



AIB RETAIL BRANCH MANAGEMENT DIPLOMA

NAME _____

DATE _____

This curriculum prepares individuals to manage a banking office by covering banking essentials, sales management, people management and business management skills.

Retail Branch Managers manage the activities of branch offices and offer deposit and loan products to business and individuals. In addition to broad knowledge of banking and banking operations, the responsibilities of Retail Branch Managers require expertise in lending, branch operations, staff supervision and development, and sales management and customer service, among many other competencies.

Required Courses

You must complete the following courses.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	Building and Retaining Customer Relationships				
	Calling on Small Business Customers				
	Effective Referrals				
	Ethical Issues for Bankers				
	Fundamentals of Consumer Lending				
	Fundamentals of Mortgage Lending				
	Fundamentals of Small Business Banking				

Grade	Course	Delivery Options			
	Introduction to Relationship Selling				
	AIB Law & Banking: Applications				
	AIB Law & Banking: Principles				
	Managing Change				
	Managing Time at Work				
	Presentation Skills				
	Sales Coaching in the Bank				
	Servicing and Growing Small Business Relationships				
	Successful Sales Campaigns				
	AIB Supervisor Certificate				
	Writing Bank Correspondence				

AIB Diploma Code: 51



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