



Spring 2010 Michigan AIB Course Schedule

Learning is Growing...Let Us Help You Grow!

To help you plan ahead, course offerings are listed for the remainder of the 2009-2010 AIB educational year.
Registration for Spring 2010 begins March 8, 2010.



Michigan Bankers Association
A Local ABA Training Provider

Spring 2010	Registration: 3/08/10 – 3/29/10	Semester: 4/19/10 – 7/30/10
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Classroom (1 week)

\$229.00

*** Register 5 people from the same bank, get the 6th person free. ** Register 9 people from the same bank, get the 10th and 11th people free. ***

MBC Course	AIB Course	Course Name	AIB Credit	Location	Day	Times	Semester-Dates	Weeks	Instructor
St. Clair Shores									
IPPSC17	---	Increasing Your People Power: Optimizing Human Capital	.00	TBA	Wed	9 a.m. – 4 p.m.	S-5/12	1	Kathleen Wheelihan

LOCATIONS: TBA – To be announced.

Increasing Your People Power: Optimizing Human Capital

Course Summary: Ignite passion and develop greater trust, productivity, and teamwork with your employees in today's highly competitive and ever-changing market. You will discover four steps to successful performance and apply the knowledge to motivation, communication, teambuilding, conflict resolution, and maximizing employee performance.

Audience: Managers, supervisors, team leaders, and anyone in a leadership role

Remember to order your textbook(s) when registering.



Bring an AIB class to *your bank*.

Here's a partial list of in-house and partnering classroom opportunities:

Two three-hour sessions:

- Cross-Selling to Build Customer Relationships
- Dealing Effectively with Co-workers and Customers
- Introduction to Relationship Selling
- Revitalizing Customer Service



Flexible scheduling options:

1. Ten three-hour classroom sessions **OR**
2. Four three-hour classroom sessions, combined with six independent study classes
 - Consumer Lending
 - General Accounting
 - Principles of Banking

Plus:

- ***Leadership Academy*** (Seven full-day sessions, scheduled 2-3 weeks apart)
- Many more!

Week night, week day, and weekend classes available.

Contact us to find out how these and other classroom courses can be brought into your area, or in-house exclusively for your bank!

(586) 784-4445

AIB@MBCtraining.com

Independent Study (Up to 15 weeks)

\$325.00

Accounting

MBC Course	AIB Course	Course	AIB Credit	Semester-Dates	Weeks	Instructor
AFSI17	6920	Analyzing Financial Statements Recommended Prerequisite: Financial Accounting	3.00	S-4/19 – 7/30	15	Valora Jackson
GACI17	1002	General Accounting	3.00	S-4/19 – 7/30	15	Beth Jungel

Independent Study (Up to 15 weeks)

\$325.00

Banking

MBC Course	AIB Course	Course	AIB Credit	Semester-Dates	Weeks	Instructor
CNLI17	7008	Consumer Lending	3.00	S-4/19 – 7/30	15	Michael Bryson
MFSI17	7740	Marketing Financial Services	3.00	S-4/19 – 7/30	15	Bob McGovern
MOBI17	1350	Money and Banking Recommended Prerequisite: Economics for Bankers	3.00	S-4/19 – 7/30	15	Bob McGovern
POBI17	1370	Principles of Banking	3.00	S-4/19 – 7/30	15	Rachel Emery
TTLI17	6832	Today's Teller: Developing Basic Skills	2.00	S-4/19 – 6/25	10	Rachel Emery
TRBI17	8261	Trust Basics	3.00	S-4/19 – 7/30	15	Carlene Korchak

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MBC Independent Enrichment Series

\$199.00

In our 2005 student survey, you told us you wanted more topics in shorter formats. The *MBC Independent Enrichment Series* is designed to give you a quick study on specific topics of interest. The books are self-paced and may be completed anytime throughout a semester. Each text is 85-150 pages. You will have contact with a financial industry professional/expert who will answer your questions and discuss the skills taught in the text. Students continue to offer great reviews for these resource materials: *...Great reference material...Quick...Easy to read...Interesting...Made me think...I'm taking this to my next job.*

You may earn an *MBC Enrichment Series Certificate* upon completion of 10 individual topics.

Management and Leadership

MBC Course Code	Course	Dates
Spring		Spring
BTME17	Building Teams	S-5/10 – 7/9
CEGE17	Coaching for Employee Growth	S-5/10 – 7/9
CEME17	Conducting Effective Meetings	S-5/10 – 7/9
DIVE17	Diversity: Communication for Success	S-5/10 – 7/9
DCDE17	Documenting Discipline	S-5/10 – 7/9
DLEE17	Delegating Effectively	S-5/10 – 7/9
FDSE17	Feedback Skills	S-5/10 – 7/9
INSE17	Interviewing Skills	S-5/10 – 7/9
LTME17	Leading Teams	S-5/10 – 7/9
MCWE17	Managing Change at Work	S-5/10 – 7/9
MWCE17	Managing Workplace Conflict	S-5/10 – 7/9
MPRE17	Managing Projects	S-5/10 – 7/9
MTVE17	Motivation: Inspiring Your Employees	S-5/10 – 7/9
MISE17	Moving into Supervision	S-5/10 – 7/9
PFAE17	Performance Appraisals	S-5/10 – 7/9
PRSE17	Problem Solving	S-5/10 – 7/9
SDEE17	Supervising Difficult Employees	S-5/10 – 7/9

Remember to order your textbook(s) when registering.



MBC Independent Enrichment Series (cont'd)

\$199.00

Retail Banking/Sales Skills

MBC Course Code	Course	Dates
Spring		Spring
BCSE17	Building and Closing the Sale	S-5/10 – 7/9
OCSE17	Outstanding Customer Service	S-5/10 – 7/9
TLSE17	Telephone Skills	S-5/10 – 7/9
SLSE17	Selling Skills	S-5/10 – 7/9

Self Development Skills

MBC Course Code	Course	Dates
Spring		Spring
ATDE17	Attitude: It Isn't Always Easy	S-5/10 – 7/9
BBME17	Basic Business Math	S-5/10 – 7/9
BBWE17	Better Business Writing	S-5/10 – 7/9
CMEE17	Communicating More Effectively	S-5/10 – 7/9
DDBE17	Dealing With Difficult Behavior	S-5/10 – 7/9
DVPE17	Developing As a Professional	S-5/10 – 7/9
EEME17	Effective E-Mail Tips	S-5/10 – 7/9
TMME17	Time Management: How to Get Everything Done and Still Have a Life	S-5/10 – 7/9
UCRE17	Why Didn't I Think of That? Using Creativity to Get More Done	S-5/10 – 7/9
WPPE17	Workplace Ethics	S-5/10 – 7/9



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ABA eLearning Self-paced Online Courses

Pricing & Registration Online

**Visit us at www.MBCtraining.com and click on the links for [AIB](#) and then [Courses](#) for descriptions and registration.

Basic Banking Knowledge	
Banking Today – UPDATED!	
Fundamental Business Skills	
Business Etiquette – UPDATED!	Meetings That Work
Dealing Effectively with Co-workers	Presentation Skills
Ethical Issues for Bankers – UPDATED!	Telephone Etiquette
Managing Time at Work	Writing Bank Correspondence
Management and Leadership	
Coaching for Success	Managing Employee Relations
Corrective Action	Performance Management
Hiring the Best	Project Management Fundamentals, Part One
Improving Productivity	Project Management Fundamentals, Part Two
Managing Change	Rewards and Recognition
Microsoft Office Courses	
Microsoft Office 2007	Microsoft Office 2003
Microsoft Access 2007: Level 1	Microsoft Access 2003: Level 1
Microsoft Access 2007: Level 2	Microsoft Access 2003: Level 2
Microsoft Excel 2007: Level 1	Microsoft Access 2003: Advanced
Microsoft Excel 2007: Level 2	Microsoft Excel 2003: Level 1
Microsoft Excel 2007: Level 3	Microsoft Excel 2003: Level 2
Microsoft Outlook 2007: Level 1	Microsoft Excel 2003: Advanced
Microsoft Outlook 2007: Level 2	Microsoft Outlook 2003: Introduction
Microsoft Outlook 2007: Level 3	Microsoft Outlook 2003: Advanced
Microsoft PowerPoint 2007: Level 1	Microsoft PowerPoint 2003: Introduction
Microsoft PowerPoint 2007: Level 2	Microsoft PowerPoint 2003: Advanced
Microsoft Word 2007: Level 1	Microsoft Word 2003: Level 1
Microsoft Word 2007: Level 2	Microsoft Word 2003: Level 2
Microsoft Word 2007: Level 3	Microsoft Word 2003: Advanced

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Regulatory Compliance	
Americans with Disabilities Act (ADA) – UPDATED!	FDIC Deposit Insurance – UPDATED!
Bank Bribery Act – UPDATED!	Flood Disaster Protection Act – UPDATED!
Bank Protection Act – UPDATED!	Home Mortgage Disclosure Act (HMDA) – UPDATED!
Bank Secrecy Act (BSA) – UPDATED!	Information Security and Red Flags – UPDATED!
Bank Secrecy Act (BSA) for Tellers	Office of Foreign Assets Control (OFAC) – UPDATED!
Community Reinvestment Act (CRA) – UPDATED!	Privacy for Customer Contact Personnel – UPDATED!
Completing the Currency Transaction Report	Real Estate Settlement Procedures Act (RESPA)
Credit Practices Rule (Reg AA) for Consumer Lenders – UPDATED!	Regulatory Compliance for Call Center Representatives
Deposit-Related Regulations (Reg E, Reg D) for Consumer Lenders – UPDATED!	Regulatory Compliance for Consumer Lenders
Electronic Fund Transfer Act (Reg E)	Regulatory Compliance for Customer Service Representatives
Electronic Fund Transfer Act (Reg E) for Call Center Representatives and Personal Bankers	Regulatory Compliance for Personal Bankers
Electronic Fund Transfer Act (Reg E) for Customer Service Representatives	Regulatory Compliance for Bank Tellers
Electronic Fund Transfer Act (Reg E) for Tellers	Reserve Requirements (Reg D) for Depository Institutions – UPDATED!
Equal Credit Opportunity Act (Reg B) – UPDATED!	Serving Your Military Customers – UPDATED!
Expedited Funds Availability Act (Reg CC) – UPDATED!	Sexual Harassment in the Workplace
Extending Credit to Bank Insiders(Reg O) – UPDATED!	Sexual Harassment in the Workplace for Managers
Fair Credit Reporting Act (FCRA) – UPDATED!	Truth-in-Lending Act (Reg Z) – UPDATED!
Fair Housing Act – UPDATED!	Truth-in-Savings Act (Reg DD)– UPDATED!
Fair Lending – UPDATED!	USA PATRIOT Act – UPDATED!
Retail Banking	
Retail Banking Fundamentals	
Business of Bankcard Overview	Referring Insurance & Annuities Customers
Consumer Credit Products – UPDATED!	Referring Mutual Funds & Securities Customers
Fundamentals of Consumer Lending	Referring Trust Customers
Fundamentals of Mortgage Lending	Revitalizing Customer Service – UPDATED!
Introduction to Financial Planning Products	Teller Training Essentials
Introduction to IRAs – NEW!	Understanding Bank Products
Personal Tax Return Analysis	Understanding Financial Planning
Referring Insurance & Annuities Customers	

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Pricing & Registration Online

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Retail Banking (Continued...)	
Retail Banking Sales Skills	
Building and Retaining Customer Relationships – UPDATED!	Introduction to Relationship Selling – UPDATED!
Cross-selling Deposit Products – UPDATED!	Profiling Mortgage Prospects
Effective Referrals	Sales Coaching in the Bank
Event Based Selling	Successful Sales Campaigns
Introduction to IRAs – NEW!	Teleconsulting – UPDATED!
Small Business Banking	
Small Business Banking Fundamentals	
Credit Products for Small Businesses – UPDATED!	Introduction to Analyzing Financial Statements – UPDATED!
Deposit Products for Small Businesses – UPDATED!	Retirement Products for Small Businesses
Fundamentals of Small Business Banking – UPDATED!	Small Business Borrowing
Small Business Banking Sales Skills	
Calling on Small Business Customers – UPDATED!	
Relationship Selling to Small Business Customers – UPDATED!	
Servicing and Growing Small Business Relationships – UPDATED!	
Wealth Management and Trust	
Introduction to IRAs – NEW!	
Case Studies/Assessments	
ABA Case Study for Wealth Advisors: The Corporate Executive	
Building Trust Expertise – Level 1	
Introduction to Estate Planning	
Introduction to Investment Management	
Introduction to Trust Administration	
Building Trust Expertise – Level 2	
Discretionary Distributions	Fiduciary Law
Estate Planning Overview	Investments I
Estate Planning for Marital Deduction	Managing Trust Accounts
Federal Estate and Gift Taxes	Retirement Planning
Fiduciary Income Taxes	
Building Trust Expertise – Level 3	
Estate Planning for Charitable Giving	Financial Planning Skills
Estate Planning for Lifetime Gifts	Generation Skipping Transfer Tax
Estate Planning for the Business Owner	Investments II
Estate Planning Final Case Study	Life Insurance and Annuities

Retirement Produ

*Pricing and course availability subject to change without notice.

AIB/ABA Instructor-led Online Courses

Registration Online

**Visit us at www.MBCtraining.com and click on the links for [AIB](#) and then [Courses](#) for descriptions and registration.

Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
ABA Online Review Course for the CRCM Examination <i>(with textbook)</i> 8 weeks \$675/\$895 *	3005528	08/16/10	10/12/10
ABA Online Review Course for the CRCM Examination <i>(without textbook)</i> 8 weeks \$450/\$670	3005529	08/16/10	10/12/10
ABA Online Review Course for the CTFA Examination <i>(with textbook)</i> 8-12 weeks \$795/\$1075 *	3005588	06/07/10	
ABA Online Review Course for the CTFA Examination <i>(without textbook)</i> 8-12 weeks \$200/\$260	3005589	06/07/10	
AIB Analyzing Bank Performance <i>(with textbook)</i> 7 weeks \$745/\$950*	3005459 3005504	04/19/10 07/06/10	06/06/10 08/22/10

Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
AIB Analyzing Bank Performance <i>(without textbook)</i> 7 weeks \$625/\$805	3005460 3005505	04/19/10 07/06/10	06/06/10 08/22/10
AIB Banking Today 5 weeks \$315/\$395* <i>Self-paced course also available</i>	3005455 3005478 3005503	03/29/10 05/10/10 06/28/10	05/02/10 06/13/10 08/01/10
AIB Financial and Business Planning for Bank Marketers 9 weeks \$315/\$395*	3005498	06/21/10	08/22/10
AIB Fundamentals of Consumer Lending 5 weeks \$250/\$315 <i>Self-paced course also available</i>	3005469 3005506	04/26/10 07/06/10	06/06/10 08/08/10
AIB Introduction to Agricultural Lending 8 weeks \$375/\$475	3005465 3005499	04/19/10 06/21/10	06/13/10 08/15/10
IRA Online Institute 12 weeks \$1495/\$1795	3005532	09/07/10	12/05/10

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Registration Online

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Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
AIB Managing Funding, Liquidity, and Capital (with textbook) 6 weeks \$595/\$745 *	3005481	05/10/10	06/20/10
AIB Managing Funding, Liquidity, and Capital (without textbook) 6 weeks \$475/\$625	3005482	05/10/10	06/20/10
AIB Managing Interest Rate Risk (with textbook) 8 weeks \$745/\$925 *	3005448	03/15/10	05/09/10
AIB Managing Interest Rate Risk (without textbook) 8 weeks \$625/\$805	3005449	03/15/10	05/09/10
AIB Managing the Bank's Investment Portfolio (with textbook) 6 weeks \$595/\$745 *	3005500	06/21/10	08/01/10
AIB Managing the Bank's Investment Portfolio (without textbook) 6 weeks \$475/\$625	3005501	06/21/10	08/01/10

Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
AIB Problem Loan Workouts 6 weeks \$315/\$395	3005484 3005523	05/10/10 08/02/10	06/20/10 09/12/10
AIB Supervisor Certificate 16 weeks \$695/\$875	3005476 3005520	05/03/10 07/26/10	08/22/10 11/14/10
AIB Trust Operations 15 weeks \$405/\$505	3005468 3005521	04/19/10 07/26/10	08/01/10 11/07/10
AIB Understanding Bank Performance 5 weeks \$315/\$395	3005456	03/29/10	05/02/10
AIB Understanding Your Construction Borrower 10 weeks \$405/\$505	3005492 3005524	05/17/10 08/02/10	07/25/10 10/12/10

* Registration for one or more courses that include accompanying textbooks will also incur a shipping & handling fee of \$9.50.

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