

NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_



Develop skills critical for becoming a well-rounded leader – whether with or without direct reports. Build communication skills for a variety of situations: including: collaboration, coaching, motivation, recognition, and corrective action. Gain insight into better managing employee relations and fostering open communication among staff members. Explore ways to interview, evaluate, and select employees while being mindful of legal considerations. Discover ways to manage the change process and communicate changes with stakeholders.

By completing the ABA Supervisor/Team Leader Certificate curriculum, you'll strengthen your ability to effectively lead teams and supervise employees.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite			•		
		<i>or</i> Principles of Banking	•	•		•	•
		<i>or</i> Banking Fundamentals				•	
		Building Collaborative Teams			•		
		Communication Basics Suite			•		
		Employment Law (replaces Managing Employee Relations)			•		
		Empowerment			•		
		Ethical Issues for Bankers	•		•		
		<i>or</i> Ethics in the Workplace	•		•		
		Leveraging the Benefits of a Diverse Workforce			•		
		<i>or</i> Working Together	•				•
		Management Essentials Suite			•		
		<b>Or All Six</b> Coaching for Success Corrective Action Meetings that Work Rewards and Recognition Hiring the Best Managing Employee Performance	•				
		<i>or</i> Certified Modern Supervisor	•				•
		Managing Change	•		•		•

		Online Communication Suite			•		
		Presentation Skills Suite <u>or</u> Verbal Communication			•		
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	•	•			
		Verbal Communication Suite			•		
		<u>or</u> Effective Telephone Communication	•				
		Why Quality Customer Service Matters Suite			•		
		<u>or</u> Quality Service	•				•
		Written Communication Suite			•		
		<u>or</u> Effective Written Communication	•				
		<u>or</u> Written Communication	•	•			•
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		

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