

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

Organization: _____

Email address: _____ Tel# _____

The courses in this diploma build on the Call Center / Customer Care Certificate and deepen the skill and motivation to boost customer satisfaction. Empower your career and provide outstanding customer service. **Call Center / Customer Care Certificate** required for completion.

REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Balancing Priorities	●	●	●		●
		Essentials of Workplace Conduct	●	●	●		●
		Ethics in the Workplace	●	●	●		●
		Fundamentals of Consumer Lending	●	●			●
		Handling Workplace Conflict	●	●	●		●
		IRA Basics or internal IRA training equivalent	●	●	●		●
		Legal Foundations in Banking	●	●		●	●
		Managing Stress in the Workplace	●	●	●		●
		Team Excellence	●	●	●		●
		Written Communication	●	●			●
		or (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