

# PBA PROFESSIONAL DEVELOPMENT OFFERS AIB Certificate Courses

We are now offering certificate courses bundled together at a discounted price...just \$595 per certificate!

Now is the time to take advantage of high-quality certificate courses, available on your schedule and at a great price! Contact Jackie Catalano (717) 255-6939 for more information, or to register today!

PBA  
3897 N. Front Street  
Harrisburg, PA 17110  
(717) 255-6939  
www.pabanker.com

## Special Discount Rate of \$595

AIB certificate programs are designed to meet the needs of today's professional. Economically priced and conveniently delivered, AIB Certificates are all about quality, convenience and value.

If you are a self-starter and comfortable learning on your own, fast track your career and register for an AIB Certificate program. We have 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 available to you anywhere, anytime. AIB certificates provide comprehensive curriculum and focus on skills you can apply immediately in your banking career.

In estimating course completion times, we believe that the most complex course in any of these certificates should take about 4 hours\* to complete. If you finish one course a week...you could achieve your certificate in less than 12 weeks! Available certificate programs include:

### AIB Bank Teller Certificate

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

- 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; and
- Banking Today.

### AIB Bank Service Provider Certificate

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

- 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; and
- Banking Today.

### AIB Call Center Representative Certificate

This certificate 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. Courses include:

- 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; and
- Banking Today.

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## AIB Customer Service Representative Certificate

This certificate 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.

Courses include:

- 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; and
- Banking Today.

## 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. Courses include:

- Banking Today;
- 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 Relationship; and
- Small Business Borrowing.

## AIB Supervisor Certificate

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

- 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; and
- Banking Today.

## AIB Team Leader Certificate

This certificate helps individuals develop the necessary skills to lead and manage effective teams including how to meet common objectives and achieve specific results. Courses include:

- 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; and
- Banking Today.

*\* Completion time of AIB self-paced online courses is subject to the pace and knowledge of the student.*

All AIB Certificates will be processed upon request. For information on how to request your certificate, please contact Jackie Catalano, (717) 255-6939 or [jcatalano@pabanker.com](mailto:jcatalano@pabanker.com).