

# CFTEA BRAND

The Center for Financial Training and Education offers training for banking and financial institutions.



Discover how employees, customers, and the community benefit from a financial institution.



Learn to apply best practices in customer service and employ the criteria required for a satisfactory customer experience.



Identify principles of ethical conduct in daily banking operations.

## Course List:

- ▶ Online Certified Modern Banking Representative Certificate
- ▶ Banking Today
- ▶ Legal Foundations in Banking
- ▶ Quality Service

Find a complete list of courses at:

<https://www2.mindedge.com/page/professional/category/banking>

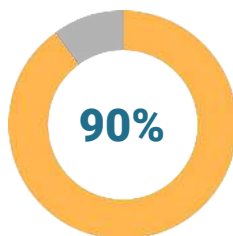
## Why CFTEA Brand Training?

Learn to examine your role in banking as an employee and as a member of your community. How do financial institutions contribute to their communities? What are the needs of different customer groups? How do you best serve all the customers you'll see every day?

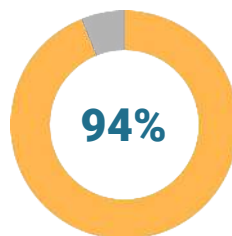
The Center for Financial Training and Education Alliance course material allows new, entry-level employees to develop in their careers and equips them to take on modern banking challenges with knowledge, confidence, and skill.

## Learners agree that our online courses:

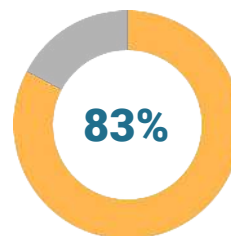
Are Effective



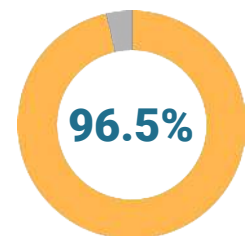
Meet Learning Objectives



Had a positive effect on their career/life



Worth Recommending to a Friend



\*Based on 2019-2020 MindEdge Learner Feedback surveys.