

FUNDAMENTAL BUSINESS SKILLS

Business Etiquette

Introduces new employees to the guiding principles of business etiquette. Covers how to introduce themselves or others appropriately to reflect professional hierarchy, professional dress code and the effect of not following the code, how workplace behavior can affect others, and finally, how the rules of business etiquette apply to work

Audience:

Bank personnel in the branch and administrative office environments.

Credits available: AIB

Dealing Effectively with Co-Workers

Covers the different social behavioral styles and how the different styles affect communication among co-workers, how to identify your own behavioral style, what behaviors creates challenges for each behavioral style, how to deal with co-workers with other behavioral styles, and strategies and guidelines for dealing with difficult co-workers and the resulting conflict.

Audience:

Bank personnel at all levels.

Credits available: AIB

Ethical Issues for Bankers

Prepares participants to meet the ethical standards expected of financial services professionals. Covers the general guidelines that determine banking ethics, the knowledge and skills needed to perform ethical decision-making, items typically included in an institution's code of conduct, relationship of ethics and law, some typical ethical dilemmas that can arise in financial institutions, and how to determine the appropriate action in situations that could raise ethical issues.

Audience:

Bank personnel at all levels.

Credits available: AIB, ICB

Managing Time at Work

Teaches participants how to effectively manage their time to be more productive during the workday. Covers the creation of a daily work plan, managing phone calls, and other daily activities that take valuable time, organizing the workspace, and other techniques for using time effectively.

Audience:

Bank personnel who are not currently using an organized method to plan and manage their time or who want a refresher. This includes any bank employees who are responsible for completing varied tasks in a typical day.

Credits available: AIB

Meetings That Work

Focuses on how to effectively lead meetings and use them as productive methods to communicate, solve problems, and make decisions. It covers the appropriate reasons for holding meetings; the characteristics and typical structure of meetings; principles and tools for planning, leading, and participating in meetings; and how to handle distracting problem behaviors.

Audience:

Anyone who leads or participates in meetings within or outside an organization.

Credits available: ICB

Presentation Skills

Covers the basics of planning an organized, audience-focused oral presentation. The course covers the physical aspects of presenting, such as body language, voice and gestures, handling nervousness, and dealing with disruptive audience members.

Audience:

Any bank employee who makes stand-up, verbal presentations to schools, community groups, business prospects, staff, senior management, and so on.

Credits available: AIB, ICB

Sexual Harassment in the Workplace

In Sexual Harassment in the Workplace, behavior awareness is the focus of the course. Students will learn how Title VII of the Civil Rights Act of 1964 defines sexual harassment. Through a series of scenario examples, students will be engaged in identifying conduct that could be considered unwelcome or inappropriate. Two forms of harassment will be explained: quid pro quo and hostile environment. Students will be given some steps they should follow if they feel they are victims of sexual harassment. They will also be encouraged to focus on their own actions and consider how those actions may be perceived by others.

Telephone Etiquette

Covers fundamental skills and techniques for using the telephone effectively on the job. It spotlights the importance of the telephone as a business tool and provides practical tips and techniques for its effective use.

Audience:

Branch and administrative office staff who answer calls or who make calls to customers and other bank staff. This course is appropriate for call-center staff as an introduction to telephone skills.

Credits available: AIB, ICB

Writing Bank Correspondence

Provides participants with the knowledge and skills necessary to effectively communicate in writing with peers and managers within their bank, and with their clients. Covers the use of a written document as a tool for achieving a specific goal, how to create such documents through a four-step process: planning, drafting, revising, and polishing, and choosing the appropriate format for written documents.

Audience:

Anyone who writes business correspondence such as letters to customers, memos, faxes, or e-mail messages.

Credits available: AIB