



New, Innovative Features of ABA's Banking Foundations Help Foster Team Performance

In today's competitive job market, attracting and retaining top talent is more challenging than ever, with job seekers prioritizing organizations that offer ongoing training and professional development.

Effective onboarding is crucial for new employees to quickly adapt to their roles, fostering engagement and embedding company values from day one. As technology and processes evolve, prioritizing upskilling and continuous training ensures your team stays ahead and serves customers effectively.



New Features and Benefits

The updated courses offer the following features and benefits:

- **Reimagined Onboarding Courses:** Support critical onboarding needs with innovative courses.
- **Scenario-Based Learning:** Shorten training time with microlearning formats that use real-life situations for active learning.



Characteristics of Scenario-Based Learning:

- **Immersive:** Learners control outcomes in a story-driven environment.
- **Risk-Free:** Safe space to make mistakes and learn without real-world consequences.
- **Interactive:** Encourages thinking about different potential responses or solutions.
- **Realistic:** Provides realistic feedback as learners progress.

Full course listings inside

For more information, contact your local area training provider.

NEW ABA GO Huddles

Engage your team with shared experiences that enhance learning and retention through continuous onboarding, and boost team communication and competency with frequent, short and uplifting leader-led huddle meetings.

- **Purpose:** Improve communication, competency and goal understanding.
- **Frequency:** Daily or weekly, based on team needs.
- **Length:** 10–15 minutes to maintain focus.
- **Structure:** Structured agenda with key topics, action items and resources.
- **Benefits:** Increase productivity, accountability and optimism.
- **Titles:**
 - Bank Marketing: Building Customer Relationships
 - Bank Payment Systems and Technology
 - Bank Sales and Service: Expanding Customer Relationships
 - Banks and Personal Wealth Management
 - Banks and the Deposit Function
 - Banks and the Economy
 - Banks as a Business
 - Business and International Banking Services
 - Cash Handling
 - Digital Support Channels
 - Handling Checks
 - Introduction to Banking
 - Lending as a Cornerstone of Banking
 - Processing Transactions
 - Professionalism and Empathy
 - Providing Quality Customer Service
 - Robbery and Bank Security
 - Safeguarding Bank Assets and the Nation
 - Safeguarding the Customer and the Bank
 - Understanding Business Bank Products
 - Understanding Consumer Bank Products
 - Why Quality Customer Service Matters

Unlock Your Employees' Potential with ABA's New Tailored Learning Paths

We've enhanced our online training offerings for your staff by mapping essential skills to our courses, ensuring content is directly relevant and beneficial for their roles.

- **Structured Curricula:** Tailored to their specific roles or career goals.
- **Guided Learning:** Clear paths through a series of courses designed just for them.
- **Certificates:** Help them complete their journey with certificate programs that validate their skills and knowledge. Available programs:
 - Bank Teller
 - Branch Manager
 - Customer Service Representative
 - Personal Banker
 - Supervisor/Team Leader
 - Universal Banker
 - Small Business Banker

Experience Seamless Learning

- Courses are mobile-friendly
- Incorporates video, audio and animations with closed captioning
- Self-checks validate understanding via true-to-life scenarios and formal assessments
- Suites, designed around a curriculum of short courses, provide comprehensive learning paths
- Access through ABA's Learning Management System (LMS) or your existing LMS



Help your staff members embark on a clear, cohesive learning path and encourage them to achieve their professional objectives with confidence.

Banking Foundations Course Listing

Onboarding Basics

Banking Basics Suite

- Bank Marketing: Building Customer Relationships
- Bank Payment Systems and Technology
- Bank Sales and Service: Expanding Customer Relationships
- Banks and Personal Wealth Management
- Banks and the Deposit Function
- Banks and the Economy
- Banks as a Business
- Business and International Banking Services
- Introduction to Banking
- Lending as a Cornerstone of Banking
- Safeguarding Bank Assets and the Nation
- Safeguarding the Customer and the Bank

Teller Basics Suite*

- Cash Handling
- Handling Checks
- Processing Transactions
- Providing Quality Customer Service
- Robbery and Bank Security
- The Changing Role of the Teller

Ethical Issues for Bankers

Understanding Business Bank Products*

- Financing Business Growth
- Cash Management Essentials
- Retirement, Investment, and International Solutions
- Treasury Management
- Understanding Business Bank Products Assessment
- GO Huddle: Understanding Business Bank Products

Understanding Consumer Bank Products*

- Consumer Deposit Products
- Consumer Credit Products
- Consumer Retirement Accounts, Investments, and International Products
- Trust Products and Services
- Understanding Your Customer
- Understanding Consumer Bank Products Assessment
- GO Huddle: Understanding Consumer Bank Products

Workplace Essentials

Dealing Effectively with Co-workers

Essentials of Workplace Conduct

Event Networking

Managing Time at Work

Sexual and Workplace Harassment

Communication Skills

Communication Basics Suite*

- Becoming a Better Listener
- Communicating Effectively
- The Importance of Body Language

Written Communication Suite*

- Clarity in Writing
- Effective Email Communications
- Writing for Your Audience

Verbal Communication Suite*

- Effective Conversations
- Greetings and Introductions
- Handling Customer Concerns

Online Communication Suite*

- Chat Handling Fundamentals
- Effective Social Media Communication
- Professionalism and Empathy
- Social Media Etiquette

Presentation Skills Suite*

- Crafting Your Message
- Delivering Your Message
- Getting Started
- Presenting Virtually

Customer Service Skills

Why Quality Customer Service Matters Suite*

- The Impact of Knowledge
- Optimizing In-Person and Video-Enabled Interactions
- Conflict Resolution Principles
- Why Quality Customer Service Matters Assessment
- GO Huddle: Why Quality Customer Service Matters

Referring Insurance and Annuity Clients

Referring Investment Clients

Referring Trust Clients

- NEW** Professionalism and Empathy
 - GO Huddle: Professionalism and Empathy

- NEW** Digital Support Channels
 - GO Huddle: Digital Support Channels

Management and Early Leadership Skills

Management Essentials Suite

- Coaching
- Corrective Action
- Effective Meetings
- Employee Recognition
- Interviewing
- Managing Performance

Leadership in Action Suite

- Authentic Leadership
- Building Collaborative Teams
- Communicating Vision
- Empowerment
- Managing Change

Employment Law

Leveraging the Benefits of a Diverse Workforce

Sexual and Workplace Harassment for Managers

Consultative and Relationship Selling Skills

Relationship Sales Suite*

- The Relationship Sales Process
- Consultative Selling (Includes integrated toolkit & coaching guide)

Sales Planning Suite*

- Creating Sales Portfolios
- Managing Client Portfolios
- Planning a Call (Includes integrated toolkit & coaching guide)

Making the Client Call Suite*

- Calling on Clients
- Identifying Client Needs
- Presenting Solutions that Match Client Needs (Includes integrated toolkit & coaching guide)

Effective Referrals Suite*

- The Referral Process
- Making Referrals (Includes integrated toolkit & coaching guide)

Overcoming Objections Suite*

- Handling Client Questions
- Responding to Client Objections
- Closing and Following Up (Includes integrated toolkit & coaching guide)

Coaching to Support the Sales Process Suite*

- Managing Sales Performance
- Preparing to Coach
- Providing Ongoing Support (Includes integrated toolkit & coaching guide)

Small Business Banking Essentials

Fundamentals of Small Business Banking

- Small Business Basics
- Small Business Operating and Life Cycle

Small Business Borrowing Suite*

- Knowing Your Small Business Clients
- Communicating Credit Decisions (Includes integrated toolkit & coaching guide)

Relationship Sales for Small Business Clients Suite*

- Consultative Selling for Small Business Clients
- Generating Leads
- Preparing to Call on Clients (Includes integrated toolkit & coaching guide)

Small Business Products Suite*

- Presenting Credit Products
- Presenting Retirement Products
- Presenting Treasury Management Products (Includes integrated toolkit & coaching guide)

Growing Small Business Relationships Suite

- Monitoring Small Business Relationships
- Conducting Site Visits (Includes integrated toolkit & coaching guide)

Introduction to Analyzing Financial Statements

Consumer Banking Essentials

Cybersecurity Fundamentals

Individual Retirement Accounts

Mortgage Customer Counseling and Prequalification

Personal Tax Return Analysis

**Only available as a suite*



GO Huddles, Learner Journeys and Exercises

These integrated resources help learners and managers reinforce skills and apply their knowledge with checklists, role-playing exercises, self-assessments, scorecards, trackers, discussion guides and more.



Get started today with ABA Banking Foundations

100+
Courses

7
Certificates

23
Integrated learner journeys,
exercises and leader-led huddles



**Course content
is developed
by bankers for
bankers.**

Empower your workforce
with our tailored training
solutions and watch
your organization thrive.

Full course listings inside

For more information, contact your local area training provider.