



Bank of America Community Education

Education that's transforming lives and communities

Bank of America is building on its commitment to communities through educational offerings that help prepare individuals for a career, foster economic mobility, build skills and inspire career confidence.

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BANK OF AMERICA 



Live virtual instructor-led workshops offered by Bank of America

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Adaptability



Overview

This workshop is designed to help individuals develop the skills and mindset to adapt to changes in the workplace and at home. This training aims to enhance an individual's ability to adjust and thrive in any environment.

Goals

The goal of this workshop is to provide learners with the tools to explore and improve their willingness and ability to adapt to new and changing circumstances. Upon completion of this workshop, attendees should be able to:

- Explain why adaptability is essential for personal and professional growth
- Recognize and implement adaptive habits to thrive in changing home and work environments
- Describe the stages of change
- Demonstrate adaptability in career advancement
- Integrate adaptability with goal-setting

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DURATION

60 minutes



DELIVERY CHANNEL

Virtual
instructor led



INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. The what and why of adaptability
2. Habits of adaptability
3. How to improve adaptability
4. How to showcase adaptability
5. Relating adaptability to your goals

Banking Essentials



Overview

This workshop is designed for learners interested in gaining an understanding of what a career in financial services and at Bank of America could look like.

Goals

The goal of this workshop is to provide learners with an introduction to the financial services industry and the business of banking—including examples from Bank of America. Upon completion of this workshop, attendees should be able to:

- Explain the role banks play in the broader economy and local communities
- Differentiate among the benefits and features of common banking products and services offered to customers and clients
- Describe characteristics of Bank of America's culture and entry-level roles
- Determine interest and potential fit for Bank of America job opportunities

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DURATION

60 minutes



DELIVERY CHANNEL

Virtual
instructor led



INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
skill-specific
learning



Workshop modules

1. Understanding the financial services industry
2. The business of banking
3. Working in the financial services industry
4. Working at Bank of America

Communications



Overview

This workshop is designed for learners interested in exploring and improving their communication skills in an office environment. Strong communication is the skill set most sought after by corporate hiring managers.

Goals

The goal of this workshop is to provide learners with the skills needed to feel confident when communicating at work to different audiences and in different settings. Upon completion of this workshop, attendees should be able to:

- Recall why communication is important as they grow their careers
- Describe the components of effective verbal and written communications
- Apply active listening techniques to balance the need to deliver a message and the need to listen to others
- Deliver a quick “60 second” summary of skills, experiences and career desires to help network effectively

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DURATION

60 minutes



DELIVERY CHANNEL

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instructor led



INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. Verbal communication
2. Written communication
3. Balance between message delivery and listening

Credit Basics



Overview

This workshop is designed for learners interested in gaining a clearer picture of the credit process, learning tips for building a strong credit foundation, and learning about credit roles in banking and related skills.

Goals

The goal of this workshop is to provide learners with the knowledge to effectively manage credit, establish a strong credit standing, and explore credit functions and roles in banking. Upon completion of this workshop, attendees should be able to:

- Explain the importance of having and using credit
- Use and manage credit wisely
- Understand the many credit functions and roles in banking

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DURATION

60 minutes



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LEVEL

Foundational
skill-specific
learning



Workshop modules

1. Credit introduction
2. Credit opportunities
3. The credit process and roles

Critical Thinking



Overview

This workshop is designed to introduce learners to the basic concepts of critical thinking, including what critical thinking is, the benefits and barriers to using it, and the basic process. Attendees will also learn how to use certain tools to help them develop their critical thinking skills over time.

Goals

The goal of this workshop is to provide learners with an introduction to the process of critical thinking and tools they can use to improve their skills over time. Upon completion of this workshop, attendees should be able to:

- Explain how critical thinking improves teamwork and leadership
- Describe common barriers to critical thinking
- Explain the process of critical thinking
- Determine the root cause of a problem
- Improve their critical thinking skills

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DURATION

60 minutes



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Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. What is critical thinking
2. Why don't we always think critically
3. The process of critical thinking
4. Tools to improve critical thinking skills

Customer Interactions



Overview

This workshop is designed for learners interested in improving their ability to interact with customers and meet customer needs.

Goals

The goal of this workshop is to provide learners with the skills needed to connect with, understand, analyze and address customer needs through a variety of situations and scenarios. Upon completion of this workshop, attendees should be able to:

- Recall ways to influence and engage with customers effectively
- Identify key strategies to relate to customers and uncover their needs
- Describe ways to improve customer service by making transactions easier
- Identify best practices to exceed customer needs during a service interaction
- Apply skills needed to understand, analyze and address customer needs

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DURATION

60 minutes



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LEVEL

Foundational
career
readiness



Workshop modules

1. Take ownership
2. Act with empathy
3. Make it easy
4. Get it right

Cyber Awareness



Overview

This workshop is designed for learners interested in raising their awareness about digital threats and security while also empowering them to protect themselves and their personal information from crime.

Goals

The goal of this workshop is to provide learners with an introduction to cyber security threats and best practices to avoid becoming a victim of potential scams and fraud. Upon completion of this workshop, attendees should be able to:

- Explain cyber-related terminology and the importance of information security
- Describe key elements of the threat landscape
- Recognize the types of threat actors and their potential objectives
- Identify warning signs of potential scams and fraud and know how to report them

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DURATION

60 minutes



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instructor led



INSTRUCTOR

Bank of America
subject matter
expert



LEVEL

Foundational
skill-specific
learning



Workshop modules

1. Defining information security
2. Understanding the threat landscape
3. Best practices and scenarios

Digital Awareness



Overview

This workshop is intended for those who are new to technology and will provide context on the how and why behind the apps and programs (technology) we use every day behind the scenes. Learners will be introduced to the many different forms of available technology and how they can best use digital technology to make everyday life easier at work, including how to find, evaluate, create and communicate information from various devices.

Goals

The goal of this workshop is to provide learners with an introduction to using technology to solve everyday problems and make interactions easier at work. Upon completion of this workshop, attendees should be able to:

- Explain why digital awareness is important in how we conduct business interactions and impact job performance
- Differentiate between operating systems and the productivity tools used on them
- Introduce the concept of the “internet of things”
- Discuss how to find, evaluate, create and communicate in the Digital Age

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DURATION

60 minutes



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INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. Importance of technology and digital savvy at work
2. Computer basics
3. Internet basics
4. Digital applications

Emotional Intelligence



Overview

This workshop is ideal for individuals looking to better understand how to apply emotional intelligence skills to their personal and professional lives. Effective use of emotional intelligence allows individuals to master influencing and build better working relationships.

Goals

The goal of this workshop is to provide learners with the skills needed to feel confident in their ability to understand their actions and those of the people around them. Upon completion of this workshop, attendees should be able to:

- Understand how emotional intelligence impacts behavior
- Describe the four key components of emotional intelligence
- Leverage empathy techniques to enhance social skills
- Take steps to improve their ability to influence

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DURATION

60 minutes



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LEVEL

Foundational
career
readiness



Workshop modules

1. What is emotional intelligence
2. Why emotional intelligence is important
3. Four keys to building emotional intelligence:
 - Self-awareness
 - Social awareness
 - Self-management
 - Relationship management

Financial Wellness: Economic Mobility Basics



Overview

This workshop is developed to introduce and direct learners to financial wellness resources to enable them to make smart financial decisions and plan for the future.

Goals

The goal of this workshop is to empower consumers to be informed and prepared to make financial choices. Upon completion of this workshop, attendees should be able to:

- Understand the basics of banking, budgeting and spending
- Appreciate the importance of an emergency fund
- Know how to respond in case of fraud or identity theft

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DURATION

60 minutes



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INSTRUCTOR

Better
Money Habits
ambassador



LEVEL

Foundational
financial
wellness



Workshop modules

1. Budgeting and banking basics
2. Income and paychecks
3. Financial safety

Grow Your Career



Overview

This workshop is designed for learners interested in getting their first corporate job, or growing and expanding their career. The workshop provides a road map of best practices as well as practical resources.

Goals

The goal of this workshop is to provide learners with the skills needed to feel confident and credible in the application and interview process. Upon completion of this workshop, attendees should be able to:

- Envision the career they want
- Present their best self
- Operate in a growth mindset
- Build a strong resume
- Understand the application process
- Feel better prepared for job interviews

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DURATION

60 minutes



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INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. Picture the possibilities
2. Get in the right mindset
3. Present your best self
4. Build your resume
5. Apply for a job
6. Interview

Technology Essentials



Overview

This workshop is designed for non-tech people who currently interact with technology at work or learners wishing to explore what a career in technology looks like. Learners will be introduced to technology concepts and trends, information technology, emerging applications used in the workforce, and the new careers that are being created because of them.

Goals

The goal of this workshop is to provide learners with a foundational overview of technology and systems used to run businesses and address problems. Upon completion of this workshop, attendees should be able to:

- Explain the impact of information technology on businesses
- Differentiate between hardware and software and how they work together in information systems
- Discuss how specialized and emerging technologies address various business challenges
- Identify where emerging tech is used the most and the new careers that are created because of them

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60 minutes



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facilitator



LEVEL

Foundational
skill-specific
learning



Workshop modules

1. Information systems
2. Hardware and infrastructure
3. Software design and development
4. Specialized and emerging technologies

Thriving Mind



Overview

This workshop is designed to help learners recognize patterns in the ways they think, feel and behave in moments of extreme stress and how to respond in ways that better serve them.

Goals

The goal of this workshop is for learners to explore the opportunities they have to tap into their mind's power and potential — with benefits for well-being and performance. Upon completion of this workshop, attendees should be able to:

- Understand how the brain processes stress
- Discover strategies to stop the stress cycle in the moment
- Foster upstream habits that will build stress resilience

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60 minutes



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LEVEL

Foundational
career
readiness



Workshop modules

1. How your brain processes stress
2. In-the-moment recharge strategies
3. Upstream interventions to build resilience

Time Management and Prioritization



Overview

This workshop is designed to introduce learners to the key concepts of time management and task prioritization and how to apply them to managing life priorities and accomplishing goals.

Goals

The goal of this workshop is to provide learners with key tools that they can use right away to better manage their time. Upon completion of this workshop, attendees should be able to:

- Define the four P's of time management
- Apply methods to help them prioritize their tasks
- Create a plan to accomplish their goals
- Protect their time and capacity
- Overcome procrastination
- Manage the four energy types

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60 minutes



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LEVEL

Foundational
career
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Workshop modules

1. Prioritization
2. Planning
3. Protecting
4. Procrastinating

Workplace Conduct



Overview

This course is designed to equip learners with an understanding and tools to practice workplace conduct, foster strong working relationships, and achieve personal and professional success.

Goals

The goal of this course is to provide learners with an edge on how to show up so that they can thrive in any work environment while empowering them to bring their whole selves to work. Upon completion of this course, attendees should be able to:

- Define what professionalism looks like in the workplace
- Illustrate how to overcome the uncertainty of navigating professional relationships
- Create an action plan to apply principles of workplace conduct in your industry
- Describe common misconceptions of workplace harassment
- Gain knowledge of strategies to prevent and address workplace misconduct

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60 minutes



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Course modules

1. The what and the why
2. Defining professionalism
3. How to work best within a team
4. Common misconceptions in the workplace
5. How to respond



Let's get started!

Register for a [free live workshop](#) here or by scanning the QR code.

Contact us at community_education@bofa.com

For more information, please visit us at go.bofa.com/education