

NAME: _____ Month/Day of Birth: ____/____

Organization: _____

Email address: _____ Tel# _____

CFTEA's Professional Communication Skills Certificate program has been developed by Lee Ann Szelog, specifically for any employee in an organization who wants to be a high-performing service provider. Facilitated by Lee, this program is designed to assist employees with enhancing communication and human relations skills, sales skills, service delivery, teamwork and heightening employees' overall contribution to the success of their bank. The series consists of the five programs listed below. Each program may be attended independently of the others.

REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Communicate with Confidence, Comfort and Conviction	●				
		Conquering Communication	●				
		Creative Decision Making and Problem Solving	●				
		Establishing Expectations and Service Standards	●				
		Strengthening Interpersonal Relationships and Motivation	●				

L= Live W=CFTEA Webcourse SP= Self-paced Online ILO = Instructor-Led Online GL = Guided Learning

PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA