

# ESSENTIALS OF BANKING

SERIES

## FACILITATOR

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21 JULY  
11 AUGUST  
8 SEPTEMBER  
29 SEPTEMBER

PROGRAM  
10AM - 5PM

Live Streamed via Zoom

The Essentials of Banking Series provides a complete overview of banking principles and operations. This four-part series is a must for new and seasoned employees to deepen their banking knowledge.

### SESSION 1:

#### OVERVIEW OF BANKING

- History of the U.S. Banking System
- The Federal Reserve as the Central Bank  
Organization of the Federal Reserve System  
Roles and responsibilities of the FED  
U.S. Monetary Policy
- State and Federal Regulatory Agencies
- Bank Regulations  
Code of Federal Register  
Alphabet Soup  
CFPB Regulations

### SESSION 2: BUSINESS OPERATIONS AND MANAGEMENT

- Types of Financial Institutions
- Bank Leadership  
Board of Directors  
Management Structure
- Banking Business Operations
- Compliance Management Fundamentals
- Bank Examinations  
The Board's Role in Examinations  
The Anatomy of an Exam  
CAMELS Rating  
Supervisory Actions
- Key Products and Services  
Deposits & Loans  
E-Banking  
Treasury Management  
Wealth Management  
Insurance

### SESSION 3: CREDIT AND THE BANKING BUSINESS

- Key Credit Products and Services
- Lending Process  
From Application to Decision  
Administration & Policies  
Loan Review and Asset Recovery
- Banking Business  
Sources of Bank Income  
Investments  
Asset and Liability Management
- Financial Statements  
Balance Sheet  
Income Statement  
Statement of Shareholder's Equity  
Analyzing Asset and Liability Mix
- Bank Performance Metrics & Reports

### SESSION 4: SAFEGUARDING THE BANK; PROVIDING EXCEPTIONAL SERVICE; GROWING THE BANK

- Ethics in a Sound Banking System
- Corporate Governance  
Safeguarding the Bank's Assets  
Vendor Management
- Security Regulations  
Reg P – Privacy of Consumer Information  
Bank Protection Act of 1968  
Gramm-Leach-Bliley (GLB) Act
- AML/BSA and Safeguarding the Bank  
Top Fraud Schemes  
Technology Threats to Banking  
Emerging Issues in BSA

- The Customer Experience  
Service is in the Eye of the Customer  
Handling Customer Complaints  
How to Provide WOW Service
- Growing the Bank  
Ambassadors for the Bank  
Referrals versus Helping the Customer  
Building Profitable Relationships



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ONLINE

<https://tinyurl.com/y63mbwar>

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