



# Radian National Training Course Catalog

© 2025 Radian Group Inc. All Rights Reserved. 550 East Swedesford Road, Suite 350, Wayne, PA 19087. This communication is provided for use by real estate or mortgage professionals only and is not intended for distribution to consumers or other third parties. This does not constitute an advertisement as defined by Section 1026.2(a)(2) of Regulation Z. Radian Group Inc. and its parents, subsidiaries and affiliates make no express or implied warranty respecting the information presented and assume no responsibility for errors or omissions. The content presented is for informational purposes only and does not constitute legal or accounting advice or opinions.

**radian**  
national training

Radian's **industry-leading training** has helped hundreds of thousands of mortgage professionals expand their skills & gain a competitive edge.

Our programs are designed in a variety of formats, so you can choose the best fit for your learning needs and busy schedule.



### Live Webinar

Live instructor-led webinars that are fun and interactive. Guest speakers and industry experts offer relevant and timely insights.

→ [Browse & register for webinars](#)

→ [Download calendar](#)



### On-Demand

Our video content & self-paced courses are optimized for modern adult learning, delivering quick bits of information to learn at your own pace.

→ [Working With Radian](#)

→ [Industry Insights](#)

→ [Foundations on Demand](#)



### In-Person

Our in-person sessions provide the maximum learning experience right in your own office. Contact your Radian Account Manager for more information.

→ [Find your account manager](#)

# Explore Learning

## Knowledge

### 5 Income

- Basics of Income
- Not Your Ordinary Income
- Analyzing Schedule E Rental Income

### 6 Self-Employed Borrower Income

- Analyzing Income for the Self-Employed Borrower
- Beyond Schedule C
- Understanding Schedule C: Calculating Sole Proprietor Income
- Self-Employed Borrower Business Entities
- Understanding K1 Income
- Liquidity

### 8 Assets

- Liquid Assets
- Not Your Ordinary Assets

### 8 Mortgage Insurance

- MI Essentials: Ensuring the American Dream
- MI Products 101

### 10 Fraud

- Detecting and Avoiding Fraud
- Detecting and Avoiding Fraud in Loan Files
- Detecting and Avoiding Fraud Schemes
- Staying Ahead of Mortgage Fraud Trends

### 11 Appraisals & Valuations

- Valuations Essentials
- Understanding and Reviewing Appraisals
- Understanding and Reviewing Condo Appraisals
- Reviewing Rural Property Appraisals
- Manufactured Home Appraisal Analysis



This PDF is  
interactive.

Click on a section  
or course title to  
read more.

## 12 Title in Real Estate

Title Essentials

## 13 Industry Insights

Conforming Loan Structuring: Strategies to Win

Timely Topics Series

Enhanced Purchase Power with HomeReady® and Home Possible®

## 15 Sales Effectiveness

Insights on Adjustable-Rate Mortgages (ARMs)

Selling in a Purchase Market

Blueprint for Taking a Quality Application

Loan Officer's Checklist for Success

Maximizing LinkedIn: Strategies for Building a Pipeline

## 16 Communications & Team Building

Maximizing LinkedIn: Tips and Best Practices

Connecting to Close: Top Producer's Mindset

Delivering Exceptional Customer Experiences

The Power of Inquiry: Developing Your Questioning Skills

Connecting to Close: Emotional Intelligence for Top Producers

Fantastic Customer Service

What's My Communication Style

Mars Rover Challenge

# Doing Business with Radian

## 18 Doing Business with Radian

Optimize MI Servicing Series

MI Online Tutorials

Encompass Partner Connect™ MI Center **New**

Ellie Mae Encompass

# Income



Click on  for the webinar schedule, or  to start watching.



 1h  Self-Paced

## Basics of Income

Attend this foundational session to learn how to calculate the most basic types of income including: base income, hourly pay including overtime, commission, bonus income, and tip income.

You will learn to:

- Calculate base pay and discuss the nuances of including additional income sources, such as overtime, commissions and bonus pay
- Document income based on GSE requirements and when to compare to your company's guidelines
- Analyze the VOE to assess the borrower's pay history and employment status for the purposes of income qualification
- Address part time or secondary income types, employment gaps, unemployment benefits and contractual employment
- Gain a deeper understanding of the risk levels associated with income and employment



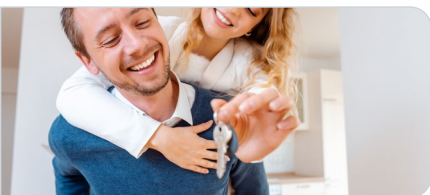
 1h  Self-Paced

## Not Your Ordinary Income

Catch this sequel to Basics of Income for an introduction into more complex income types that can be used to qualify your borrower, including non-taxable income.

You will learn to:

- Understand the GSE requirements for documentation of Social Security, Child Support, Alimony, Military Income, Disability, and Retirement income
- Establish stability, predictability and continuance of these complex income sources as they relate to the risk of the loan
- Calculate and gross-up non-taxable income sources



 1h

## Analyzing Schedule E Rental Income

Whether you are newer to calculating rental income or a seasoned pro looking for a refresher, this session will provide you with a laser focused review of rental income as it applies to a mortgage approval.

You will learn to:

- Understand the basic industry guidelines for calculating income and expenses derived from rental income
- Calculate rental income using the Schedule E of the Personal Tax Returns
- Utilize the FNMA Rental Income Worksheets—Form 1037 for Principal Residence or 2-4 unit properties, Form 1038 for Investment Property(s), and Form 1039 for Investment Property(s) owned by a Business Entity to calculate monthly rental income to use in a mortgage transaction



## Foundations on Demand

An exclusive online library of short video courses, available anytime, anywhere, complete with workbooks and supplemental activities. Click to explore:

- » [Valuations Essentials](#)
- » [Title Essentials](#)
- » [Mortgage Fundamentals](#)
- » [MI Essentials](#)
- » [Income](#)
- » [Assets](#)
- » [Fraud](#)
- » [Self-Employed Borrowers](#)

→ [Learn more at radian.com/foundations](https://radian.com/foundations)

# Self-Employed Borrower Income



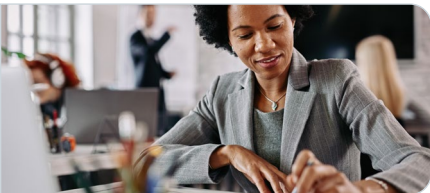
2x1.5h Self-Paced

## Analyzing Income for the Self-Employed Borrower

Let us simplify this intricate subject matter by attending one of our interactive workshops. Our customers tell us that we have a knack for making SEB analysis easy to understand and retain.

You will learn to:

- Analyze personal tax returns and all schedules with a focus on self-employed business entities, including LLCs. Includes Schedule C, K-1, 1065, 1120s, 1120, 1125e
- Utilize the FNMA 1084 Cash Flow Analysis Form to streamline your final income calculation and ensure accuracy
- Understand recurring and nonrecurring income and loss
- Understand when a liquidity test is needed and how to calculate liquidity using the “Current Ratio” formula as well as provide other common liquidity ratio approaches
- Apply what you have learned through an interactive Cash Flow Analysis Case Study utilizing tax returns and supporting schedules



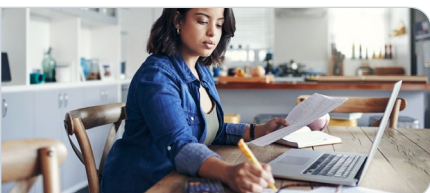
1h

## Beyond Schedule C

Our Self-Employed Borrower workshop is designed for those looking for a more condensed, advanced focus on business tax returns for the purposes of mortgage qualification.

You will learn to:

- Analyze tax returns from Schedule E Part II through the corporate tax return. This includes a review of the K-1s, 1065, 1120s, 1125, & 1120 forms
- Utilize the FNMA 1084 Cash Flow Analysis Form to simplify your income calculation
- Understand recurring and nonrecurring income and loss, as well as Ordinary Income vs. Distributions
- Understand when a liquidity test is needed and how to calculate liquidity using the “Current Ratio” formula as well as provide other common liquidity ratio approaches



1h

## Understanding Schedule C: Calculating Sole Proprietor Income

This webinar is designed for mortgage professionals looking to deepen their understanding of business entities and how to calculate sole proprietor Schedule C self-employed income. This session is perfect for those aiming to enhance their expertise in handling self-employed income.

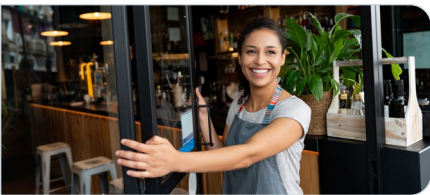
You will learn:

- An overview of different types of business entities and associated tax documentation
- The necessary documentation for mortgage loan qualification
- How to calculate self-employed income for Schedule C sole proprietors



David, a Branch Manager in Georgia said—

This was **by far the most effective** self-employed training I have seen.



Self-Paced

## Self-Employed Borrower Business Entities

This course is an introduction to self-employed borrowers and the business entities you will see in tax returns. In this course, we will cover each business structure individually so you can more easily identify each type.

These overviews will include:

- Sole Proprietors
- Partnerships
- S Corporations
- Corporations
- Limited Liability Companies (LLCs)



Self-Paced

## Understanding K1 Income

Building off your knowledge of different types of self-employed borrowers and business entities, this series discusses how to qualify borrowers with income listed on K1 documents, and where to look to know K1s are required.

This course covers:

- Finding out if your borrower has K1s (K1 for Partnerships and/ or S Corporation K1)
- Identifying K1s on the Schedule E, Supplemental Income and Loss (Form 1040) document
- Understanding the Partnership K1 (1065) and the S Corporation K1 (1120 S)
- Comparing Schedule E to the appropriate K1 documents



Self-Paced

## Liquidity

This class is part of a series designed to acquaint you to the mortgage banking industry and increase the knowledge of Self-Employed Income.

In this course, you will learn:

- What liquidity is
- When a liquidity test is required
- How to calculate each of three types of liquidity tests to determine the Current Ratio, Acid Ratio, and Cash Ratio



## Self-Employed Borrower On-Demand

Click for specialized on-demand resources on self-employed borrowers:

» Business Entities » K1 Income » Liquidity » Calculators

# Assets



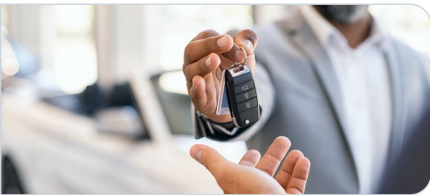
1h Self-Paced

## Liquid Assets

This is the perfect session for any mortgage professional looking to build their knowledge of the most common asset types used to qualify your borrowers.

You will learn:

- Liquid assets needs specific to the mortgage transaction: Down Payment, Closing Cost and Reserves
- Eligible and Ineligible Assets
- To evaluate and sources funds for commonly used liquid assets: checking accounts, savings accounts, CDs, gift funds, stocks, or bonds and business funds
- Industry and GSE guidelines for documentation, verification and sourcing of funds with a focus on red flags



1h Self-Paced

## Not Your Ordinary Assets

Catch this sequel to Liquid Assets for an introduction into less common assets that can be used in a mortgage transaction.

You will learn:

- Industry and GSE requirements for document requirements for each asset type with a focus on red flags
- To differentiate between documentation and qualification requirements for borrowers selling an asset or taking a loan against an asset
- To evaluate the less common asset that may be used in the mortgage transactions

# Mortgage Insurance



1h Self-Paced

## MI Essentials: Ensuring the American Dream

In this course we will give you a broad overview of mortgage insurance and the role mortgage insurance plays in protecting homebuyers and lenders.

You will learn to:

- Understand what mortgage insurance is and why it is essential
- Gain an understanding of how mortgage insurance works
- Find out what happens when a borrower defaults on a loan

## MI Products 101

This comprehensive course dives deep into Radian Guaranty's suite of Mortgage Insurance (MI) products, equipping you with the knowledge to leverage these solutions effectively. Through a series of engaging videos, you'll explore various MI options and learn how to match them to your borrowers' unique needs.

You will learn to:

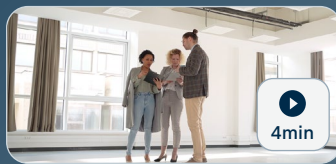
- Understand the fundamentals of MI and its role in homebuying
- Navigate Radian's diverse portfolio of MI products
- Analyze and compare different MI solutions with real-world scenarios
- Customize split-premium rate quotes to optimize borrower budgets
- Confidently identify suitable MI products for each lending situation

 Click on a thumbnail or  to start watching.



### Introduction to MI Products 101 Series

Learn the basics of Radian Guaranty's MI solutions and their role in homebuying.



### Borrower-Paid Monthly-Premium MI

Explore Radian's BP Monthly, a borrower-paid MI with no upfront premium.



### Borrower-Paid Single-Premium MI

Discover Radian's BP Single, a borrower-paid single-premium MI solution.



### Borrower-Paid Split-Premium MI

Understand Radian's CustoMlze SplitEdge®, an innovative split-premium MI option.



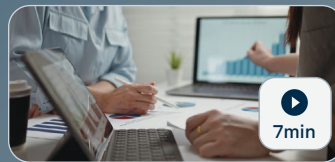
### Customizing Your CustoMlze SplitEdge® Rate Quote

Learn to customize split-premium rate quotes on MI Rate Finder with expanded options.



### Lender-Paid MI Options

Explore Radian's Lender-Paid MI options and their key considerations.



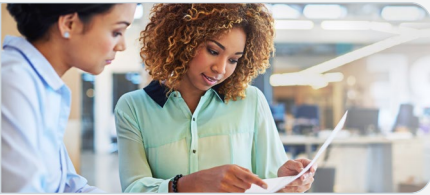
### Comparing MI Products

Compare Radian's MI products using a real-world scenario to match the right solutions with borrower needs.

→ Find all videos on the [MI Products 101 page](#)

→ Explore [Working with Radian: Products & Services](#)

# Fraud



 Self-Paced

## Detecting and Avoiding Fraud

Fraud costs the mortgage industry billions of dollars each year. In this self-paced video series, you will dive into mortgage fraud

You will learn:

- Various red flags found in income, asset, credit, appraisal, and closing documentation, using real life examples

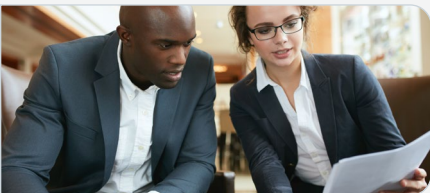
- Impacts and nuances of the common mortgage fraud schemes
- Tools for fraud prevention and actions that you can take after discovering a red flag



## Fraud on Demand

Click for specialized on-demand resources on fraud:

» [Fraud Red Flags](#) » [Fraud Schemes](#)



  Self-Paced

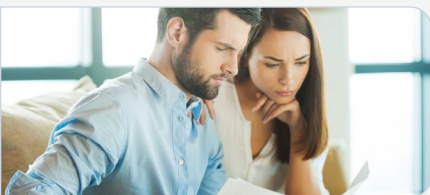
## Detecting and Avoiding Fraud in Loan Files

Attend this foundational session to better understand mortgage fraud red flags found in loan files by reviewing documents and examples.

You will learn:

- Key elements of mortgage fraud

- How to recognize various red flags found in income, asset, credit, appraisal, and closing documentation
- Your next steps after discovering a red flag and tools you can use to help prevent fraud



  Self-Paced

## Detecting and Avoiding Fraud Schemes

Fraud schemes are getting more sophisticated and more costly. We will focus on what fraud schemes you might see in your loan files.

You will learn:

- About the most common mortgage fraud schemes

- Who the participants of these schemes include and what red flags you might find in your loan files
- What steps you should take if you identify a red flag or suspect a fraud scheme



 1h

## Staying Ahead of Mortgage Fraud Trends

In this mortgage fraud webinar, we will dive into recent statistics, fraud trends, and review scenarios that might help with an upcoming loan review. This engaging and interactive new webinar will help guide you through the ever-changing world of mortgage and real estate fraud.

We will focus our discussion on:

- Recently released statistics
- News-worthy trends
- Steps to prevention and awareness
- Scenarios to test your knowledge on our discussion

# Appraisals & Valuations



 Self-Paced

## Valuations Essentials

This detailed series offers four modules reviewing basic concepts around property valuations, the various methods available to determine a property value, and key uses of property valuations.

This series is another helpful tool you can utilize to expand your knowledge and gain insight into property valuations and their uses.

Specifically, this video series reviews:

- Introduction to Valuations
- Automated & Interactive Property Valuations
- Manual Property Valuations & Hybrid Price Estimates
- Uses of Property Valuations



 1.5h

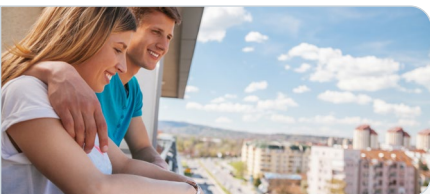
## Understanding and Reviewing Appraisals

A well done appraisal report might take you through some twists and turns but the ending should not surprise you. Let our team walk you through the 1004 (Uniform Residential Appraisal Report) and show you how it is like reading a story.

You will learn:

- To navigate the 1004 appraisal report and key areas of focus

- What is considered a good comparable in terms of distance, date of sale, location, and overall adjustments made
- The ratings and abbreviations that are found throughout the report
- To identify red flags and understand the implications for potential fraud



 1h

## Understanding and Reviewing Condo Appraisals

The Individual Condominium Unit Appraisal Report (form 1073) provides distinct details that you won't see on a standard 1004 appraisal. This webinar will help you identify those differences.

You will learn:

- Key areas of the 1073 that differ from the 1004 appraisal form
- Specific red flags that apply to the 1073 appraisal report

- Why condominium appraisals focus on the entire project as well as the unit being financed
- What is considered a good comparable in terms of distance, date of sale, location, and overall adjustments made
- How special assessments and HOA budgets may impact the marketability of the subject property



 1h

## Reviewing Rural Property Appraisals

Rural property appraisals can be complicated. In this session we combine Fannie Mae guidelines and active group dialogue to simplify this appraisal report.

You will learn:

- To clarify facts and fiction of what FNMA considers an acceptable property

- The guidance for distance of comparable properties as these can be much more difficult when reviewing rural properties
- How to distinguish an acceptable property from real FNMA scenarios



1h

## Manufactured Home Appraisal Analysis

Affordable housing initiatives are sweeping the housing industry. With that, manufactured homes are becoming more common as affordable options. Are you ready to review and understand the appraisal differences?

In this session you will learn:

- Statistics on manufactured home affordability and production rates
- The primary characteristics of a manufactured home
- How the “Red Tag” and HUD Data Plate are specific to manufactured homes
- The differences between the 1004C (Manufactured Home Appraisal Report) and which sections should be reviewed

# Title in Real Estate



1h

Self-Paced

## Title Essentials

Get acquainted with Title and what to expect during the closing process, including key steps involved in obtaining a Title. This course provides home buyers, borrowers, lenders, and professionals in the mortgage industry an overview of key Title essentials, and answers to Title-related questions.

You will:

- Review the title Pre-Closing process, specifically selecting a Closing Agent, placing a Title Order, conducting a Title Search, and Title Clearance.
- Obtain information on the key steps withing the Closing process, specifically the Closing and Signing.
- Discover what happens during the Post Closing process, specifically Title Recording and issuing the Title Policy.

## On-Demand Learning

**Our library of on-demand content** is a comprehensive resource for a variety of topics, designed to help you learn more about Radian's products and services that can boost your key sales capabilities and knowledge of industry trends.

### » Working With Radian: Products & Services

Discover how Radian's products and services can enhance your business.

### » Communication & Sales Effectiveness

Proven methods and techniques for you, based on the practices of top performers.

### » Foundations on Demand Series

Learn a full spectrum of mortgage concepts, in bite-sized sessions.

→ Learn more at [radian.com/training](https://radian.com/training)

# Industry Insights



1h

## Conforming Loan Structuring: Strategies to Win

There are so many options available to you and your borrower, but which is the best one? Learn how Radian's MI products can help you get your borrower into the home of their dreams.

You will learn to:

- Determine strategies for selling products and supporting borrowers
- Understand each MI product that Radian offers and how they can benefit your customer
- Use Radian's top notch tools to help support your customer



### Timely Topics Series

Get the latest updates, industry trends, and guideline changes on GSE-related policies.

→ Visit the Industry Insights page for all episodes



Click on a thumbnail or ▶ to start watching.



8min

#### Can MI Offset Homeowners Insurance Increases?

Rising homeowners insurance costs are making mortgages increasingly unaffordable. We explore how Radian Guaranty's MI solutions, particularly CustoMIze SplitEdge®, may help offset these rising expenses.



8min

#### How Natural Disasters Impact Mortgages

Natural disasters not only impact the communities we live in but also the mortgage and insurance industries. Fannie Mae and Freddie Mac (GSEs), have policies and guidelines to help homeowners affected by these disasters.



6min

#### Seller Impersonation Fraud

Seller Impersonation fraud is a growing concern in the real estate and mortgage industries. We will review what seller impersonation fraud is, red flags associated with this fraud, and how to help prevent this fraud from occurring.



7min

#### What Are Temporary Buydowns & How Can It Help Borrowers?

How do you assist your next borrower and help them purchase the home of their dreams? The temporary buydown is making a comeback.



7min

#### Financing Properties with Solar Panels

Properties with solar panels are becoming increasingly common and can have a big impact on mortgage financing. We discuss how these fixtures can impact the mortgage process.



7min

#### Insights on Adjustable-Rate Mortgages (ARMs)

Are you ready to discuss the Adjustable Rate Mortgage (ARM) option with your customers? Learn about how it can be beneficial, and the details you need for that next customer conversation.



1h

## Enhanced Purchase Power with HomeReady® and Home Possible®

Learn the basics of Fannie Mae's HomeReady® and Freddie Mac's Home Possible® products. This session will highlight the benefits of the programs while also showing you how you can use the product and help your borrower achieve the dream of home ownership.

You will learn:

- The unique advantages and guidelines of each program
- How to use Mortgage Insurance to qualify borrowers while using these programs

## Unlocking Loan Solutions With Radian Series

Our **mortgage & real estate micro-learning series** in video, audio & job aid formats.

Choose your preferred learning style—watch, listen, or read at your own pace—and take your learning experience to a whole new level.



### Restricted Stock Units (RSUs)

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we delve into RSU income and how it may be used towards mortgage qualification, including definitions, guidelines, and calculation.

### Non-Traditional Credit

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we'll explore alternative forms of credit that can be used when traditional accounts are not present.

### Interested Party Contributions (IPC)

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we will dive into the Interested Party Contribution (IPC) and explain how it may impact a loan.

### Non-US Citizen Borrower

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we will review what a non-US citizen borrower is, different types of citizenship and residency, and how the GSE's view them.

### Business Mileage Deductions

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we will break down the always-important Business Mileage Deductions and how it may impact a loan.

### Unique Properties

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we will review what is considered a unique property, examples, how the GSEs view them, and how they may impact a loan.

### Foreign Income

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this lesson, we will review what foreign income is and how you can prepare yourself for this scenario.

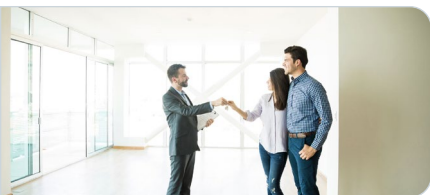
### Non-Occupant Borrower

[Watch Video](#) [Listen to Podcast](#) [Download Job Aid](#)

In this episode, we explore the impact of non-occupant borrowers in mortgage transactions and what GSE guidelines to consider.

→ Visit the Industry Insights page for all episodes

# Sales Effectiveness



 1h  Timely Topics

## Insights on Adjustable-Rate Mortgages (ARMs)

When was the last time you sold an Adjustable Rate Mortgage (ARM)? Now is the time to understand how the ARM works, but more importantly to learn how to have the appropriate conversation with your customer.

In this session, you will learn to:

- Be more consultative when discussing the benefits of an ARM
- Understand the basics of how an ARM works
- Determine the best opportunity to sell an ARM



 1h

## Selling in a Purchase Market

Can your sales team deliver a concise and compelling reason that a real estate agent should do business with your company? Let our experts teach you how to remain competitive, engage with realtors and close more loans in a purchase market.

In this session built for teams, you will learn to:

- Develop opening statements and pitches for attracting referral partners
- Set yourself apart in a purchase market and open those doors to future business using key engagement techniques!



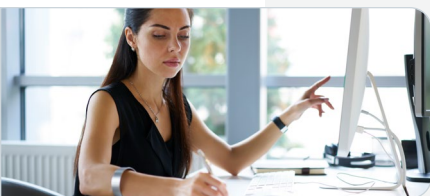
 1.5h

## Blueprint for Taking a Quality Application

Are you looking for a way to close more loans, develop better relationships with your processors and underwriters and reduce surprise requests of your borrowers? Taking an application is just like creating the blueprint for a new home. Complete, quality information ensures everyone knows the plans for successful execution.

You will learn:

- What information is required to take a quality application
- How an AUS decision is impacted
- Engagement techniques and probing questions to help your borrower feel more open to sharing financial details



 1h

## Loan Officer's Checklist for Success

Becoming a successful loan officer takes tenacity, organizational skills, and the right attitude. It also requires time management and knowing when and how to engage with your customers. We all have areas of opportunity and we're here to help!

You will learn to:

- Create an organized to-do list that will help you differentiate yourself from your competition
- Uncover key points of engagement with the customers during the buying process
- Differentiate between successful and competent salespeople



 1h

## Maximizing LinkedIn: Strategies for Building a Pipeline

This sequel to Radian's **Maximizing LinkedIn: Tips & Best Practices** delves into strategies that can help you build your customer and referral base.

LinkedIn is the world's largest business networking platform. In our virtual world, now is the time to take advantage of this tool and build your network.

Join us for this engaging and interactive webinar that will review how to:

- Strategically post content
- Build a prospect profile
- Cultivate prospective relationships

# Communications & Team Building



1h

## Maximizing LinkedIn: Tips and Best Practices

LinkedIn is the world's largest professional network. Are you taking full advantage of all LinkedIn has to offer to keep your name and brand top of mind? What does your LinkedIn profile say about you and your brand? Let us show you simple tips and best practices to maximize your brand on LinkedIn.

You will learn:

- 10 easy steps to maximize your LinkedIn profile to gain greater success

- The impact that social media and your personal brand can make on a homebuyer's or referral partner's decision to do business with you
- How to frame your story and message through your experience and summary to engage your target audience



1h

## Connecting to Close: Top Producer's Mindset

Perfect for larger sales rallies and annual meetings, when the full Connecting to Close: Emotional Intelligence to Top Producers workshop may be time prohibitive.

In this short sales-focused session, you will explore:

- The science of Emotional Intelligence and how it impacts sales effectiveness.

- How to use emotional awareness to influence customers and referral partners, creating stronger connections
- To better understand the link between your emotions and the drivers that foster your personal success more broadly



1h

## Delivering Exceptional Customer Experiences

As mortgage and real estate technologies improve, the dependency on human interaction for knowledge and guidance is slowly reducing. Ironically, less dependency has actually heightened the expectations for a more consultative and customer centric experience. Get ready for a short and interactive group learning event unlike "customer service" programs of the past.

You will learn:

- Innovative approaches to engaging customers in

a way that builds stronger rapport and in a way that drives Net Promoter Scores (NPS) and customer satisfaction

- How to compare and contrast consultative and transactional conversations and how they impact the customer experience
- To utilize the q-storming technique to be more consultative in addressing customers' needs
- Techniques for gaining feedback from customers



45m

## The Power of Inquiry: Developing Your Questioning Skills

For a loan officer, building a strong relationship can create lifetime customers. But how do you get the information you need to ensure you can build the trust needed? While geared toward loan officers, this webinar will guide you to better support each and every one of your customers with the power of questioning.

Our focus is to help you:

- Maximize outcomes based on questions you ask
- Build stronger customer relationships through engaging questions
- Gather a greater depth of client information to support them throughout the mortgage journey and beyond



2.5–3h Videos

## Connecting to Close: Emotional Intelligence for Top Producers

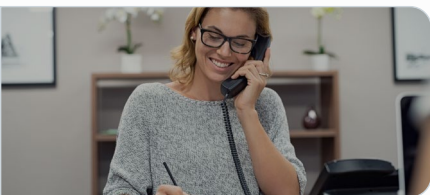
**This course is only available in person or as videos**

How do you get more referrals, fuel your pipeline and close more quickly in today's competitive market? Industry experts say the key is your ability to make connections with people and to foster deeper relationships.

Research will tell us your Emotional Intelligence is a driving factor in your ability to do this!

You will:

- Gain a deeper understanding of EI and the critical role it plays in creating the right connections with your customers and referral sources
- Leave armed with the industry's best tips and tools to help you strengthen your relationships
- Increase your communication capability and laser focus on language that builds trust



2–2.5h

## Fantastic Customer Service

**This course is only available in person**

Uncovering the needs of your customers and knowing when and how to engage with them is the key to delivering stellar service. This lively workshop provides you with the best technique and tools for communicating with internal and external customers.

You will learn:

- Techniques for delivering outstanding customer service
- Strategies to develop customer loyalty by setting the right expectations
- How to understand customer needs by identifying how to work with a variety of personalities



2–2.5h

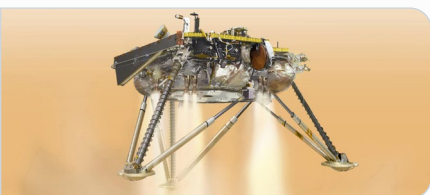
## What's My Communication Style

**This course is only available in person**

This lively in-person training session will offer an understanding of how effective communication can improve just about every aspect of your life.

You will:

- Learn how to “speed read” the communication style of others
- Identify your own preference for one of four communication styles covered in this course: Direct, Spirited, Considerate, or Systematic
- Understand how to “flex” your style for effective communication with your team and your customers



2–2.5h

## Mars Rover Challenge

**This course is only available in person • Recommended class size < 30**

This session introduces concepts such as interdependence, common goals, and diversity with an out-of-the-ordinary simulation.

In this session, specifically designed for teams, you will learn to:

- Rejuvenate established teams through problem-solving activities
- Differentiate between group work and teamwork
- Manage conflict through problem-solving and thought provoking activity as you work with a team to construct a rover that can navigate the red planet



**Maria, a Compliance Manager in Virginia said—**

Your **webinars** have been very practical and informative and I look forward to attending more in the future.

# Doing Business with Radian

## Optimize MI Servicing Series

[→ View series](#)



### MI Reporting

Learn about required reports, methods of delivery and appropriate timing.



### MI Loss Mitigation

Learn about Servicing standards and home retention workouts.



### MI Claims

Learn more about what you should consider prior to, and when filing MI Claims with Radian Guaranty Inc.

## MI Application Efficiency

[→ MI Loan Submission Checklist](#)



### Partnering with Radian: First Decision Approvals

This video covers all the key underwriting documents required to obtain an MI Approval for non-delegated submissions.

## MI Online Tutorials

[→ View series](#)

[→ Learn more about MI Online](#)



### Activate Deferred BPMP

Watch how to activate MI on a Borrower Paid Monthly (BPMP) with deferred premium.



### Perform a Servicing Transfer

In this short video, we will demonstrate how to notify Radian of a servicing transfer.



### Ordering Non-Delegated Mortgage Insurance

Watch step-by-step how to order non-delegated mortgage insurance through our MI Online platform.



### Ordering Delegated Mortgage Insurance

Watch step-by-step how to order delegated mortgage insurance through our MI Online platform.

## Encompass Partner Connect™ MI Center New

[→ View series](#)

[→ Find EPC MI Center  
QRGs & Guides](#)



### MI Rate Quote Comparison

This tutorial demonstrates the process of comparing and selecting MI rate quotes directly within the Encompass platform using Radian Guaranty's services.



### Activate MI Post Close

This tutorial demonstrates the process of activating MI coverage post closing within the Encompass platform using Radian Guaranty's services.

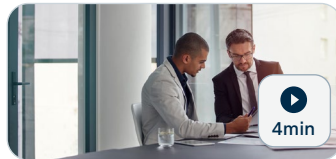


### Order Non-Delegated

This tutorial demonstrates the process of ordering non-delegated MI coverage within the Encompass platform using Radian Guaranty's services.

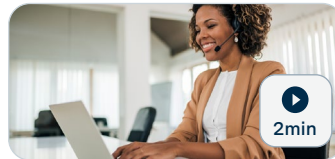
## Ellie Mae Encompass

[→ Find Encompass  
resources](#)



### Encompass Capabilities With Radian Title Services

This video highlights the functionality supported by Radian within Encompass to order & simplify the title process.



### Activate Deferred Monthly MI

Learn how to activate borrower paid deferred MI with the click of a button!

