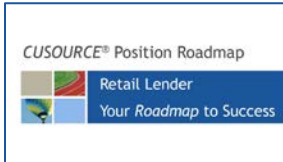


Introducing the **NEW CUSOURCE®** Retail Lender Roadmap



For the aspiring retail lender! The *Retail Lender Roadmap* is a tool designed to give employees and their managers a route or path for acquiring the knowledge and skills required to be successful in this role.

As with the *Branch Manager Roadmap*, this roadmap helps identify gaps in knowledge or skills while pointing the learner to courses on the CUSOURCE LMS. Plus, many of the courses identified also lead to the professional designation [Accredited Consumer and Residential Mortgage Lender](#).



A CUSOURCE Position Roadmap—as easy as **Ready Set Go!**

- Ready** Evaluate development needs,
- Set** Highlight the route based on the desired competencies to target then,
- Go!** Choose the learning activities to get you there.

Click on the roadmap images above to explore each of the tools and be sure to share them with your staff today.

Free Webinar: Canada’s New Polymer Notes

Join Credit Union Central of Canada and Manuel Parreira, Senior Regional Representative (Currency) from the Bank of Canada (BoC) for a **FREE** information webinar on Canada’s new polymer bank note series. The BoC will begin issuing \$100 notes printed on the polymer substrate starting in November 2011 followed by \$50 notes in March 2012.

This is a great opportunity for member service representatives and cash office staff to prepare for the transition by learning about the new security features and correct handling procedures of the polymer bank notes. Register for either of these sessions by clicking the desired date below:

[Wednesday, September 28](#) or [Tuesday, October 11](#)

Start time for both sessions is 1:00 p.m. ET:

For further information, please contact [Paul Gordon](#), Senior Policy Analyst, Payment - Credit Union Central of Canada

Course Spotlight: Strategic Management for Credit Union Professionals Cohort

Have managers interested in sharpening their analytical skills?

In this cohort, participants will learn about the role of strategic management and how it relates to the success of the entire organization.

This course is an elective in the *Management Studies Program* and is suitable for:

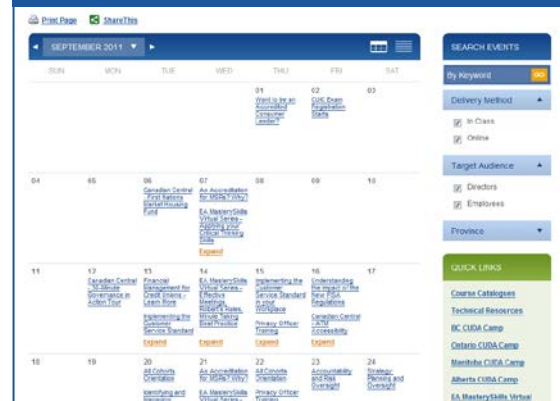
- Current managers
- Aspiring managers
- Staff who want to strengthen their capacity for strategic thinking

Cohort runs from: **October 26, 2011 - March 16, 2012**

Registration deadline is October 24

To learn more about this cohort or to register, click [here](#).

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



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

Dianne Rush, *Fraud & Anti-Money Laundering Manager, FirstOntario.*

Dianne, a motivational manager who always encourages others to pursue educational development, felt it was fitting to select the **Harvard** ManageMentor[®]10 one-year license (a total value of \$189) as her prize. She plans to present this prize to a staff member in her credit union.

[View Dianne's story](#) and learn how she had fun while learning and excelling in her career.

Congratulations on your win, Dianne!



Want to be eligible for next month's draw? Send your picture and written story of 150 words or more to: 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.

Managers: Broaden your Skills at the HMM Learning Cafés

Oct 19, 26, Nov 3, 16, Dec 1 and 13

An extension of the learning provided with a **Harvard** ManageMentor[®]10 user license, the HMM Cafés allow managers (and aspiring managers) to gain additional practical experience during each of these six 1.5 hour webinars.

At the cafés, skilled facilitators review the core concepts from the corresponding module and help participants put those concepts into practice.



To learn more: Click the image to [download](#), [view](#), [circulate](#), or click the café titles below to be directly linked to the [online calendar](#) event description

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

The 2011 National MSR Virtual Conference

Conference Dates: **December 6, 7 and 8**

Registration opens **October 6**

At CUSOURCE Credit Union Knowledge Network, we understand the importance of providing your frontline staff with the appropriate skills, behaviours, practices and encouragement to be effective on the job.

Like the 2010 conference, this year's event will feature learning from four key areas: **sales**, **risk management**, **credit union business** & professional development.

Watch for this year's session line up, featuring all **NEW** topics on the agenda.

Date	On the Café Menu	Registration Deadline
Oct 19	Negotiating	Sep 28
Oct 26	Project Management	Oct 5
Nov 3	Change Management	Oct 13
Nov16	New Manager Transitions	Oct 26
Dec 1	Strategic Thinking	Nov 10
Dec 13	Strategic Execution	Nov 22

Note: To participate in a café, participants **must first** complete the corresponding HMM module (approximately 2 hours of online study).

Important Dates and Reminders

Be sure to share these important dates with your staff!

Fall Cohorts

October 3, 2011 to March 14, 2012

Registration deadline: September 30

View schedule [here](#).

Delinquency, Collections and Security Realization eClassroom

November 8, 10, 15 & 17

Registration deadline: October 18

View session details [here](#).

Understanding Business Financial Statements eClassroom

November 22, 23, 29 & 30

Registration deadline: November 1

View session details [here](#).

Supervisor Orientation to the MSR Accreditation Program

October 18 to November 8

Registration deadline: October 7

View session details [here](#).

CUDA Exam Prep Webinar Clusters

October 25 & 27

Registration deadlines: October 21 and 25

View October 25 session [here](#).

View October 27 session [here](#).

CUIC and CUDA Exam

November 16

Exam challenge deadline: September 30

Registration deadline: October 7

Cancel without penalty deadline: October 14

September and October 2011 FREE PowerHour Webcast Schedule

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

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

An Accreditation for MSRs? Why?

- [Wednesday, September 21](#) (Register by September 19)
- [Wednesday, October 5](#) (Register by October 3)

All Cohorts Orientation

- [Tuesday, September 20](#) (Register by September 16)
- [Thursday, September 22](#) (Register by September 20)

Financial Management for Credit Unions - Learn More

- [Tuesday, September 13](#) (Register by September 9)
- [Thursday, October 27](#) (Register by October 25)

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

Directors: watch your email in the coming weeks for an announcement on new Governance webinars!

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