

Look what can be done in 2021!

2020 put a lot on hold. A lot! So, how are you navigating our new “normal”?

As the pandemic continues, it is important to look at the future with hope. As we struggle to balance and support others, now is the best time to create a mental action plan of what can be done to support your growth. For many, the pandemic has been a time to pause and regroup. We can do that by committing to take just one class this year as a first step in career development.

Participating in courses that provide safety and flexibility boosts confidence as they are completed. Plus, it provides an investment in our careers.

Not sure where to start? Check out our [educational career paths](#) and begin the conversation.

Webcourses—Safe and Flexible

[Legal Foundations in Banking](#) Starts 2/11/21

[Written Communication](#) Starts 2/23/21

[Teaching Adults](#) Starts 3/9/21

[Modern Supervisor](#) Starts 4/7/21

[IRA Q & A](#) 4/7/21

[Quality Service](#) Starts 4/14/21

[Verbal Communication](#) Starts 10/20/21

While we need motivation and commitment to stay on target, life happens and it is critical to break down goals into manageable steps.

You absolutely have what it takes to achieve that



You're headed in the right direction. 😊

goal tugging at your heart. The first step is mapping out what it takes to get there.

spotlight.

Supporting Retirement Goals During Tax Season

The start of the year brings conversations about retirement savings. CFTEA offers a number of courses to support confident conversations with those seeking options.

To assist in guiding customers, employees at financial institutions are better prepared to navigate the options and provide direction (not advice) when they have the appropriate training on IRAs and Qualified Plans.

New! April 7, 2021
9:00am – 11:00am
IRA Q & A – Ask an Expert

New! IRA Fundamentals
Self Paced

New! Traditional IRA Overview
Self Paced Online

New! ROTH IRA Overview
Self Paced Online

New! IRA University
Instructor Led Online
Starting 2/24/2021

New! IRA University
Instructor Led Online
Starting 4/28/2021

September 13-15, 2021 LIVE
Ascend 2021 Conference
Portland, Maine

NEW Modern Banking Representative

An affordable, engaging and relevant certification in today's banking world. \$499 (self paced online)

The courses in this certification include:

- Banking Today
- Legal Foundations in Banking
- Quality Service
- Fighting Fraud: Top Ten Scams Targeting our Nations Seniors

This material provides knowledge and confidence for those seeking to understand how their role within a financial institution relates to other areas of the organization and those they serve. To support training budgets and reduce assessment anxiety, the certification exam includes CFTEA replay, a second attempt opportunity at no additional charge.



♥ RECOGNITION



Spotlights in Review

During these challenging times, we need positive stories more than ever to lift us up. This year, CFTEA shared over 40 inspirational stories about students in our own communities striving for excellence. We are so proud to share these stories and give our students an opportunity to share their experiences on our Facebook page and website News page.

We know there are many more stories from our students out there. We would love to hear from you if you have taken a course with CFTEA and would like to share your experience. [Contact us](#) and share your story of a class or career building!

Thank you to each of our students who have taken the time to be interviewed and we look forward to sharing even more stories in the coming year.



Would you like to be part of our councils? [Find out more by reaching out to our executive director, Andrew Lederer.](#)



Questions about our offerings? Contact us at 888.366.3242 or complete the [Contact form](#) on our website— cftea.org.