

## About Omega Performance

Since 1976, Omega Performance has been the training partner of choice for financial service organizations worldwide, from community-based credit unions to international banks. Our clients choose our solutions because they are flexible, scalable, and—most importantly—effective.

Whether you're seeking training for your personal, small business, or commercial staff, Omega Performance has the solutions you need to develop your employees' skills.

We call our blended learning framework **Understand. Apply. Differentiate.** Beginning with our industry-leading eLearning courses, your employees develop the skills and knowledge they must **understand** to succeed in their roles. Your employees have the opportunity to **apply** their new skills—and practice implementing your organization's policies and procedures—at one of our Skills Application Labs or by enrolling in our Case Study Library. We also provide you with the tools and guidance you need to develop a culture of coaching and accountability that will **differentiate** your organization from its competitors.

Our holistic approach ensures that training isn't just an event, but a sustained opportunity to integrate new skills and knowledge into your organization's culture.



## Why Omega Performance?

- **Quality and expertise:** Our subject matter experts, all of whom have extensive experience in the financial services industry, work hand-in-hand with expert instructional designers to develop all of our solutions.
- **Innovation:** We continually re-evaluate our courses to ensure that they leverage the latest innovations in corporate learning.
- **Blended learning:** Our flexible, scalable blended learning solutions, comprised of the following elements, are carefully designed to maximize the use of training time.

### eLearning

Self-paced, interactive courses with pre- and post-tests that help you measure learning.

### Skills Application Labs

Instructor-led training that allows learners to apply knowledge gained during their eLearning to real-world banking and lending scenarios.

### Case Study Library

Independent analysis of a commercial credit opportunity, followed by a facilitator-led group discussion.

### Coaching and Mentoring

Courses, tools, and resources that enable your coaches to strengthen and reinforce the skills and behaviors that are helping your employees to succeed.

## Why Omega Performance? (CONT'D)

- **Reporting:** We offer real-time reporting that allows you to track your employees' eLearning course enrollments, progress, and pre- and post-test scores, and measure your organization's ROI.
- **Customized delivery:** When you implement our instructor-led training, our facilitator will work with you to incorporate your organization's policies and procedures.
- **Personalized customer service:** We will partner with you every step of the way. First, a seasoned sales manager will help you identify the appropriate courses and develop an implementation plan. Then, a dedicated implementation specialist will work closely with you to ensure a smooth rollout and provide ongoing support.

The chart below highlights our most popular courses for common training audiences:

FUNCTIONAL AREA	ROLE	MOST POPULAR COURSES
<b>PERSONAL</b>	<ul style="list-style-type: none"> <li>• Branch Bankers</li> <li>• Assistant Branch Managers</li> <li>• Branch Managers</li> </ul>	Creating Customer Connections
		Building Customer Connections
		Advancing Customer Connections
	<ul style="list-style-type: none"> <li>• Personal and Private Bankers</li> <li>• Lenders</li> </ul>	Consumer Lending
		Understanding Personal Cash Flow
<b>SMALL BUSINESS</b>	<ul style="list-style-type: none"> <li>• Branch Managers</li> <li>• Business Bankers</li> <li>• Lenders</li> <li>• Underwriters</li> </ul>	Building Small Business Acumen
		Business Lending Fundamentals
		Collaborative Small Business Conversations
		Financial Accounting for Lenders
		Commercial Loans to Small Business
		High Impact Prospecting and Networking
<b>COMMERCIAL</b>	<ul style="list-style-type: none"> <li>• Business Bankers</li> <li>• Lenders</li> <li>• Underwriters</li> </ul>	Financial Accounting for Lenders
		Commercial Loans to Business
		Collaborative Business Conversations
<b>MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Managers</li> <li>• Regional Managers</li> <li>• Executives</li> </ul>	Performance Planning Session
		Coach the Coach
		Targeted Coaching and Mentoring Courses
<b>SPECIALTY COURSES</b>	Advanced Cash Flow	Commercial Real Estate Lending
	Loan Documentation	Minimizing and Managing Problem Loans
	Effective Credit Write-ups	

Contact us today to request a demonstration and experience the Omega Performance difference.



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