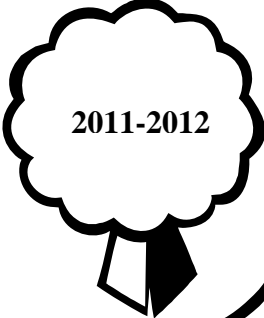


AIB

American Institute of Banking

Diplomas & Certificates

Everything you need to keep ahead of the game. Included in this packet are complete listings of AIB course requirements necessary to earn nationally recognized AIB Diplomas & Certificates and the Diploma Application Form.



2011-2012

“A Local ABA Training Provider”



THINGS TO KNOW ABOUT AIB DIPLOMAS & CERTIFICATES

1. Courses listed are available in traditional Classroom setting, Online or through Correspondence Study. Not all courses are available in every format. For more information about course delivery methods and for information on when and where these courses are available visit www.minnbankers.com, look for the monthly Education Mailing, periodic Education e-mails, or call Chris Harrison at (952) 857-2634 or email at chrish@minnbankers.com.
2. Apply when you feel you have met the requirements for the diploma and/or certificate as indicated in the worksheets. Send in a completed application form along with the \$25.00 diploma/certificate fee to the Minnesota Bankers Association. Diplomas and certificates are awarded all year long.
3. If you have taken courses at an accredited college or university that you believe are similar to those listed in this catalog, you may be able to have them transferred to your record. Only classes listed with an asterisk (*) on the worksheets are eligible for transfer credit.

You must apply for transfer credit by filling out the Transfer of Credit Request Form. Only courses with a C or better may be considered for transfer. Only 50 percent of the credits required may be transfer credits. We will add all transferred courses to your AIB transcript. Sending in the Transfer of Credit Request Form does not guarantee that the class or classes will be transferred. MBA will make the final determination based on the requirements of the American Institute of Banking and the information you have submitted. You will be notified of the transfer of credit by receiving an updated AIB transcript.

4. For each diploma or certificate, take all the courses listed and follow the instructions on the worksheets per diploma/certificate. You must have a "C" average or better and you must have a grade of A, B, C or D for all programs of 2 or more credits.
5. If you have already earned AIB diplomas under previous national guidelines, you may reapply these credits to the diplomas/certificates described in this catalog.
6. You may use courses and their corresponding credits for more than one diploma or certificate, if applicable.
7. Accelerated 1-credit courses may be used in place of 2 and 3 credit courses without limitation or restriction.
8. College credit for AIB Courses – The American Council on Education's (ACE) College Credit Recommendation Service reviewed twelve AIB Online Courses and recommended college credit in each instance. Each college or university decides whether grant credit for ACE college credit recommendations, however over 1200 colleges across the country have granted credit for such courses. ACE is the major coordinating body for all the nation's higher education institutions.

The twelve courses available as AIB Online Courses are:

- AIB Analyzing Financial Statements
- AIB Consumer Lending
- AIB Economics for Bankers
- AIB General Accounting

- AIB Introduction to Mortgage Lending
- AIB Law & Banking: Applications
- AIB Law & Banking: Principles
- AIB Marketing Financial Services
- AIB Money and Banking
- AIB Principles of Banking

DELIVERY OPTIONS KEY:

CLASS	= Classroom Delivery
CORR	= Correspondence Study
AIB IL	= AIB Instructor-Led Online Training
ELEARN	= ABA eLearning Self-Paced Online Training



Minnesota Bankers Association, 8050 Washington Avenue South, Suite 150, MN 55344
PH: (952) 835-3900 * FAX: (952) 896-1100

AIB Bank Financial Management Diploma

Name _____ Date _____

This Diploma is designed for individuals who are involved in the financial management of their bank, including junior officers up through CEOs, CFOs and other senior officers making key decisions that affect bank profitability.

The courses required for this certificate cover the analysis of bank performance, the measurement and management of interest rate risk, and the management of funding, liquidity and capital. The required courses all use the same textbook that provides participants with the basic concepts in each of the areas. Each of the courses includes exercises in which participants apply these concepts to their own institution. Candidates for the certificate should have an understanding of accounting and financial markets before beginning the required courses. Experience in the use of electronic spreadsheets is helpful but not required.

Required Courses

Students must successfully complete the following courses. No substitutions or previous college credit will be accepted for this diploma.

Grade	Course	Delivery Options	
	Analyzing Bank Performance	AIB IL	
	Managing the Bank's Investment Portfolio	AIB IL	
	Managing Funding, Liquidity and Capital	AIB IL	
	Managing Interest Rate Risk	AIB IL	
	Ethical Issues for Bankers		ELEARN

AIB Bank Marketing Diploma

Name _____ Date _____

This diploma is an ideal program for bank marketers who are relatively new to the profession. It also represents an excellent opportunity for bankers outside the marketing area who desire a solid background in marketing to support their current responsibilities. (ie. branch managers).

At the core of this diploma, is in-depth course work on marketing financial services, along with related topics such as event-based selling and successful sales campaigns. Courses on financial and business planning and on project management provide essential business skills that experienced bank marketers have identified as critical to the function. Supporting the marketing-specific core are courses in banking fundamentals, economics and business ethics.

Required Courses

Students must successfully complete the following courses. Titles with one asterisk (*) maybe met by transfer credit from an accredited college/university. The course must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking	CLASS	AIB IL		CORR
	Dealing Effectively with Co-Workers			ELEARN	
	AIB Economics for Bankers		AIB IL		CORR
	Ethical Issues for Bankers			ELEARN	
	Managing Time at Work			ELEARN	
	AIB Marketing Financial Services		AIB IL		CORR
	Project Management Fundamentals			ELEARN	
	Successful Sales Campaigns			ELEARN	

This diploma meets the pre-certification education requirements for the Certified Financial Marketing Professional (CFMP) designation through the Institute of Certified Bankers (ICB).

AIB Bank Operations Diploma

Name _____ Date _____

Individuals who work in operations across the bank are responsible for ensuring that the daily workflow is smooth and efficient. With views toward operational efficiency and customer expectations, bank operations personnel continually review current methods and procedures and often recommend process improvements and innovations. In the course of their duties, operations personnel interact with staff throughout the bank, from data processing to customer contact areas. Supervisors and managers in operations are responsible for seeing that their areas are staffed adequately with well-trained personnel, who understand banking processes, process improvement methods and project management.

This curriculum provides a solid grounding in banking fundamentals, which is essential to new or aspiring operations managers or supervisors. Critical knowledge areas such as accounting, legal and regulatory aspects of banking, general bank operations, payment systems and supervision are central to the program. The diploma is an ideal foundation for bankers new to the operations area.

Required Courses

You must complete the following courses. Those titles with an asterisk (*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options		
	AIB Principles of Banking	CLASS	AIB IL	CORR
	AIB General Accounting*		AIB IL	
	AIB Law & Banking: Applications OR AIB Law & Banking: Principles		AIB IL	CORR
	AIB Money and Banking		AIB IL	CORR
	AIB Supervisor Certificate		AIB IL	

Electives

You must complete 4 elective credits. At least 2 credits must be AIB courses; the other 2 may be from college courses that are equivalent to courses in the AIB curriculum.

Credits	Grade	Course

AIB Banking and Finance Diploma

Name _____ Date _____

To receive an AIB Banking and Finance Diploma, you must successfully complete 30 credits recognized by an accredited institution of higher education. Of the 30 credits, at least 15 credits must be completed in ABA/AIB courses (may include online courses), using ABA/AIB materials and meeting the minimum educational requirements set by the American Bankers Association. The remaining credits (15 credit maximum) may be generated from coursework that directly relates only to the study of finance and financial services at an accredited college or university.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options		
	AIB Principles of Banking	CLASS	AIB IL	CORR
	AIB Analyzing Financial Statements*		AIB IL	CORR
	AIB General Accounting*		AIB IL	
	AIB Law & Banking: Applications OR Law & Banking: Principles		AIB IL	CORR
And one of the following:				
	AIB Commercial Lending ⁺	CLASS	AIB IL	
	AIB Consumer Lending		AIB IL	CORR
	AIB Introduction to Mortgage Lending		AIB IL	

Plus one other ABA/AIB course of your choosing: _____ Grade _____

*These three required courses may be replaced by equivalent courses offered by an accredited institution of higher education, subject to ABA approval. These equivalents must be at least 3 credits each. (However, in such cases, a total of 15 credits must still be fulfilled through ABA/AIB coursework using ABA/AIB materials.)

Credits	Grade	Course

⁺ Students who have completed AIB commercial Lending, in the classroom, online or by correspondence, may complete the additional requirements for the AIB Commercial Diploma. Students who have not yet taken Commercial Lending, ABA will have new lending content for this Diploma by March 2012.

AIB Commercial Lending Diploma

Name _____ Date _____

This curriculum is comprehensive in that it addresses broad banking understanding, financial accounting, commercial lending and credit analysis, product knowledge-both credit and deposit products for small businesses – legal and regulatory issues and a number of other topics that support the overall business relationships. The program is well suited to management trainees, new commercial lenders and those individuals in lending support positions.

You must complete the following courses. Those titles with an asterisk (*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking	CLASS	AIB IL		CORR
	AIB Analyzing Financial Statements*		AIB IL		CORR
	AIB Commercial Lending ⁺	CLASS	AIB IL		
	Credit Products for Small Business Customers			ELEARN	
	Dealing Effectively with Co-Workers			ELEARN	
	Deposit Products for Small Business			ELEARN	
	Ethical Issues for Bankers			ELEARN	
	AIB General Accounting*		AIB IL		
	AIB Law and Banking: Principles		AIB IL		CORR
	Managing Time at Work			ELEARN	
	Presentation Skills			ELEARN	
	Relationship Selling to Small Business Customers			ELEARN	
	Servicing and Growing Small Business Relationships			ELEARN	

This diploma meets pre-certification education requirements for the Certified Lender Business Banking designation from the Institute of Certified Bankers (ICB).

⁺Students who have completed AIB commercial Lending, in the classroom, online or by correspondence, may complete the additional requirements for the AIB Commercial Diploma. Students who have not yet taken Commercial Lending, ABA will have new lending content for this Diploma by March 2012.

AIB Consumer Lending Diploma

Name _____ Date _____

This diploma reflects a balanced treatment of the knowledge and skill requirements of a typical consumer lender. Complementing consumer lending coursework are topics in general banking, accounting and credit analysis, and legal and regulatory compliance. Approaches to relationship management and relationship selling are also addressed. In addition, emphasis is placed on practical business skills, such as time management, effective presentations and writing bank correspondence.

Required Courses

You must complete the following courses. Those titles with an asterisk (*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
		CLASS	AIB IL	ELEARN	CORR
	AIB Principles of Banking	CLASS	AIB IL		CORR
	Building and Retaining Customer Relationships			ELEARN	
	AIB Consumer Lending		AIB IL		CORR
	Effective Referrals			ELEARN	
	Ethical Issues for Bankers			ELEARN	
	AIB General Accounting*		AIB IL		CORR
	Introduction to Relationship Selling			ELEARN	
	AIB Law & Banking: Applications OR AIB Law & Banking: Principles		AIB IL		CORR
	Managing Time at Work			ELEARN	
	Personal Tax Return Analysis			ELEARN	
	Presentation Skills			ELEARN	
	Writing Bank Correspondence			ELEARN	

AIB General Banking Diploma

Name _____ Date _____

The curriculum for this diploma centers on banking essentials, such as the role of banking in the US economy and the purpose of specific banking functions. Courses in accounting and economics provide the foundation for an understanding of banking. Legal and regulatory issues and compliance matters, as well as marketing fundamentals are addressed through specific course work. In addition, training in identifying and resolving ethical issues, which may surface during the course of day-to-day business, is part of the overall program.

Required Courses

You must complete the following courses. Those titles with an asterisk (*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking	CLASS	AIB IL		CORR
	AIB Economics for Bankers*		AIB IL		CORR
	Ethical Issues for Bankers			ELEARN	
	AIB General Accounting*		AIB IL		
	AIB Law & Banking: Applications OR AIB Law & Banking: Principles		AIB IL		CORR
	AIB Marketing Financial Services		AIB IL		CORR

Electives

You must complete 6 elective credits. At least 3 credits must be AIB courses; the other 3 may be from college courses that are equivalent to courses in the AIB curriculum.

Credits	Grade	Course

AIB Personal Trust Diploma

Name _____ Date _____

This diploma was developed to prepare individuals for professional certification as Certified Trust and Financial Advisors (CTFA) through the American Bankers Association's Institute of Certified Bankers (ICB). Becoming a Certified Trust and Financial Advisor is one of the most important and rewarding career decisions that a trust professional can make. Those holding the CTFA designation often speak to the competitive advantage and professional recognition that it affords.

The 20 trust courses in the three curricula: Building Trust Expertise Levels 1-3-provide the technical underpinning of the diploma and address the core knowledge areas of the CTFA examination. In addition, the critical importance of ethical conduct in all aspects of the trust profession is reinforced in AIB Ethical Issues for Bankers.

The curriculum addresses the major knowledge areas assessed by the examination. However, ICB emphasizes that completion of this diploma does not guarantee success on the CTFA examination. Experience and application of the knowledge to the work setting are important factors as well.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery
	Ethical Issues for Bankers	ELEARN
Building Trust Expertise Level I		
	Introduction to Estate Planning	ELEARN
	Introduction to Investment Management	ELEARN
	Introduction to Trust Administration	ELEARN
Building Trust Expertise Level II		
	Discretionary Distributions	ELEARN
	Estate Planning for Marital Deduction	ELEARN
	Estate Planning Overview	ELEARN
	Federal Estate and Gift Taxes	ELEARN
	Fiduciary Income Taxes	ELEARN
	Fiduciary Law	ELEARN
	Investments I	ELEARN
	Managing Trust Accounts	ELEARN
	Retirement Planning	ELEARN
Building Trust Expertise Level III		
	Estate Planning Case Study	ELEARN
	Estate Planning for the Business Owner	ELEARN
	Estate Planning for Charitable Giving	ELEARN
	Estate Planning for Lifetime Gifts	ELEARN
	Financial Planning Skills	ELEARN
	Generation Skipping Transfer Tax	ELEARN
	Investments II	ELEARN
	Life Insurance and Annuities	ELEARN

AIB Residential Mortgage Lending Diploma

Name _____ Date _____

This curriculum provides a good understanding of banking, accounting, credit analysis, and legal principles and a solid foundation of the underwriting, processing and servicing aspects of the mortgage lending business. In addition to developing an understanding of the mortgage lending process, credit analysis, financing, real estate law and the secondary market, mortgage lenders must manage business relationships and keep current with changes in related government regulations.

Required Courses:

You must complete the following courses. Those title with an asterisk (*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
		CLASS	AIB IL	ELEARN	CORR
	AIB Principles of Banking				
	Effective Referrals			ELEARN	
	Ethical Issues for Bankers			ELEARN	
	AIB General Accounting		AIB IL		
	AIB Introduction to Mortgage Lending		AIB IL		
	Introduction to Relationship Selling			ELEARN	
	AIB Law & Banking: Principles		AIB IL		CORR
	Managing Time at Work			ELEARN	
	Personal Tax Return Analysis			ELEARN	
	Presentation Skills			ELEARN	
	Writing Bank Correspondence			ELEARN	

AIB Retail Branch Management Diploma

Name _____ Date _____

This curriculum prepares individuals to manage a banking office by covering banking essentials, sales management, people management and business management skills.

Retail Branch Managers manage the activities of branch offices and offer deposit and loan products to business and individuals. The responsibilities of Retail Branch Managers require expertise in branch operations, staff supervision and development, and sales management among many other competencies.

Required Courses

You must complete the following courses:

Grade	Course	Delivery Options			
		CLASS	AIB IL		CORR
	AIB Principles of Banking		AIB IL		CORR
	Building & Retaining Customer Relationships			ELEARN	
	Calling on Small Business Customers			ELEARN	
	Effective Referrals			ELEARN	
	Ethical Issues for Bankers			ELEARN	
	Fundamentals of Consumer Lending		AIB IL	ELEARN	
	Fundamentals of Small Business Banking			ELEARN	
	Introduction to Relationship Selling			ELEARN	
	Law & Banking: Applications		AIB IL		CORR
	Law & Banking: Principles		AIB IL		CORR
	Managing Change			ELEARN	
	Managing Time at Work			ELEARN	
	Presentation Skills			ELEARN	
	Sales Coaching in the Bank			ELEARN	
	Serving & Growing Small Business Relationships			ELEARN	
	AIB Supervisor Certificate		AIB IL	ELEARN	
	Successful Sales Campaigns			ELEARN	
	Writing Bank Correspondence			ELEARN	

AIB Bank Service Provider Certificate

Name _____ Date _____

This certificate is designed for individuals employed by companies that provide products and services to the banking industry. Bank service providers need a broad understanding of the banking business including banking terminology and can benefit from the same content used by the institutions they will be selling to and servicing.

The certificate provides participants with an understanding of the major types of customers banks serve, the principal product lines that banks provide to those customers, the organization of typical bank, key functions and processes within a bank, how a bank makes money and the regulatory environment in which banks operate.

Required Courses

You must complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Ethical Issues for Bankers	ELEARN
	Fundamentals of Consumer Lending	ELEARN
	Fundamentals of Small Business Banking	ELEARN
	Regulatory Compliance for Personal Bankers	ELEARN
	Understanding Bank Products	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

AIB Bank Teller Certificate

Name _____ Date _____

The curriculum for this certificate addresses the critical technical skills of the position. In addition to cashing checks and accepting savings deposits and withdrawals, tellers may have to perform specialized duties, such as accepting loan, credit, utility and other payments. Tellers are responsible for maintaining accurate records of all transactions and for preparing daily settlements of teller cash and proof transactions.

In addition to handling money well, effective tellers must be service-oriented and work effectively with the public as well as with co-workers. The remaining courses in the Certificate address practical knowledge and applied skills in banking, regulatory compliance for tellers, and customer service and sales.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Business Etiquette	ELEARN
	Dealing Effectively with Co-Workers	ELEARN
	Effective Referrals	ELEARN
	Ethical Issues for Bankers	ELEARN
	Introduction to Relationship Selling	ELEARN
	Regulatory Compliance for Tellers	ELEARN
	Revitalizing Customer Service	ELEARN
	AIB Today's Teller	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

This diploma meets the educational requirements for the Certified Bank Teller (CBT) designation through the Institute of Certified Bankers (ICB).

AIB Call Center Representative Certificate

Name _____ Date _____

The curriculum for the certificate addresses the knowledge and skills necessary to become a superior Call Center Representative. To be successful, Call Center Representatives must have the appropriate level of understanding of retail products in addition to understanding of bank policies and procedures. They must communicate well and apply sales skills effectively. Telephone skills, including telephone etiquette, are critical to the position.

In addition to fundamental understanding of banking and banking regulations affecting the position, the required courses emphasize telephone skills, product knowledge, sales and customer service.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Cross-Selling Deposit Products	ELEARN
	Dealing Effectively with Co-Workers	ELEARN
	Effective Referrals	ELEARN
	Ethical Issues for Bankers	ELEARN
	Introduction to Relationship Selling	ELEARN
	Regulatory Compliance for Call Center Representatives	ELEARN
	Revitalizing Customer Service	ELEARN
	Tele-Consulting	ELEARN
	Telephone Etiquette	ELEARN
	Understanding Bank Products	ELEARN
	Applicants can purchase all of the required courses for this certificate as self-paced online curriculum.	ELEARN

This certificate meets the educational requirements for the Certified Call Center Representative designation through the Institute of Certified Bankers (ICB).

AIB Customer Service Representative Certificate

Name _____ Date _____

This certificate addresses the knowledge and skills necessary to achieve superior performance in this important position within the bank. Customer Service Representatives (CSRs) conduct basic banking transactions and cross-sell bank products/services. Successful CSRs respond to basic customer inquiries in a knowledgeable and courteous manner and resolve customer problems when they arise. To respond effectively to customer needs, CSRs must have a thorough understanding of retail products and services as well as pertinent bank policies and procedures.

In addition to courses that address sales and customer service, the curriculum also emphasizes regulatory compliance, business ethics and banking fundamentals.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Building and Retaining Customer Relationships	ELEARN
	Cross-Selling Deposit Products	ELEARN
	Dealing Effectively with Co-Workers	ELEARN
	Effective Referrals	ELEARN
	Ethical Issues for Bankers	ELEARN
	Introduction to Relationship Selling	ELEARN
	Regulatory Compliance for Customer Service Representatives	ELEARN
	Revitalizing Customer Service	ELEARN
	Telephone Etiquette	ELEARN
	Understanding Bank Products	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

This certificate meets the educational requirements for the Certified Customer Service Representative (CCSR) designation through the Institute of Certified Bankers (ICB).

AIB Personal Banking Certificate

Name _____ Date _____

This course of study, addresses the appropriate mix of banking knowledge and skills for Personal Bankers, sometimes referred to as Financial Services Representatives or Financial Services Associates, to provide full-service banking to customers by providing appropriate credit, deposit and other banking services that meet customer needs and expectations.

Personal Bankers often drive the sales and service function in the bank office or branch and call on potential and current customers to develop new business relationships and to support customer retention strategies. They require broad product knowledge, including specific understanding of the different types of retail deposit and loan products, which are covered in this curriculum.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Building and Retaining Customer Relationships	ELEARN
	Consumer Credit Products	ELEARN
	Cross-Selling Deposit Products	ELEARN
	Dealing Effectively with Co-Workers	ELEARN
	Effective Referrals	ELEARN
	Ethical Issues for Bankers	ELEARN
	Fundamentals of Consumer Lending	ELEARN
	Introduction to Relationship Selling	ELEARN
	Managing Time at Work	ELEARN
	Overview of Financial Statements	ELEARN
	Regulatory Compliance for Personal Bankers	ELEARN
	Tele-Consulting	ELEARN
	Writing Bank Correspondence	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

This certificate meets the educational requirements for the Certified Personal Banker (CPB) designation through the Institute of Certified Bankers (ICB).

AIB Small Business Banking Certificate

Name _____ Date _____

This certificate is primarily for relationship managers who need the skills to build a relationship-centric sales approach, engage customers to better understand their needs and appropriate solutions, handle objections, plan and execute the perfect sales call and manage relationships post-sale.

This curriculum provides an approach to building trusted relationships with business banking customers – as a means to both retain and grow your current book of business. And to attract new accounts from business customers of other institutions who may feel their needs are not being fully met. It focuses on the process needed to identify sales prospects and close the deal and not on making the credit decision.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Calling on Small Business Customers	ELEARN
	Credit Products for Small Businesses	ELEARN
	Deposit Products and Services for Small Businesses	ELEARN
	Fundamentals of Small Business Banking	ELEARN
	Introduction to Analyzing Financial Statements	ELEARN
	Personal Tax Return Analysis	ELEARN
	Relationship Selling to Small Business Customers	ELEARN
	Servicing and Growing Small Business Relationships	ELEARN
	Small Business Borrowing	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

AIB Supervisor Certificate

Name _____ Date _____

This certificate prepares new and potential supervisors for their emerging responsibilities with a combination of leadership and managerial skills and by offering fresh insights on proven supervisory approaches.

This certificate prepares new and potential supervisors for their emerging responsibilities by offering fresh insights on proven supervisory approaches. The performance management process is reviewed in detail, with special attention placed on coaching, rewards & recognition, and corrective action. Managing employee relations is addressed through four major strategies: compliance with laws, managing diversity, handling work and personal issues, and fostering open communication among staff members. In addition, the certificate program includes a component on ethical practices in banking.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options
	Banking Today	ELEARN
	Coaching for Success	ELEARN
	Corrective Action	ELEARN
	Ethical Issues for Bankers	ELEARN
	Hiring the Best	ELEARN
	Managing Employee Relations	ELEARN
	Performance Management	ELEARN
	AIB Rewards and Recognition	ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.	ELEARN

The AIB Supervisor Certificate is also available as an instructor-led AIB Online course. Students must complete the instructor-led certificate course plus banking today.

AIB Team Leader Certificate

Name _____ Date _____

This certificate is designed to help individuals develop the necessary skills to lead and manage effective teams. The courses in the program have been developed for bankers and are presented in a banking context. The program is appropriate for bankers who have direct supervisory responsibility for team members and for bankers who collaborate with others in the bank on occasion to meet common objectives and achieve specific results.

To build a successful team requires a leader who possesses the knowledge and skills to build a climate of trust, leverage personal strengths of team members, manage team weaknesses, and set meaningful goals and expectations. Successful team leaders focus on both team purpose and individual tasks, promote shared responsibility for results, identify appropriate methods for rewards and recognition, and communicate effectively with team members and stakeholders. They also coach team members and help manage the change process.

The curriculum in this Certificate prepares individuals to leverage the power of teams to provide solutions to problems, to innovate and enhance organizational capabilities, and to take advantage of emerging business opportunities.

Required Courses

Students must successfully complete the following courses.

Grade	Course	Delivery Options	
	Banking Today	AIB IL	ELEARN
	Coaching for Success		ELEARN
	Dealing Effectively with Co-Workers		ELEARN
	Managing Change		ELEARN
	Meetings That Work		ELEARN
	Presentation Skills		ELEARN
	Rewards and Recognition		ELEARN
	Writing Bank Correspondence		ELEARN
	Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.		ELEARN

Transfer of Credit Request Form

Transfer Fee: \$25.00 for each class transferred for Colleges/Universities
No Charge for other AIB providers

Student Information:

Name: _____

Bank Name: _____

Bank Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-Mail: _____

Social Security Number: _____ / _____ / _____

Transcript(s) Submitted from:

1. _____

2. _____

Classes you would like transferred:

1. _____

2. _____

3. _____

Have you previously received transfer credit from AIB? Y or N Date: _____

Are you currently taking any AIB courses either the traditional classroom, online or correspondent format? Y or N

If yes, which one(s)? _____

Have you previously taken AIB courses? Y or N

Important Information:

The Transfer of Credit Request Form must be accompanied by an Official Transcript of the student record from the accredited institution, a description of the class(es) being transferred and payment. Transcripts with handwritten corrections or photo copied transcripts will not be accepted. The transcript must show the date of credit, the course number and descriptive title, the number of credit hours and the grade received. Only courses completed with a grade of "C" or better may be considered for transfer.

Payment Options: Check Enclosed Visa/MC

Visa/MC #: _____ Exp. Date: _____

Name on the card: _____

Signature: _____



Please submit to:

Minnesota Bankers Association, Attn: Chris Harrison, 8050 Washington Avenue South, Ste. 150, Eden Prairie, MN 55344
PH: (952) 835-3900 * FAX: (952) 896-1100

Application for AIB Diploma or Certificate

This completed form and the diploma/certificate worksheet from this catalog and \$25.00 for each diploma/certificate is to be sent to the MBA office. Be sure to keep a copy for yourself. All courses must be completed with a final grade before a diploma or certificate can be applied for.

I believe I have completed all the requirements for the following diploma(s) and/or certificate(s):

Name (as you wish it appear on diploma or certificate): _____

Social Security Number: _____/_____/_____

Bank Name: _____

Bank Address and/or Mail Station: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Are you currently taking an AIB course? Yes No

If yes, which one? _____

Last AIB class(es) you took and date: _____

Please check if appropriate:

- Took classes from the Minneapolis AIB before 1980
- Took classes from the St. Paul AIB before 1987
- Took classes from any other AIB chapter (specify) _____



Total Amount Due: \$ _____

Please check payment type: Check Enclosed
 Visa/MC _____ Exp. Date _____
Name on card _____
Authorized Signature _____



Return this form, worksheet and payment to:
Minnesota Bankers Association
Attn: Chris Harrison
8050 Washington Avenue South, Suite 150
Eden Prairie, MN 55344
PH: (952) 835-3900 FAX: (952) 896-1100