

ABOUT US

Our humble roots began as a volunteer chapter of the American Institute of Banking (AIB) IN 1912 and has grown from there. As a non-profit focused on displaying four core values with you at the center of affordable programs

Trusted
 Flexible
 Passionate
 Innovative

Generations of career champions have discovered what makes CFTEA unique in the learning and development world. Would you like to learn more? www.cftea.org



A Non-Profit Professional Development Community

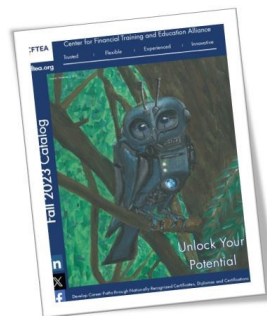
2023 OCTOBER

CFTEA INSIDER

WHAT'S INSIDE

- Earn Professional Credits with CFTEA
- 2024 Academic Year Reminder
- Optimize the Power of CFTEA with In-House Classes
- Irresistible Virtual Training Ideas
- The Art of Saying 'No' at Work
- 2024 Training Conference & Expo
- Cost Saving Bundles
- Looking Ahead—2024 Programs

EXPLORE OUR UNIQUE SOLUTIONS AND EMPOWERMENT NOW.



**2024
 SPRING CATALOG**

Robotic Ollie? The winner of our cover contest imagined a future version of Ollie blending nature and technology.

The new [2024 Spring Catalog is here!](#) Easy to download and share.



**2023-2024
 CERTIFICATE AND
 DIPLOMA CATALOG**

What requirements have changed with certificates and diplomas?

Looking for worksheets to track your progress? Download: [2023-2024 Worksheets for all awards!](#)



EARN PROFESSIONAL CREDITS WITH CFTEA

Looking for professional credits before the end of 2023?

CFTEA provides courses with the following credits:

- ACE CREDIT
- CEU
- HRCI
- NMLS
- PDU
- SHRM
- And more!

Easily search our [online course catalog](#) for the type of credits you need at an affordable price.

Mortgage education, on your time

Training to support your mortgage loan officer (MLO) career and NMLS continuing education credits.



- [Earn your NMLS license in any state.](#)
- [Access test prep classes and study tools.](#)
- [Renew your mortgage license.](#)



Click to search for convenient online mortgage training for every state.



2024 CERTIFICATE & DIPLOMA RECOGNITION

Plan ahead. Courses are reviewed through the year to verify the completion of certificates, diplomas, and certifications.

Academic Year Ends: May 31, 2024

Do you believe you have completed or are close to completing an award before the May 31, 2024 deadline?

[Reach out to Tammy in the CFTEA office to check your progress.](#)

CFTEA looks forward to congratulating on your achievements.

IN CASE YOU MISSED THESE GEMS...

What can be accomplished with a learning culture? Review the 2023 Leaders Conference presentation from Kennebunk Savingsô Mary Swift as she focuses on teaching CFTEA courses in-house.



Download: Optimize the Power of CFTEA

Looking for ways to spice up virtual training? Access this recorded webinar through our partner, Training Magazine. This webinar was provided to attendees of the 2023 CFTEA Leaders Conference. Plus design a virtual escape room!



Watch: Irresistible Virtual Training Ideas

CFTEA is unique in providing free content. In 2022-2023, the amount of free courses, workbooks, and exam retakes equaled:

Courses:
92

Value Provided:
\$7,268

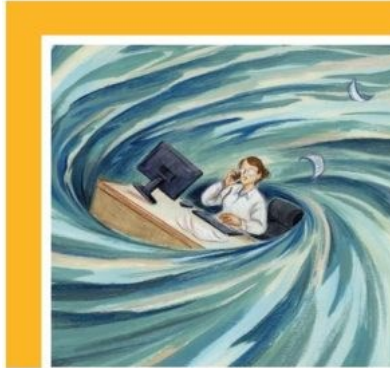
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“The purpose of learning is growth, and our minds, unlike our bodies, can continue growing as we continue to live.”
”

THE ART OF SAYING 'NO' AT WORK

As an employee with more on the to-do list and fewer people to help, it can be particularly hard to say 'no'.

- What should be considered?
- Are there any responsibilities that come with saying 'no'?
- How does saying 'no' impact your health?
- And how do you go about saying 'no' without creating issues at work?

[Discover the answers to these questions in a recent blog post in the News section of the cftea.org website.](#)



Essentials of Success Certificate includes

- [Boost Your Confidence Bundle](#)
- [Skills For Your Best Tomorrow Bundle](#)

Professional Team Leader / Supervisor Certificate includes

- [Succeeding as a Team Leader / Supervisor Bundle](#)
- [Growing as a Team Leader / Supervisor Bundle](#)

Advanced Professional Team Leader / Supervisor Certificate includes

- [Creating a High Performing Team Bundle](#)
- [Modern Supervisor Certificate](#)
- [Professional Team Leader / Supervisor Certificate](#)

Modern Workforce Certificate includes

- [Modern Workforce Skills Bundle](#)
- [Modern Workforce Mindset Bundle](#)

Evolving Professional Certificate includes

- [Career Planning Bundle](#)
- [Unlocking Your Potential as a Professional Bundle](#)

UPCOMING: 2024 TRAINING CONFERENCE AND EXPO (ORLANDO, FL) FEBRUARY 26-28



Planning your budget? Go beyond! Look to attend the premier learning development conference designed to connect, engage, and gain insights beyond a limited audience. Content focuses on the challenges facing learning professionals and gives attendees the very best in skill-building content, train-the-trainer essentials, eLearning, behavioral analytics, emerging technologies, and more!

CFTEA partners with Training magazine for this event that transcends industry at Disney's Coronado Springs Resort. **Use CFTEA promo cost for an additional member-only \$150 savings and click to download all the details on this professional event!**

[Download: 2024 Training Conference and Expo Agenda](#)

LOOKING AHEAD: SPECIAL PROGRAMS

JANUARY – MARCH 2024

[Branch Manager Bootcamp: The Evolving Role of the Branch Manager Virtual Classroom starts 1/24/2024](#)

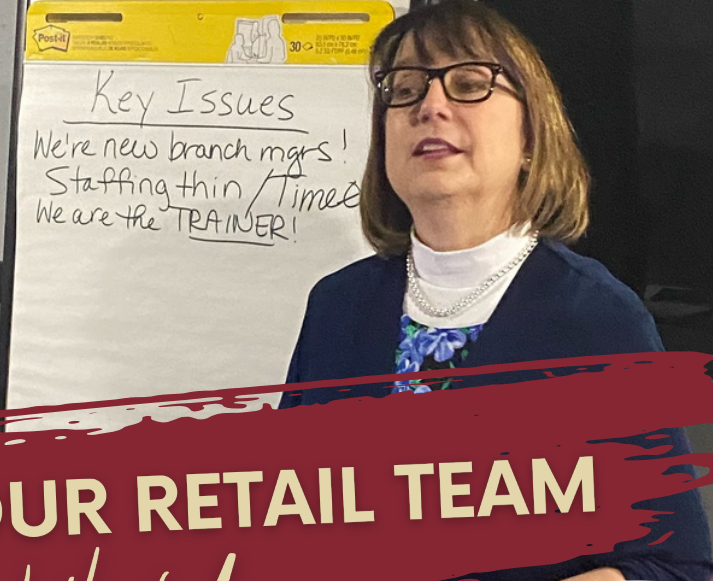
[Branch Manager Bootcamp: The Evolving Role of the Branch Manager Virtual Class starts 2/1/2024](#)

[Outside Calling School Virtual Classroom starts 2/8/2024](#)

[Legal Foundations in Banking Virtual Classroom starts 2/28/2024](#)

[Principles of Banking Virtual Classroom starts 2/29/2024](#)

[Aging in the Workplace: Minimizing Health Care Expenses in Retirement Virtual Classroom \(Free\) 3/19/2024](#)



TRAIN YOUR RETAIL TEAM *With Us*

ARE YOU EXPERIENCING THESE ISSUES?

- High turnover
- A knowledge base that left
- Hiring new folks with no banking experience

Branch Manager Bootcamp

This is our most popular series since it helps the managers grow their team and their branch; with multiple scheduling options, you can send branch managers and assistant branch managers on different days!

Outside Calling School

This series is for the professional caller, including lenders, mortgage originators, wealth managers, and experienced branch managers (including graduates of the Branch Manager Bootcamp). This program includes pre-call planning, the in-person or virtual appointment, and post-call follow up. We also cover handling objections and buyer behavior. It is our advanced selling skills program.

Video Vault

This is our annual training subscription product designed to support the Branch Manager in training their staff. We have produced 20 short videos and worksheets from our Frontline Branch Series that train your team in growing the branch.

With the worker shortage and thin staffing in branches, training is a responsibility that Branch Managers find extremely difficult to fit in. That's where Video Vault supports you! This On-Demand product was specifically designed to enable the frontline team to have 24/7 access to training!



CONTACT US



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UNLOCK YOUR POTENTIAL



GET IN TOUCH

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-  888.366.3242
-  FACEBOOK.COM/CFTEA.ORG
-  LINKEDIN.COM/SCHOOL/CFTEA

WE ARE HERE

We strive to empower students to achieve their goals, support organizations to realize success, and strengthen communities to create positive change by delivering specialized, relevant, and affordable educational programs.