

**The 2011 MSR Virtual Conference - December 6, 7 and 8  
With All NEW Content  
Registration Deadline: November 29**

It may be hard to believe that a year ago the first *National MSR Virtual Conference* was introduced. This conference is designed to give your frontline staff the opportunity to network and explore key topic areas delivered by subject matter experts.

Registration is building for the 2<sup>nd</sup> *Virtual Conference* and will feature 12 **NEW** sessions from four key areas: sales, risk management, credit union business & professional development.

If you had staff who attended last year's conference, then you know firsthand what past participants experienced as this HR trainer expressed: *"an exceptional opportunity for MSRs...I wish we could have sent more."* If you didn't have staff attend, then this is their chance to experience relevant training without leaving the branch.



Explore 12 titles spread out over three days including; *Outbound Sales Call Planning, Moving Into a Supervisory Role, Negotiation Skills, Closing the Sale, The Risk of NOT Asking for a Member's Business* and more [inside this brochure](#).

**Fee Options:**

- Conference Pass: \$249 pp/12 sessions, or
- Single Session: \$69 pp

Mark December 6, 7 and 8 in your calendars and be sure to share this with your frontline staff and their managers.

**Next Governance Webinar of this Series  
November 23: [The Power of Networking](#)**

The *Power of Networking* with *Lee Anderson*, is part of a series of webinars designed for those who want to enrich their governance background acquired through the *CUDA*® Program and experience on credit union and other boards. Click the Title to learn more and to register.

Directors, watch your email for details on the last webinar of this series: **December 7: Just Trust Me** with *Peter de Jaeger*.

**Course Spotlight:  
SkillSoft eLibrary Desktop Skills -  
Microsoft Office 2010**

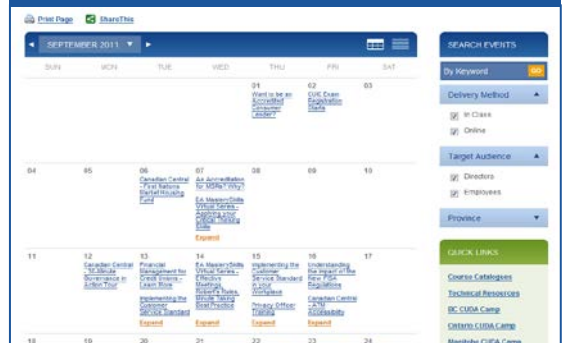
Brush up on your skills, or learn something new about Office 2010! Choose from almost **50 titles** designed to help you master Excel, Outlook, PowerPoint and the entire Office 2010 Suite. Also explore the more than **300 desktop skills titles** available such as:

- Adobe Acrobat Creative Suite (for desktop publishing)
- Automating Excel Tasks using Macros
- New Features for Users Migrating from Office 2003
- Using Advanced Slide Show Tools in PowerPoint 2010

Why not have your staff **take advantage** of this incredible value, and start learning today! A *SkillSoft* license gives users access to 1,200+ titles designed to develop professional and personal skills for an annual license fee of \$99.

Explore the [SkillSoft eLibrary catalogue](#).

**CUSOURCE Tip: Did you know you can register directly on the LMS through the event listing page?**



Check out the **NEW** Interactive Calendar on the *CUSOURCE* Website and get the most out of your learning today!

Congratulations to September's and October's winners of the *Share Your Learning Story AND WIN* monthly draws.

**About September's Winner:**

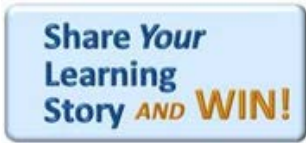
**Lisa Loewen**, *Personal Account Manager, Access Credit Union - Winkler Branch.*

Lisa believes preparation leads to confidence in the work environment. Her continuous hunger for knowledge has led her to choose the *SkillSoft* eLibrary license (value \$99).

**About October's Winner:**

**Colin Peters**, *Member Services, Meridian Credit Union.*

Colin, who is currently studying business communications, believes the Harvard ManageMentor10® license (value \$189) will be useful for his research.



Want to be eligible for next month's draw? Send your picture and written story of 150 words or more to: [mystory@cusource.ca](mailto:mystory@cusource.ca)

To learn more about the contest, visit the [Your Story](#) page and click on the [View Contest Rules](#) icon. All eligible entries will be entered into a final draw for an iPad2.

**CUSOURCE Knowledge Network Pilots a Second Successful eClassroom**

The pilot for *Introduction to Business Financial Statement Analysis (IBFSA)* has concluded, and the results are outstanding!

For the first time in a CUSOURCE eclassroom, a test-out component was introduced. **The average final mark was 89 per cent**, and all 13 participants (from 13 different credit unions across Canada) shared that *they would recommend this course to a colleague.*

Cara Halisheff, a commercial services account manager at Kootenay Savings, noted: *"This was a fabulous class. I need to take the next course and I can't wait. It really helps to have other input!"* Read the rest of [Cara's SuccessIN this course.](#)

**Next IBFSA offering:**

[January 17, 18, 20, 24 & 25, 2012](#)

Start time: 1:00 p.m. ET for all 5 sessions

Fee: \$645

This course can also be delivered as an in-house at your credit union, so contact [Client Solutions](#) for more information.

**Congratulations on your winnings, Lisa and Colin!**

Check out [Lisa's and Colin's stories](#) to read how each have overcome obstacles and achieved great goals.

**NEW Advanced Retail Lending eClassroom Pilots Coming this Winter!**

We're calling on your experienced retail lenders *for a special opportunity* to enhance fundamental lending knowledge

The *Advanced Consumer Lending* and *Advanced Residential Mortgage Lending* eclassrooms are **designed for experienced retail lenders** who want exposure to more complex, non-routine consumer credit situations. Each eclassroom comprises two 90-minute pre-work sessions and two 90-minute WebEx sessions. Encourage your seasoned retail lenders to participate in one, or both, pilots.

**Advanced Consumer Lending**

**Dates:** December 13 & 15

**Advanced Residential Mortgage Lending**

**Dates:** January 10 & 12, 2012

Price: \$295 per course per person

**This course is suitable for:**

- Accredited Consumer & Residential Mortgage Lenders
- Lenders with at least two years' experience
- Lenders who have completed Consumer and Residential Mortgage Lending (CUIC-210) plus hands on experience
- Lenders who attended Applied Consumer Lending and/or Applied Residential Mortgage Lending

Watch for a communication later this week inviting 20 lenders who fit the above criteria to this special eclassroom pilot session.

## Important Dates and Reminders

Be sure to share these with your staff!

### HMM Learning Cafés

[Strategic Thinking - December 1](#)

Registration deadline: November 22

[Strategy Execution - December 13](#)

Registration deadline: December 6

### National MSR Virtual Conference

[December 6, 7, 8](#)

Registration deadline: November 29

### Understanding Business Financial Statements eClassroom

[November 22, 23, 29 & 30](#)

Registration deadline: November 1

### Supervisor Orientation to the MSR Accreditation Program

[November 22, 29, December 6, and 13](#)

Registration deadline: November 9

### November Exam Day

The next *CUIC*<sup>®</sup> Exam Date is **November 16**. Good luck to the 515 examinees! The spring *CUIC*<sup>®</sup> Exam Date is March 21, 2012. Registration opens: January 3.

## 2012 Spring Cohort Sessions open for registration

Click the titles below for more details:

[Credit Union Products and Services \(7<sup>th</sup> Ed\)](#)

[The Credit Union System](#)

[Consumer & Residential Mortgage Lending](#)

[Fundamentals of Personal Financial Planning](#)

[Business Lending](#) (Formerly *Commercial Lending*)

## November and December 2011 FREE PowerHour Webcast Schedule

Register soon for these **FREE** PowerHour information webcasts. Start time: 1:00 p.m. ET

To learn more or to register for an event, click on the corresponding webinar date below.

### Exploring RMA eMentor: What's in it for You?

- Monday, November 14 (*Register by November 12*)

### An Accreditation for MSRs? Why?

- Tuesday, December 6 (*Register by December 2*)

### Financial Management for Credit Unions - Learn More

- Thursday, December 8 (*Register by December 6*)

You can also search these titles and others in the [online calendar](#).

## Important Updates to Commercial Lending (CU01-345)

Updates to the *CUIC*<sup>®</sup> online course *Commercial Lending* are progressing well; to the point where, effective **Monday, November 15**, we are closing registration in the current version. When the revised course is re-introduced, it will be as *Business Lending*, a change that reflects an update in terminology generally throughout the course.

The course continues to be *the* foundation in building commercial credit skills and developing business relationships. We continue to work toward a mid-December release of the revised but will keep you informed.

Please watch for further announcements.

*For further information* regarding any topic in this newsletter, please contact [Client Solutions](#).