

Managers: Meet us at the HMM Learning Cafés
May 3, 31, June 2 and 21



Join Alisdair Smith, National Learning Facilitator, CUSOURCE Credit Union Knowledge Network, as he guides participants in these four 1.5 hour webinars designed for managers who are looking to gain additional practical experience. This café experience will serve as a catalyst for sharing as Alisdair reviews the core concepts from each of the modules and helps participants put those concepts into practice.

All webinar learning cafés run from 1:00 p.m. - 2:30 p.m. ET and are \$69 per person/per webinar.

May 3	Performance Appraisal	Note: To participate in any one of these learning cafés, participants must first complete the corresponding HMM module.
May 31	Difficult Interactions	
June 2	Coaching	
June 21	Leading and Motivating	

Registration deadline is 2 days prior to each webinar @ 3:00 p.m. ET

[View café details.](#) The HMM licence gives access to a total of 42 practical modules designed to focus development of specific management areas. [See product brochure to view the 42 modules.](#)

Governance Webinar Series: Managing Risk through Prudent Oversight: Nose in. Fingers out!
Registration Closes today at 5:00 p.m. ET.!

Today is the LAST day to register for this webinar with Cathie Leimbach - Consulting Partner, STRIVE. This is the fourth in a series of webinars designed for experienced directors who want to enrich their governance background.

Next Webinar: April 20, Electronic Communications: Your Role in Preventing a Privacy Breach with Fazila Nurani, PrivaTech.

[Click here for registration details and a full list of webinar titles.](#)

If you missed the live session: Recordings of *Working with Intra-Board Conflict* (held on February 16) and *Demystifying ALM and Interest Rate Risk Management* (held on March 2) are now available!

To register: Log in to the [CUSOURCE LMS](#) > click on the CUDA Icon > Recorded Webinars > Click register beside the appropriate title and follow the prompts.

Spring Encore of the National Virtual MSR Conference

Back by Request: May 10, 11, 12

Registration Deadline: May 3

If you couldn't send your MSRs to last year's event, here's another chance! It's an awesome opportunity for your frontline staff to join their peers across the country as subject matter experts discuss learning and development in four key areas.

Register your MSRs today so they can experience firsthand what last years' participants experienced; *"an exceptional opportunity for MSRs...I wish we could have sent more."*

Same great conference price of \$199 per participant.

[Click here for more](#) details.

SkillSoft eCourse Spotlight: Optimizing Your Team's Performance

Looking for practical techniques to harness individual strengths and personalities for your team?

If so, check out this SkillSoft ecourse:

[Optimizing Your Performance on a Team: Establishing Team Goals and Responsibilities \(One Hour\)](#)

This one-hour ecourse outlines initial steps for building a team; it also discusses the importance of understanding one's responsibilities and how the various roles work together to achieve the goal.

Not a SkillSoft Subscriber?

Become one for \$99 pp/per year and get access to over 1,200 titles. [See detailed course catalogue...](#)



Have employees who have benefited from a CUSOURCE® course or program?

If so, there's probably a story to share that may inspire others.

That is why we invite employees in any role, at any level of the organization to share their learning story or to nominate someone else's.

Employees can share their written story and picture or video at mystory@cusource.ca and enter a monthly draw for CUSOURCE courseware.

What's more, all eligible entries will be entered into a final draw for an iPad 2 and leather smart cover.



Visit www.cusource.ca and click on the Contest logo to link to contest rules and details.

NEW eClassroom for Consumer Lenders coming this Summer: *Delinquency, Collections and Security Realizations*

In June, CUSOURCE Knowledge Network will be launching a new eclassroom experience of *Delinquency, Collections and Security Realizations*.

Through a combination of pre-work and four, 90-minute Webex sessions, your lenders will cover the same material as those attending the 2-day in-class session.

Can't wait to have your lenders experience this new way of learning? Well, **on April 21, 28, May 5 and 12**, the pilot of this course will run with just 15 participants.

Interested? If so, act quickly! Have your lenders express their interest to Client Solutions by **April 7—the registration deadline**. *Note: Registration is not available on the LMS.* Participants will be contacted and sent learning materials in advance of the first session.

Pilot Course Cost: \$525 per person. Sessions start at 1:00 p.m. ET

What's an eClassroom?

Leveraging the identical knowledge from an in-class course, the eclassroom provides a rich, interactive learning environment where participants are involved with a series of pre-work/self-study sessions combined with WebEx sessions.

Participants can continue their work duties while taking a break to complete their course work, giving them time to consolidate what they have learned and, perhaps, apply what they have learned to date.

Watch for more on this new eclassroom in the coming months!

Important Dates to Keep in Mind

The BC Spring 2011 CUDA Camp (April 27 - 28). **Registration Deadline:** April 7 [Click here to learn more](#)

The National 2011 CUDA Camp (April 29 - May 1). **Registration Deadline:** April 7 [Click here to learn more](#)

The Alberta Spring 2011 CUDA Camp (May 6 -7). **Registration Deadline:** April 14 [Click here to learn more](#)

Fall Cohorts Registration Now Open. The session will run from October 3, 2011 - March 14 2012. **Registration Deadline:** September 30. Watch for more in May eNews

April and May 2011 *free* PowerHour Webcast Schedule

Space is limited so don't delay in registering for these *free* PowerHour information webcasts. Start time: 1:00 p.m. ET

Cohorts - The "only way to go". Find out why
- Wednesday, April 6 (*register by April 4*)

An Accreditation for MSRs? Why?
- Wednesday, April 20 (*register by April 18*)

Accredited Commercial Lender: The Road to Success-Getting There from Here
- Thursday, May 5 (*register by May 3*)

See the current [webinar schedule](#). To register, log in to [CUSOURCE® LMS](#), then go to "Catalogue"> By Topic> **Webinars**

CUIC March Exam Follow Up

A total of 561 individuals wrote *CUIC*® exams this March. Students should receive their Dalhousie University record of marks in the mail within the next four to six weeks.

Students will also be able to view their marks within the next four weeks online by logging into the LMS and by selecting **Learn > Learning Activity Reports > Training Transcripts**.

Mark your calendars! Registration for the June 15 exam is now open and closes May 13.

Important Information on Bill C-29 (PIPEDA Amendments)

As a result of the federal government calling an election last month, Bill C-29 (PIPEDA amendments) has come to a halt. PIPEDA is due for a 10-year review this fall but the timing of any changes to the Act will depend on the government of the day.

Lawyer and privacy expert, Fazila Nurani has advised that the "*Fighting Internet and Wireless Spam Act (FISA)*, previously known as Bill C-28, will still likely come into force in the fall 2011. However, the awaited Regulations under this law will be put on hold until after the election." "

Watch for more updates.

CUSOURCE Tip: What can be found on www.cusource.ca

Want to keep current on *CUSOURCE* courses, news or events?

Then check out the **What's New** bulletin to the bottom right of our home page.

Maybe you are looking for a listing or course catalogue for a specific program or product.

From the *CUSOURCE* home page, click **Course Catalogues** to be linked to:

- Employee Instructor-Led Course Catalogue
- eLearning Course Catalogue
- *CUDA* Program Course Catalogue
- *SkillsSoft Course Catalogue* and also be linked to other great stuff.

Explore the website today to see the resources available. If there is something that you can't find and would like to see, let us know by emailing communciations@cusource.ca.

Mid-June will see an Updated Privacy Course

A complete redesign and content update of the online course *It's a Matter of Privacy* is set to launch in mid-June.

This interactive, 30-minute ecourse will introduce employees to the ten (10) core principles of privacy and how they impact member relationships. Several concrete examples of how these principles apply to day-to-day credit union operations are highlighted throughout the course.

The falling of Bill C-29 will not affect the release of this ecourse. *Watch for more updates.*

