



Delivers Training Right to your Doorstep

No one knows your training needs better than you. In today's busy banking environment, it is difficult to provide training for all of your staff in a timely, convenient and affordable format. KBA has developed numerous on-site training programs that can be customized to meet the specific needs of your bank. Many of these may be offered in a web format as well. If you don't see what you're looking for, please call and we'll do our best to provide it. Please browse the topics listed below and call Becky Tongish at the KBA today to book your training seminars. btongish@ksbankers.com or 785-232-3444, ext. 311

IN-HOUSE SEMINAR TOPICS

Legal/Regulatory Compliance

Bank Bribery Act
Bank Protection Act
Bank Secrecy Act
Bank Security
FACT Act
FDIC Deposit Insurance
Home Mortgage Disclosure Act
Lending Compliance
Real Estate Settlement Procedures Act
Truth in Lending Act – Regulation Z
Truth in Savings Act – Regulation DD
USA Patriot Act

Fundamental Business Skills

Business Etiquette
Dealing Effectively with Co-Workers
Managing Time at Work
Writing Bank Correspondence

These Popular KBA Seminars Can Be Customized and Delivered In-house:

Account Documentation
Deposit Compliance
Lending Fundamentals
Legal Update

Retail Banking Skills

Building & Retaining Customer Relations
Cross-Selling Deposit Products
Effective Referrals
Fundamentals of Consumer Lending
Introduction to Relationship Selling
Sales Coaching
Revitalizing Customer Service

Small Business Banking

Calling on Small Business Customers
Servicing & Growing BS Relationships
Fundamentals of Small Business Banking

Management and Leadership

Coaching for Success
Hiring the Best
Managing Change
Managing Employee Relations
Rewards and Recognition

Basic Banking Knowledge

Banking Today
Basic Teller Skills

***Contact Becky Tongish
for pricing information.***



About the Presenter

Terri D. Thomas is SVP and Director of KBA's Legal Department. In addition to serving as a legal resource to KBA members, Terri conducts training for KBA members on various banking issues. Prior to joining KBA, Terri was employed by a firm in Kansas City and has been affiliated with the banking industry for over 30 years.