

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.

If you are a self-starter and comfortable learning on your own, you can fast track your career. We've made it easier by allowing you to complete select certificates with all self-paced online courses. Self-paced online training is highly interactive and engaging; and it's available for you to complete anytime, anywhere. And these AIB certificates are focused on skills you can use immediately in your job.

Now we're offering you the ability to purchase all the courses you need at once and at a discount, just \$595 for each certificate.

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!

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

