



AIB SUPERVISOR CERTIFICATE

NAME _____

DATE _____

The AIB Supervisor Certificate prepares new and potential supervisors for their emerging responsibilities with a combination of leadership and managerial skills and by offering fresh insights on proven supervisory approaches.

The courses in the program explore ways to interview, evaluate and select employees, while being mindful of legal considerations. The performance management process is reviewed in detail, with special attention placed on coaching, rewards and recognition, and corrective action. Managing employee relations is addressed through four major strategies: compliance with laws, managing diversity, handling work and personal issues, and fostering open communication among staff members. In addition, the certificate program includes a component on ethical practices in banking.

Required Courses:

You must complete the following courses.

| Grade | Course | Delivery Methods | |
|--|-----------------------------|------------------|--|
| | Banking Today | | |
| | Coaching for Success | | |
| | Corrective Action | | |
| | Ethical Issues for Bankers | | |
| | Hiring the Best | | |
| | Managing Employee Relations | | |
| | Performance Management | | |
| | Rewards and Recognition | | |
| Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum. | | | |

The AIB Supervisor Certificate is also available as an instructor-led AIB Online course. Students must complete the instructor-led certificate course plus Banking Today.

AIB Course Code for online option only: 4322

AIB Certificate Code: 43



Visit www.aba.com/training, call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.