

AIB Online Certificates

Now AIB Certificates are even more affordable and more convenient. You know the value of the credential and you know the quality of the courses.

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This is what you've been waiting for - high quality courses you can take on your schedule and at a great price!

Contact :
Lisa Phillips
**Southeast
Regional CFT
904-354-4830**
lisaphillips@bellsouth.net
to register today!

All certificate courses also include the self-paced version of AIB Banking Today!

**Southeast
Regional CFT
904-354-4830**

AIB Bank Teller Certificate

This certificate centers practical knowledge and applied skills, regulatory compliance for tellers, and customer service and sales.

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

AIB Bank Service Provider Certificate

This certificate is designed for individuals employed by companies that provide products and services to the banking industry.

- Ethical Issues for Bankers for Bankers
- Fundamentals of Consumer Lending
- Fundamentals of Mortgage Lending
- Fundamentals of Small Business Banking
- Regulatory Compliance for Personal Bankers
- Understanding Bank Products

AIB Call Center Representative Certificate

This certificate addresses the knowledge and skills needed to achieve superior performance as a call center representative.

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

- Building and Retaining Customer Relationships
- Cross-Selling Deposit Products
- Dealing Effectively with Co-Workers
- Effective Referrals
- AIB Ethical Issues for Bankers
- Introduction to Relationship Selling
- Regulatory Compliance for CSRs
- Revitalizing Customer Service
- Telephone Etiquette
- Understanding Bank Products

AIB Small Business Banking Certificate

This certificate is for relationship managers to engage customers, understand their needs and execute appropriate solutions, as well as manage relationships post-sale.

- Calling on Small Business Customers
- Credit Products for Small Businesses
- Deposit Products and Services for Small Businesses
- Fundamentals of Small Business Banking
- Introduction to Analyzing Financial Statements
- Personal Tax Return Analysis
- Relationship Selling to Small Business Customers
- Servicing and Growing Small Business Relationships
- Small Business Borrowing

AIB Supervisor Certificate

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

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

AIB Team Leader Certificate

This certificate develops the necessary skills to lead and manage effective teams including meeting common objectives and achieving specific results.

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

