

AIB Supervisor Certificate

(Registration deadline is one week prior to start date)

This course prepares new and potential first-level supervisors to handle people management duties. Among the topics covered are hiring, performance management, coaching, rewards and recognition, corrective action, managing employee relations, and managing change. This course was updated in 2009 to reflect current practices, as well as changes to applicable laws and regulations.

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| Price | \$875 Nonmembers / \$695 Members | |
| Course Length | 16 Weeks | |
| Course Credits | AIB: 3.25 | |
| Prerequisites | None | |
| Required Software | Adobe Acrobat Reader; Microsoft Internet Explorer Browser 7.0 or Mozilla Firefox 2.0 or higher | |
| Textbook | All reading materials are provided online | |
| Start Date/ Catalog # | February 16, 2010 | 3005431 |
| | May 3, 2010 | 3005476 |
| | July 26, 2010 | 3005520 |

Certificate

Participants who successfully complete this course AND either complete the *Banking Today* course or have three years experience in the banking industry will receive the *AIB Supervisor Certificate*.

Audience

New and potential first level supervisors.

Learning Objectives

After completing this program, you will be able to:

- Select the most qualified candidate for the job
- Describe the importance of ethical practices in banking
- Identify the major strategies for managing employee relations
- Execute and communicate clear performance objectives
- Recognize the need to coach others to achieve their personal best
- Explain the need to employee corrective action and plan appropriate steps for corrective counseling
- Describe different forms of recognition and the benefits
- Explain the change process and what actions to take to manage change

