



# 2011-2012 Michigan AIB Course Schedule

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

To help you plan ahead, course offerings are listed for the entire 2011-2012 AIB educational year.

**Registration for Winter 2012 begins November 28, 2011.**



Michigan Bankers Association  
A Local ABA Training Provider

<b>Winter 2012</b>	<b>Registration: 11/28/11 – 12/15/11</b>	<b>Semester: 1/09/12 – 4/20/12</b>
<b>Spring 2012</b>	<b>Registration: 3/12/12 – 4/02/12</b>	<b>Semester: 4/23/12 – 8/03/12</b>

Independent Study (Up to 15 weeks)

\$325.00

Accounting

MBC Course	AIB Course	Course	AIB Credit	Semester-Dates	Weeks	Instructor
AFSI22	6920	Analyzing Financial Statements	3.00	W-1/9 – 4/20	15	Valora Jackson
AFSI23	6920	Recommended Prerequisite: Financial Accounting	3.00	S-4/23 – 8/03	15	Valora Jackson
FACI22	1000	Financial Accounting Prerequisite: General Accounting or College Accounting 101. Financial Accounting is a difficult course. Students are advised to take this course alone per semester.	3.00	W-1/9 – 4/20	15	Valora Jackson
GACI22	1002	General Accounting	3.00	W-1/9 – 4/20	15	Beth Jungel
GACI23	1002		3.00	S-4/23 – 8/03	15	Beth Jungel

**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)
- Leading and Engaging Employees in Difficult Times
- 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

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Banking

MBC Course	AIB Course	Course	AIB Credit	Semester-Dates	Weeks	Instructor
CNLI22	7008	Consumer Lending	3.00	W-1/9 – 4/20	15	Michael Bryson
CNLI23	7008		3.00	S-4/23 – 8/03	15	Michael Bryson
ECBI22	2310	Economics for Bankers	3.00	W-1/9 – 4/20	15	Bob McGovern
LBAI22	3670	Law and Banking: Applications	3.00	W-1/9 – 4/20	15	Steve Riebel
MFSI23	7740	Marketing Financial Services	3.00	S-4/23 – 8/03	15	Bob McGovern
MOBI22	1350	Money and Banking	3.00	W-1/9 – 4/20	15	Bob McGovern
MOBI23	1350	Recommended Prerequisite: Economics for Bankers	3.00	S-4/23 – 8/03	15	Bob McGovern
POBI22	1370	Principles of Banking	3.00	W-1/9 – 4/20	15	Rachel Emery
POBI23	1370		3.00	S-4/23 – 8/03	15	Rachel Emery
TTLI22	6832	Today's Teller: Developing Basic Skills	2.00	W-1/9 – 3/16	10	Rachel Emery
TTLI23	6832		2.00	S-4/23 – 6/29	10	Rachel Emery
TRBI22	8261	Trust Basics	3.00	W-1/9 – 4/20	15	Carlene Korchak
TRBI23	8261		3.00	S-4/23 – 8/03	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	
Winter	Spring		Winter	Spring
BTME22	BTME23	Building Teams	W-1/23 – 3/23	S-5/7 – 7/6
CEGE22	CEGE23	Coaching for Employee Growth	W-1/23 – 3/23	S-5/7 – 7/6
CEME22	CEME23	Conducting Effective Meetings	W-1/23 – 3/23	S-5/7 – 7/6
DIVE22	DIVE23	Diversity: Communication for Success	W-1/23 – 3/23	S-5/7 – 7/6
DCDE22	DCDE23	Documenting Discipline	W-1/23 – 3/23	S-5/7 – 7/6
DLEE22	DLEE23	Delegating Effectively	W-1/23 – 3/23	S-5/7 – 7/6
FDSE22	FDSE23	Feedback Skills	W-1/23 – 3/23	S-5/7 – 7/6
INSE22	INSE23	Interviewing Skills	W-1/23 – 3/23	S-5/7 – 7/6
LTME22	LTME23	Leading Teams	W-1/23 – 3/23	S-5/7 – 7/6
MCWE22	MCWE23	Managing Change at Work	W-1/23 – 3/23	S-5/7 – 7/6
MWCE22	MWCE23	Managing Workplace Conflict	W-1/23 – 3/23	S-5/7 – 7/6
MPRE22	MPRE23	Managing Projects	W-1/23 – 3/23	S-5/7 – 7/6
MTVE22	MTVE23	Motivation: Inspiring Your Employees	W-1/23 – 3/23	S-5/7 – 7/6
MISE22	MISE23	Moving into Supervision	W-1/23 – 3/23	S-5/7 – 7/6
PFAE22	PFAE23	Performance Appraisals	W-1/23 – 3/23	S-5/7 – 7/6
PRSE22	PRSE23	Problem Solving	W-1/23 – 3/23	S-5/7 – 7/6
SDEE22	SDEE23	Supervising Difficult Employees	W-1/23 – 3/23	S-5/7 – 7/6

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MBC Independent Enrichment Series (cont'd)

\$199.00

Retail Banking/Sales Skills

MBC Course Code		Course	Dates	
Winter	Spring		Winter	Spring
BCSE22	BCSE23	Building and Closing the Sale	W-1/23 – 3/23	S-5/7 – 7/6
OCSE22	OCSE23	Outstanding Customer Service	W-1/23 – 3/23	S-5/7 – 7/6
TLSE22	TLSE23	Telephone Skills	W-1/23 – 3/23	S-5/7 – 7/6
SLSE22	SLSE23	Selling Skills	W-1/23 – 3/23	S-5/7 – 7/6

Self Development Skills

MBC Course Code		Course	Dates	
Winter	Spring		Winter	Spring
ATDE22	ATDE23	Attitude: It Isn't Always Easy	W-1/23 – 3/23	S-5/7 – 7/6
BBME22	BBME23	Basic Business Math	W-1/23 – 3/23	S-5/7 – 7/6
BBWE22	BBWE23	Better Business Writing	W-1/23 – 3/23	S-5/7 – 7/6
CMEE22	CMEE23	Communicating More Effectively	W-1/23 – 3/23	S-5/7 – 7/6
DDBE22	DDBE23	Dealing With Difficult Behavior	W-1/23 – 3/23	S-5/7 – 7/6
DVPE22	DVPE23	Developing As a Professional	W-1/23 – 3/23	S-5/7 – 7/6
EEME22	EEME23	Effective E-Mail Tips	W-1/23 – 3/23	S-5/7 – 7/6
TMME22	TMME23	Time Management: How to Get Everything Done and Still Have a Life	W-1/23 – 3/23	S-5/7 – 7/6
UCRE22	UCRE23	Why Didn't I Think of That? Using Creativity to Get More Done	W-1/23 – 3/23	S-5/7 – 7/6
WPEE22	WPEE23	Workplace Ethics	W-1/23 – 3/23	S-5/7 – 7/6

<b>Winter 2012</b>	<b>Registration: 11/21/11 – 12/05/11</b>	<b>Semester: 1/02/12 – 4/13/12</b>
<b>Spring 2012</b>	<b>Registration: 3/05/12 – 3/26/12</b>	<b>Semester: 4/16/12 – 7/27/12</b>

## ABA eLearning Self-paced Online Courses

\*\*Pricing & Registration Online\*\*

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

<b>Certificate Programs</b>	
Bank Service Provider Certificate	Small Business Banking Certificate
Bank Teller Certificate	Supervisor Certificate
Call Center Representative Certificate	Team Leader Certificate
Customer Service Representative Certificate	
<b>Basic Banking Knowledge</b>	
Banking Today	
<b>Fundamental Business Skills</b>	
Business Etiquette	Meetings That Work
Dealing Effectively with Co-workers	Presentation Skills
Ethical Issues for Bankers	Telephone Etiquette
Managing Time at Work	Writing Bank Correspondence
<b>Management and Leadership</b>	
Coaching for Success	Managing Employee Relations
Corrective Action	Performance Management
Hiring the Best	Project Management Fundamentals: Second Edition
Improving Productivity	Rewards and Recognition
Managing Change	
<b>Regulatory Compliance</b>	
Americans with Disabilities Act (ADA)	Fair Housing Act
Bank Bribery Act	Fair Lending
Bank Protection Act	FDIC Deposit Insurance
Bank Secrecy Act (BSA)	Flood Disaster Protection Act
Bank Secrecy Act (BSA) for Lenders	Home Mortgage Disclosure Act (HMDA)
Bank Secrecy Act (BSA) for Tellers	Information Security and Red Flags
Community Reinvestment Act (CRA)	Office of Foreign Assets Control (OFAC)
Completing a Currency Transaction Report	Privacy for Customer Contact Personnel
Credit Practices Rule (Unfair and Deceptive Acts and Practices) (Reg AA) for Consumer Lenders	Real Estate Settlement Procedures Act (RESPA)
Deposit-Related Regulations (Reg E, Reg D) for Consumer Lenders	Regulatory Compliance for Call Center Representatives
Electronic Fund Transfer Act (Reg E)	Regulatory Compliance for Consumer Lenders
Equal Credit Opportunity Act (Reg B)	Regulatory Compliance for Customer Service Representatives
Expedited Funds Availability Act (Reg CC)	Regulatory Compliance for Personal Bankers
Extending Credit to Bank Insiders( Reg O)	Regulatory Compliance for Bank Tellers
Fair Credit Reporting Act (FCRA)	

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<b>Regulatory Compliance</b>	
Reg Z Adjustable Rate Mortgages	Reg Z Reverse Mortgages
Reg Z Advertising	Reg Z Right of Rescission
Reg Z Credit Cards	Reserve Requirements for Depository Institutions (Reg D)
Reg Z Private Higher Education Loans	Serving Your Military Customer
Reg Z HOEPA (Sect. 32) Loans & Higher-Priced Mortgage Loans	Sexual Harassment in the Workplace
Reg Z HELOCs (Open-End Credit)	Sexual Harassment in the Workplace for Managers
Reg Z Installment and Home Equity Loans (Closed-End Credit)	Truth-in-Savings Act (Reg DD)
Reg Z Mortgages (Closed-End Credit)	Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)
Reg Z Non Home Secured (Open-End Credit)	USA PATRIOT Act
Reg Z Overview	
<b>Retail Banking</b>	
<b>Retail Banking Fundamentals</b>	
Consumer Credit Products	Referring Trust Customers
Fundamentals of Consumer Lending	Revitalizing Customer Service: Parts 1 and 2
Introduction to IRAs	Robbery and Bank Security
Personal Tax Return Analysis	Today's Teller
Referring Insurance & Annuities Customers	Understanding Bank Products
Referring Mutual Funds & Securities Customers	
<b>Retail Banking Sales Skills</b>	
Building and Retaining Customer Relationships Part 1 and 2	Introduction to Relationship Selling
Cross-selling Deposit Products	Sales Coaching in the Bank
Effective Referrals	Successful Sales Campaigns
Event Based Selling	Teleconsulting
Introduction to IRAs	
<b>Small Business Banking</b>	
<b>Small Business Banking Fundamentals</b>	
Credit Products for Small Businesses	Overview of Financial Statements
Deposit Products and Services for Small Business Customers	Retirement Products for Small Businesses
Fundamentals of Small Business Banking	Small Business Borrowing
Introduction to Analyzing Financial Statements	
<b>Small Business Banking Retail Sales</b>	
Calling on Small Business Customers	
Relationship Selling to Small Business Customers	
Servicing and Growing Small Business Relationships	

**ABA eLearning Self-paced Online Courses (cont'd)**

**\*\*Pricing & Registration Online\*\***

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<b>Wealth Management and Trust</b>	
<b>Case Studies/Assessments</b>	
Introduction to IRAs	
Building Trust Expertise Suite	
<b>Building Trust Expertise Level 1</b>	
Introduction to Estate Planning	
Introduction to Investment Management	
Introduction to Trust Administration	
<b>Building Trust Expertise Level 1</b>	
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	
<b>Building Trust Expertise Level 1</b>	
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
<b>Microsoft Office 2003</b>	
Microsoft Access 2003: Level 1	Microsoft PowerPoint 2003: Level 2
Microsoft Access 2003: Level 2	Microsoft Outlook 2003: Level 1
Microsoft Access 2003: Level 3	Microsoft Outlook 2003: Level 2
Microsoft Access 2003: Level 4	Microsoft Outlook 2003: Level 3
Microsoft Excel 2003: Level 1	Microsoft Word 2003: Level 1
Microsoft Excel 2003: Level 2	Microsoft Word 2003: Level 2
Microsoft PowerPoint 2003: Level 1	Microsoft Word 2003: Level 3
<b>Microsoft Office 2007</b>	
Microsoft Access 2007: Level 1	Microsoft Outlook 2007: Level 1
Microsoft Access 2007: Level 2	Microsoft Outlook 2007: Level 2
Microsoft Excel 2007: Level 1	Microsoft Outlook 2007: Level 3
Microsoft Excel 2007: Level 2	Microsoft Word 2007: Level 1
Microsoft Excel 2007: Level 3	Microsoft Word 2007: Level 2
Microsoft PowerPoint 2007: Level 1	Microsoft Word 2007: Level 3
Microsoft PowerPoint 2007: Level 2	

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<b>Microsoft Office 2010</b>	
Microsoft Access 2010: Level 1	Microsoft Outlook 2010: Level 2
Microsoft Access 2010: Level 2	Microsoft Outlook 2010: Level 3
Microsoft Access 2010: Level 3	Microsoft PowerPoint 2010: Level 1
Microsoft Excel 2010: Level 1	Microsoft PowerPoint 2010: Level 2
Microsoft Excel 2010: Level 2	Microsoft Word 2010: Level 1
Microsoft Excel 2010: Level 3	Microsoft Word 2010: Level 2
Microsoft Outlook 2010: Level 1	Microsoft Word 2010: Level 3

\*Pricing and course availability subject to change without notice.

**AIB/ABA Instructor-led Online Courses**

**\*\*Registration Online\*\***

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

<b>Course Title Length Price (Member/Nonmember)</b>	<b>Catalog Numbers</b>	<b>Start Dates</b>	<b>End Dates</b>
<a href="#">ABA Online Review Course for the CRCM Examination</a> <i>(with textbook provided in 3-hole punch format)</i> 8 weeks \$695/\$925*	3007024 3007112	01/23/12 08/13/12	03/18/12 10/09/12
<a href="#">ABA Online Review Course for the CRCM Examination</a> <i>(with textbook on CD-ROM in searchable Adobe format)</i> 8 weeks \$575/\$765*	3007023 3007111	01/23/12 08/13/12	03/18/12 10/09/12
<a href="#">ABA Online Review Course for the CRCM Examination</a> <i>(without textbook)</i> 8 weeks \$475/\$705	3007022 3007110	01/23/12 08/13/12	03/18/12 10/09/12

<b>Course Title Length Price (Member/Nonmember)</b>	<b>Catalog Numbers</b>	<b>Start Dates</b>	<b>End Dates</b>
<a href="#">ABA Online Review Course for the CTFA Examination</a> <i>(with textbook)</i> 8-12 weeks \$795/\$1125*	3007027 3007084	01/30/12 05/28/12	
<a href="#">ABA Online Review Course for the CTFA Examination</a> <i>(without textbook)</i> 8-12 weeks \$325/\$425	3007026 3007083	01/30/12 05/28/12	
<a href="#">Analyzing Bank Performance</a> <i>(with textbook)</i> 7 weeks \$765/\$995*	3007030 3007093	02/06/12 07/03/12	03/25/12 08/19/12

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\*\*Registration Online\*\*

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Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
<a href="#">Analyzing Bank Performance</a> (without textbook) 7 weeks \$645/\$875	3007029 3007091	02/06/12 07/03/12	03/25/12 08/19/12
<a href="#">AIB Basic Administrative Duties of a Trustee</a> 5 weeks \$225/\$300	3007007 3007064 3007113	12/05/11 04/23/12 08/13/12	01/15/12 05/27/12 09/16/12
<a href="#">Introduction to Agricultural Lending</a> 8 weeks \$395/\$495	3007062 3007087	04/16/12 06/18/12	06/10/12 08/12/12
<a href="#">AIB Introduction to Mortgage Lending</a> 16 weeks \$425/\$525	3007046 3007096	03/05/12 07/09/12	06/24/12 10/28/12
<a href="#">AIB Introduction to Trust Product &amp; Services</a> 5 weeks \$225/\$300	3007047 3007094	03/05/12 07/03/12	04/08/12 08/05/12
<a href="#">IRA Online Institute</a> 12 weeks \$1495/\$1795	3007044 3007115	02/27/12 09/04/12	05/20/12 12/02/12
<a href="#">Managing Funding, Liquidity, and Capital</a> (with textbook) 6 weeks \$625/\$805*	3007016 3007075	01/09/12 05/07/12	02/19/12 06/17/12

Course Title Length Price (Member/Nonmember)	Catalog Numbers	Start Dates	End Dates
<a href="#">Managing Funding, Liquidity, and Capital</a> (without textbook) 6 weeks \$505/\$685	3007015 3007074	01/09/12 05/07/12	02/19/12 06/17/12
<a href="#">Managing Interest Rate Risk</a> (with textbook) 8 weeks \$765/\$995*	3007001 3007052	11/14/11 03/12/12	01/22/12 05/06/12
<a href="#">Managing Interest Rate Risk</a> (without textbook) 8 weeks \$645/\$875	3007000 3007051	11/14/11 03/12/12	01/22/12 05/06/12
<a href="#">Managing the Bank's Investment Portfolio</a> (with textbook) 6 weeks \$625/\$805*	3007041 3007089	02/12/12 06/18/12	04/01/12 07/22/12
<a href="#">Managing the Bank's Investment Portfolio</a> (without textbook) 6 weeks \$505/\$685	3007040 3007088	02/12/12 06/18/12	04/01/12 07/22/12
<a href="#">AIB Supervisor Certificate</a> 16 weeks \$695/\$875	3007038 3007071 3007106	02/14/12 04/30/12 07/23/12	06/03/12 08/19/12 11/11/12
<a href="#">IRA Online Institute</a> 12 weeks \$1495/\$1795	3007044 3007115	02/27/12 09/04/12	05/20/12 12/02/12

\* Registration for one or more courses that include accompanying textbooks will also incur a shipping & handling fee of \$15.00.

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