



COVID-19 Best Practices & Re-Opening Your Lobby On-Demand Training Series



Clean & Safe Trained

Human Resources Success

Security Considerations During A Pandemic

Presented by CBAI

Introduction

CBAI, in partnership with Psycheofsuccess.com, has put together a comprehensive on-demand video training series designed to get you and your team back to work and back to success safely. This on-demand training series provides knowledge on how to create mental, emotional and physical safety. Topics covered include safe cleaning practices, HR challenges and protecting both your employees and your customers.

Each training session provides your community bank with unlimited viewing until the expiration date indicated for each session. Please note as issues change rapidly regarding COVID-19, we are monitoring the information included in this training and reserve the right to replace,

alter or delete the information included in this training to comply with federal and state orders and mandates. If a session is updated after purchase CBAI will inform you and send an updated link.

All training is available to your entire bank for only \$199.

Upon purchase, you will receive an emailed link to view the videos.

Listen on your iPad, iPhone, or Android! Order your Best Practices Training Videos Today!

Meet Your Presenters

Mike Burke, Senior Robbery and Crisis Management Consultant at SHAZAM, Burke started in January 2016 with over 30 years of experience in retail loss prevention, criminal justice education, law enforcement and homeland security.

During his law enforcement career as a sergeant detective Burke was a case agent for financial institution robberies, drug investigations and homicides.

As founding director of Iowa Central Homeland Security Training Center, he was responsible for the development, implementation and instruction of over 40,000 first responders in critical homeland security curriculum. Active Shooter law enforcement response training and conducting threat assessments for government facilities were included in his responsibilities.

Elaine Hand with InnerView Inc., is a facilitator, trainer, speaker, leader and planner. Prior to creating Innerview, Inc., Hand worked in banking for 20 years. Her job responsibilities included recruitment and retention of employees, training, assessments, benefit planning, government regulations, retail and commercial development, marketing, sales and management. Innerview Inc. has proven over and over again the philosophy that companies have two types of concerns: systems and people. No matter how much money an organization spends on top-of-the-line, high-quality systems, the organization is only as good as the people who own, operate, manage and work for it. It is for that

reason that Hand has focused her business on helping people find solutions to the people concerns and strategically plan through the systems concerns. Hand has strategically aligned her company with key solutions providers in order to ensure the fast-and-efficient resolution to the people concerns that her clients face. She is continuously striving to find ways to maximize the process of finding, recruiting, developing, motivating, coaching and retaining top performers.

Jody Holland earned his B.A. in communications and his M.S. in psychology. He has received specialized training and certifications in team-building, leadership, management and physiognomy (face reading). Holland's purpose is to help other's find their potential so they live a more fulfilled life.

A strong advocate for helping people discover and utilize their strengths to the fullest, Holland has founded several companies with a focus on enhancing the Human Resource processes. He has had the opportunity to train and do business in 14 countries and all across the United States.

During Holland's 25+ years of professional speaking, he has been recognized as the communicator of the year, team builder of the year and most popular speaker at multiple large conferences.

CLEAN & SAFE TRAINED

Jody Holland, Educator & Professional Speaker

50 Minute Training - Expires 12/30/20

Now, more than ever before, we need to create a working environment that makes both our employees and our customers feel safe. When we establish the right environment, clean well, and create a great culture, we see our employees thrive and our customer look for ways to do business with us. **This training includes a knowledge check-off list and a certificate that you can post to show all your employees have completed this training for a safer environment.**

The Clean & Safe Trained program covers the following topic areas:

- How Diseases Spread
- What Destroys A Virus
- The Psychology of Stress
- Models of Cleaning
- Social Distancing

*HUMAN RESOURCES SUCCESS

Elaine Hand, Innerview, Inc.

120 Minute Training - Expires 9/30/20

This course teaches you how to create HR systems that work, create greater success, and build the team. There are three key areas that are covered, broken down into six subject areas:

- Pre-Hire Considerations
- Legal Profiles of Performance
- Medical Testing & Pre-Screening
- Managing In-Person & From Afar
- Retention Considerations
- Unique Considerations Related to Covid-19

***Every 30 days, the “unique consideration related to COID-19” section of this training will be reviewed and if necessary, information will be added. You will receive an update announcement at the email address you use for your login anytime new information is added to the Human Resources Success.**

SECURITY CONSIDERATIONS DURING A PANDEMIC

Mike Burke, SHAZAM

25 Minute Training - Expires 7/15/20

The COVID-19 pandemic has brought with it the perfect storm for fraudsters and criminal activity affecting financial institutions. SHAZAM's course outlines basic lobby reopening considerations financial institutions should address now, prior to opening.

Topics include:

- Current robbery trends
- ATM skimming activity
- Reopening physical security considerations

For More Information

Tracy McQuinn, Senior Vice President

Melinda McClelland, Vice President

Jennifer Nika, Vice President

Kim Harden & Tina Horner, Administrative Assistants

Department of Education & Special Events

800/736-2224 or 217/529-2265 Fax: 217/585-8738

Terry Griffin, Chicago Area Vice President

773/209-2260

Registration Forms and Fees

COVID-19 BEST PRACTICES & RE-OPENING YOUR LOBBY ON-DEMAND TRAINING SERIES

PROGRAM TITLES

Clean & Safe Trained

Human Resources Success

Security Considerations During A Pandemic

*****All Training Sessions are included in pricing*****

SERIES PRICING: CBAI MEMBER \$199 _____ *NON-MEMBER \$799 _____

***Only financial institutions/firms eligible for CBAI membership.**

Name _____

Bank _____

Address _____

Phone _____ Email* _____

*(E-mail address required for registration).

Fax this registration form to: 217/585-8738 Call for more information: 800/736-2224
Mail Registration to: CBAI Education Department, 901 Community Drive, Springfield, IL 62703

Name as It Reads on Card _____

Card Number _____

Billing Address of Card _____

Expiration Date _____ Three-Digit Security Code _____ (MasterCard, Visa & Discover accepted)