



TRAINING PROPOSAL FOR
GBC International Bank
17-0655

Panel Meeting Date: 1/24/2018

Regional Office: North Hollywood Regional Office

Analyst Name: Jela Romero

Type of Proposal: Single Employer (SB), Small Business Program

Funding Source: SET

FUNDING OVERVIEW

Provided here is a summary of the funding for the proposed Training Project.

TOTAL ETP FUNDING: \$36,960.00			
Program & Admin Cost	Support Cost (\$)	Substantial Contribution (\$)	Total In-Kind
\$36,960.00	N/A	\$0.00	\$20,000.00

APPLICANT PROFILE

Company Summary	GBC International Bank (GBCIB) (www.gbcib.com) is a commercial bank specializing in domestic and international trade finance services with an emphasis on export financing. The Company also provides financing of owner-occupied and investor owned commercial properties, Small Business Account loans, business lines of credit, letters of credit and retail banking services.
------------------------	---

Industry Sector(s)	Finance & Insurance		
Priority Industry	No		
No. Employees (Applicant)	State: 91	US: 99	World Wide: 99
Turnover Rate (Applicant)	5.00 %		
Repeat Contractor	No		
High Unemployment Area	No		
Union(s)	N/A		

TRAINING PROFILE

Training Objective(s)	<p>The Company has implemented a Five-Year Strategic Plan, outlining specific company goals such as expansion through mergers and acquisition and installing technology upgrades within the Company, all dependent on extensive employee training and skills development.</p> <p>Training will allow the Company to achieve streamlined processes, improve customer service and increase productivity.</p>
------------------------------	--

Training is summarized below, with additional details in *Attachment 1 - Group and Job Title Details* of this Panel Proposal.

#	Group Characteristics	# Of Trainees	Reimbursement Rate	Weighted Avg. Hours	Cost Per Trainee	Min-Max Hours
1	Retrainee	48	\$22.00	30	\$660	8 - 60

PROPOSED TRAINING PROJECT DETAILS

1. Company Background

Headquartered in West Los Angeles with branches throughout California and Washington, GBCIB was organized in 1976 as First Women's Bank of California. In 1999, GBCIB was designated as a Delegated Authority Lender of the Export-Import Bank of the United States (Ex-Im Bank) which allows GBCIB to approve Ex-Im loans that help create and maintain U.S. jobs by financing the sales of U.S. exports. GBCIB has since been ranked as one of the nation's top lenders of this type of loans. On August 1, 2007, the current investors adopted a new name, GBC International Bank, which reflects its long standing expertise in handling international trade and commercial real estate financing, and business and personal banking services. GBCIB has maintained a "Preferred Lender" status with the U.S. Small Business Administration.

GBCIB's customers include commercial businesses, business owners, and similar organization with export and import needs, including commercial real estate lending and international banking services. Over the years, GBCIB has grown in both employee numbers and company assets.

For this first-time ETP Agreement, employees in the following locations will participate in the training: Los Angeles, Monterey Park, City of Industry, Rowland Heights, San Francisco (LPO), San Francisco and San Jose.

2. Current Training Project Details

Purpose of Training	<p>GBCIB's five-year strategic plan requires all existing employees and new hires to learn essential skills to assist the Company's drive towards change initiatives to support and respond to its growth.</p> <p>For this purpose, the Company plans to train its existing employees at an average of four hours each month for the next nine months in Business, Computer, Continuous Improvement, Commercial Skills and Computer-Based Training (CBT).</p>
Training Infrastructure and Administrative Plan	<p>The Human Resources Generalist and two Training Coordinators will coordinate, facilitate and oversee all the aspects of training at all participating branches. This includes scheduling training and ensuring training is documented for ETP reimbursement. Each facility or branch will also have a designated administrator to assist with administration and will coordinate directly with the main branch on a monthly basis.</p> <p>Training will be delivered by in-house staff and vendors.</p>
Marketing Plan (MEC Only)	N/A
Support Cost Description (MEC Only)	N/A
Substantial Contribution Description	N/A

PROPOSED TRAINING PROJECT DETAILS

3. Curriculum Summary

A summary of the curriculum is provided below. See *Attachment 2 - Training Delivery and Curriculum Listing* for more details.

Delivery Method/Level	Classroom/Simulated Laboratory
Summary	
Training will be provided to all occupations in Continuous Improvement, Business, Computer and Commercial Skills.	

Delivery Method/Level	E-Learning - Computer Based Training (CBT)
Summary	
All occupations will receive up to 15 hours of CBT in Commercial Skills.	

Delivery Method/Level	E-Learning - Instructor Led/Distance Learning
Summary	
All occupations will receive some training provided via E-learning – Instructor Led/Distance Learning in Commercial Skills.	

4. Additional Company or Training Project Details

4.1 Program Waivers

N/A

4.2 Subcontractor Summary

N/A

4.3 Previous ETP Project Summary

N/A

4.4 Supporting Panel Proposal Documentation

Attachments 1 and 2 provide additional details on the training, curriculum and associated program characteristics.

Attachment 2 - Training Delivery and Curriculum Listing

Provided below are details on the types of training planned for this proposed Training Project.

<i>Delivery Method /Level</i>	<i>Classroom/Simulated Laboratory</i>
Training Type (Level)	Planned Course Offerings
Business Skills	Accounting Principles
	Administrative Services
	Business Grammar, Tips & Tricks
	Business Writing Skills
	Conflict Resolution Skills and Strategies
	Consultative Approach in Sales Management
	Contracts and Vendor Management
	Cost Accounting
	Creating and Selling a Business Plan
	Data Management Strategies
	Decision Making Strategies
	Documenting Processes and Procedures
	Effective Presentation Skills
	Effective Sales Negotiation
	Effective Writing of Policies and Procedures
	Handling Sales Objections or Rejection
	How to Write Business Correspondence and Documents
	Improving Team Effectiveness
	Internal Auditing
	Managing Priorities
	Managing Your Sales Pipeline
	Mastering Sales Opportunities
	Operational Forecasting
	Organizational and Planning Skills
	Payroll Administration
	Principles of Accounts Payable & Collections
	Problem Solving Skills
	Process Improvement
	Product Training - Introduction to New Products
	Product Training - Sales Training
	Professional Development - Emotional Intelligence
	Professional Development - Accountability
	Professional Development - Behavior Style Strategies
	Professional Development - Change Management
	Professional Development - Effectively Communicating Goals and Expectations
	Professional Development - Managing Cultural Differences
	Professional Development - Managing Difficult Conversations
	Professional Development - Motivation Strategies
	Professional Development - The Power of Influence

Attachment 2 - Training Delivery and Curriculum Listing

Provided below are details on the types of training planned for this proposed Training Project.

	Professional Networking Skills	
	Project Management Techniques and Strategies	
	Relationship Building Techniques	
	Risk Assessment and Analysis	
	Sales Forecasting Methods	
	Sales Presentations That Win	
	Sales Prospecting and Appointment Setting	
	Sourcing Prospective Clients	
	Strategic Planning, Monitoring and Evaluations	
	Understanding Employee Benefits	
Computer Skills (Standard)	Computer Network and Systems	
	Fidelity	
	Fiserv	
	HTML Basics	
	Jack Henry	
	MS Office Suite (Word, Excel, PowerPoint, etc.)	
Continuous Improvement Skills	Consultative Approach in Sales Management	
	Cost Accounting	
	Data Management Strategies	
	Improving Team Effectiveness	
	Principles of Accounts Payable & Collections	
<i>Delivery Method /Level</i>	<i>E-Learning – Instructor Led/Distance Learning</i>	
Training Type (Level)	Planned Course Offerings	
Commercial Skills (Standard)	Banking Regulatory Updates	
<i>Delivery Method /Level</i>	<i>E-Learning – Computer Based Training (CBT)</i>	
Training Type (Level)	Planned Course Offerings	Standard Hours
Commercial Skills (Standard)	Branch Management	12.00
	Teller Basics	12.00
	Universal Banker	12.00