



June 2011

*Last, but not least...of the Governance Webinar Series*  
**Merger Deal Breakers**  
*(In Partnership with the Directors' Forum)*

Did you know that over 90+ directors joined a panel of regulators in May's session on *Good Governance: What the Regulators are Looking For?* Were you one of them? If so, then you were part of a group who learned key "good governance" indicators.

Monday, June 13 is the last day to register for Merger Deal Breakers, the final webinar of this webinar series. Be sure to take part when Kim Andres gives insight into the critical success factors and the deal breakers that have scuttled even the most thoughtfully considered mergers.

**Webinar:** Merger Deal Breakers

**Presenter:** Kim Andres, Andres Consulting

**Date:** June 15      **Time:** 7:00 p.m. ET

**Fee:** \$69 per person

Accredited directors—earn one CE credit when you attend two webinars! [View description and registration details here.](#)

*Did you know that...* Recordings of past webinars are available on the [CUSOURCE LMS](#). Once logged in: click the CUDA Icon, then Recorded Webinars.

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**NEW** series coming this August: EA MasterySkills  
*The next step in professional development!*

Specifically designed for Executive Assistants, or those working in similar support roles to senior executives, the EA MasterySkills series is an event to bookmark!

CUSOURCE Knowledge Network has selected subject matter experts to bring EA MasterySkills in four key areas: Time Management, Professional Effectiveness, Communicating for Results, and Internal and External Partnerships. These sessions will be presented as a series of weekly one-hour webinars this August and September.

*Watch for future ecommunications!*

**Course Spotlight on a NEW: It's a Matter of Privacy**

**We just kicked it up a notch!**  
The value of a CUSOURCE® Subscription

Free with a \$40 CUSOURCE subscription, the *new* version of *It's a Matter of Privacy* is now available on the LMS.

Designed for new employees as well as those who want a refresher on privacy responsibilities as set out in the Personal Information and Electronic (PIPED) Acts or PIPEDA, this interactive 60-minute online course introduces the 10 core principles of privacy and shows how they impact member relationships.

Knowing the importance of privacy and *our* role as credit union representatives is important. This is why learners will be tested on their knowledge for this course. Successful completion will show in a learner's transcript when a minimum score of 80% is obtained.

Note: Learners who have completed, registered or are in progress will see *It's a Matter of Privacy (Pre 2011 - Retired)* in their training schedule/transcript.

**Have staff who are not subscribers?**  
Subscribe them today so they can benefit from *free* courseware such as:

- It's a Matter of Privacy
- Robbery: Are you Prepared?
- Anti-Money Laundering & Terrorist Financing
- Consumers and Debit Cards
- Combating Cheque Fraud, and
- Preventing Investment Fraud

That's a total of six ecourses for an annual subscription of \$40. Wow, now that's value!

**Congratulations to May's winner of the *Share Your Learning Story* and WIN monthly draws.**

**Jennifer Maillet**, *Financial Services Representative, Caisse Populaire de Clare, Church Point, Nova Scotia.*

Jennifer was very enthusiastic when she received the call about her win. She mentioned that "it was the second prize that I won this week." If luck will have it, there will be a third.

Jennifer, who has been with Caisse Populaire de Clare for the past eight years, selected the *SkillSoft eLibrary* license as her prize and looks forward to exploring the 1,300 plus eLibrary titles available.

Congratulations Jennifer on your win!

[Read stories here.](#)



Want to be eligible to win next month's draw?

Then by June 25, send us your picture and share your 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.

**RECAP: MSR Virtual Conference - Spring Encore**

In May, frontline professionals joined a three-day repeat performance of the December 2010 MSR Virtual Conference.

Participants learned from four core areas, and the feedback from the *Spring Encore* event was even MORE positive than the original.

- 100% reported that they found a webinar an effective way to learn (up from 92.5% in December)
- 100% reported that they would recommend or attend a future conference (up from 93.7% in December)

Participants also reported wanting to learn more about topics such as *Card Skimming, Portraying Professionalism* and *Enterprise Risk Management*. This is how we know we're delivering value in a way YOUR frontline needs to see it.

Mark your calendars, [the MSR Fall Virtual Conference is set for December 6, 7, 8](#), and registration opens soon.

**LEADING THE CHANGE IN CREDIT UNION GOVERNANCE**



[Credit Union Central of Canada](#) has created a community connecting credit union directors across the country who continually seek information and resources that help build best practices and sound business strategies for their credit unions.



Alisdair Smith

Governance in Action is a meeting place—an information exchange portal that enables directors to share experiences, engage in discussions, voice opinions, and gain access to up-to-date information and resources from subject matter experts from across Canada and abroad.

Join the conversation, blog with Alisdair Smith: [www1.cucentral.com/governance/](http://www1.cucentral.com/governance/)

**SuccessIN eClassroom Offering a New Delivery Model**

Delinquency, Collections and Security Realizations (DCSR) was the first to undergo a transformation from an in-class session to an eClassroom.

In May, CUSOURCE Knowledge Network completed a pilot of DCSR where lenders across the country participated in a rich and interactive setting. It was a success!

[Read SuccessIN story here](#); be sure to jot down these dates in your calendars and talk to your lenders!

**Fall Cohorts:  
A Joint Learning Opportunity**

Do you have staff looking to learn while networking with their peers? Then take a look at the following cohort study options for fall 2011, and register them early. The **registration deadline** is September 30.

Cohorts start Oct 3/11 and end Mar 14/12

Fall Cohorts	Fee*
Credit Union Products & Services CU00-185-COHORT	\$595
The Credit Union System CU00-200-COHORT	\$595
Consumer & Residential Mortgage Lending CU00-210-COHORT	\$695
<b>NEW</b> Credit Union Financial Management CU00-225 COHORT	\$695
Fundamentals of Personal Financial Planning CU00-240-COHORT	\$695
Strategic Management CU00-315-COHORT	\$750
Commercial Mortgage Lending CU00-340-COHORT	\$695
Commercial Lending CU01-345-COHORT	\$695

\* Fee includes cost of materials, facilitation, orientation and exam-preparation conference calls, assignment grading and the final exam.

**CUSOURCE® Tip:  
Keeping Your LMS Profile Current**

*Did you know that...*

*The email address found in a user's LMS profile is used to send important information about their training?*

Information including:

- Access link to webinar training
- Notification about exams
- Changes to courses in their training schedule

Help us keep connected with your learners. [Access the How-to document](#), or contact Client Solutions for assistance.

HR Trainers: this is a great opportunity to retire user profiles for employees who are no longer with your credit union.

**June and July 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

**An Accreditation for MSRs? Why?**

- Tuesday, June 14 (*Register by June 10*)
- Tuesday, July 12 (*Register by July 8*)

**Cohorts - The "only way to go". Find out why**

- Wednesday, June 22 (*Register by June 20*)
- Wednesday, July 20 (*Register by July 18*)

**Financial Management for Credit Unions: Learn More**

- Tuesday, June 28 (*Register by June 23*)

**Consumer & Residential Mortgage Lending Accreditation Program**

- Wednesday, June 8 (*Register by June 6*)
- Wednesday, June 22 (*Register by June 20*)

**CUDA® Process Changes - Working Together**

- Wednesday, June 15 (*Register by June 15*)
- Tuesday, June 21 (*Register by June 17*)

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

**Important Dates and Reminders**

**Preparing for the CUIC® June Exam**

Exam day is June 15. A total of 472 students are registered to write the exam! Good luck to all who are participating. *The next exam day is November 16.*

**Supervisor Orientation to the MSR Accreditation Program**

The next supervisor training program runs: October 18 to November 8 with a **Registration deadline** of October 7. Cost: \$525 per person

*Watch for more details in the coming months.*

**CUSOURCE Training Spotlight**

*Looking for fall Courses? Watch for an ecommunication the week of June 20<sup>th</sup> outlining upcoming professional development sessions.*