



# Southeast Regional Center for Financial Training, Inc. AIB Certificate Courses

**Five Cost-Saving Certificates are Now Available** - providing you with several options for earning **career-focused** certificates. *Affordable and convenient, these AIB Certificates allow you to progress through each course at a reasonable and comfortable pace. This package option offers high quality education in a cost-saving format. We have made it easier for you to enhance your career by allowing you to complete certificates with eLearning online courses. Self-paced online training is highly interactive and engaging and*

it's available for you to complete anytime, anywhere. These AIB certificates are focused on skills you can immediately apply on your job. Enroll in the series and we will bill your bank. Take courses at your own pace. We estimate the longest course in any of these certificates will take you about 4 hours to complete (except AIB Teller Training Essentials - 8 hours). If you finish one course a week, you could achieve your certificate in approximately 12 weeks, however you have **up to one year** to complete each of these certificates. Sign up for this program now!

## **AIB Call Center Representative Certificate - \$595**

Addresses the knowledge and skills needed to achieve superior performance as a call center representative including a fundamental understanding of banking and banking regulations affecting the position. **SAVE \$450**

- AIB Banking Today
- AIB Cross-Selling Deposit Products
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Call Center Representatives
- AIB Revitalizing Customer Service
- AIB Teleconsulting
- AIB Telephone Etiquette
- AIB Understanding Bank Products

## **AIB Customer Service Representative Certificate - \$595**

Addresses the knowledge and skills needed to achieve superior performance as a customer service representative, including sales and customer service, regulatory compliance, business ethics and banking fundamentals. **SAVE \$450**

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

## **AIB Bank Teller Certificate - \$595**

Addresses the critical technical skills of the position, practical knowledge and applied skills in banking, regulatory compliance for tellers, and customer service and sales. **SAVE \$260**

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

## **AIB Supervisor Certificate - \$595**

Prepares new supervisors for their emerging responsibilities, including evaluating and selecting employees, and the performance management process. **SAVE \$165**

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

## **AIB Team Leader Certificate - \$595**

Helps develop the necessary skills to lead and manage effective teams, including how to meet common objectives and achieve specific results. **SAVE \$165**

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

## **AIB Small Business Banking Certificate - \$595**

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

- AIB Banking Today
  - AIB Calling on Small Business Customers
  - AIB Credit Products for Small Businesses
  - AIB Deposit Products and Services for Small Businesses
  - AIB Fundamentals of Small Business Banking
  - AIB Introduction to Analyzing Financial Statements
  - AIB Personal Tax Return Analysis
  - AIB Relationship Selling to Small Business Customers
  - AIB Servicing and Growing Small Business Relationships
  - AIB Small Business Borrowing
- SAVE \$355**

Fill out an enrollment form and fax it in to sign up.



**Please contact Lisa Phillips at (904) 354-4830 for more information or to register today!**