Delivering Your Message**
Guides you through delivering a presentation professionally. Get tips for controlling symptoms of nervousness. Discover appropriate body language techniques to show confidence.
- **Getting Started**
Guides you through grabbing an audience's attention with strong openings and memorable closings.

- **Presenting Virtually**

Guides you through effectively using a virtual platform for delivering presentations. Learn how to customize the presentation topic to suit a virtual audience. Get tips on ways to hold the attention of a virtual audience, which are different than managing face-to-face presentations.

Sexual and Workplace Harassment

Identifies conduct that could be considered unwelcome or inappropriate. Explains quid pro quo and hostile environment. Provides steps to follow for victims of sexual harassment and focuses on how actions may be perceived by others.

After completing this course, students will be able to:

- Describe what situations constitute workplace harassment
- Describe guidelines to use to report incidents of harassment

Verbal Communication Suite

This suite of three courses* explores tactics for creating memorable customer interactions, from initial greeting to conclusion, whether in-person or over the phone. Completing this suite provides best practices to create positive customer service experiences. Concise, impactful lessons can be applied on the job immediately.

**Only available as a suite*

- **Effective Conversation**

Guides you through the elements of an effective conversation. Learn best practices for using a customer's name, choosing your words thoughtfully, and allowing the customer to respond. See how to effectively conclude a conversation by summarizing, answering final questions, and setting follow-up expectations.

- **Greetings and Introductions**

Guides you through a five-step process for delivering effective greetings. Explore the importance of setting an appropriate tone at the start of your conversations. Gain tips applying these techniques in-person or over the phone.

- **Handling Customer Concerns**

Guides you through building a positive connection with customers. Learn ways to help your conversation flow smoothly. Get tips for staying calm when a customer becomes upset.

Written Communication Suite

This suite of three courses* explores keys to crafting effective written communications, helpful for delivering good customer service and for building workplace relationships. Completing this suite provides tips for writing clearly for different audiences. Concise, impactful lessons can be applied on the job immediately.

**Only available as a suite*

- **Clarity in Writing**

Guides you through crafting quality writing using a three-part approach. Ensure your written communications are easy to follow, error-free, and on-point. Discover tactics for ensuring an appropriate combination of words is used to avoid misinterpretation.

- **Effective Email Communication**

Guides you through writing business-appropriate emails. Learn best practices for writing emails to work audiences.

- **Writing for Your Audience**

Guides you through writing for different audiences. Learn how to use clear language, with minimal use of bank jargon and acronyms, and develop a friendly and professional tone.