

National Governance Webinars

Previously Recorded Sessions

The National Governance Webinar series is designed for directors who want to enrich their governance background. Enclosed is access to 11 recordings of the live sessions.



National Governance Webinar Series

Previously Recorded Sessions

To access the following previously recorded sessions, click on the desired webinar title below or log in to the **CUSOURCE LMS** >click the **CUDA®** icon > **Recorded Webinar**. **Cost:** \$69 per person/per webinar.

Electronic Communications: Your Role in Preventing a Privacy Breach

Fazila Nurani, Senior Counsel and Lead Trainer, PrivaTech

Mobile devices have changed the business landscape. Blackberries, smartphones and PDAs, not to mention laptops and USB memory sticks, afford people the ability to work anywhere – whether they are at home, in the office, or travelling between destinations. The privacy and security risks associated with mobile devices are significant – human factors, as well as technology and architecture issues all play a role. This session explores how the risks are compounded if your credit union does not maintain control over physical devices, or if there is a lack of employee clarity on the appropriate use of such devices.

Communicating Change

Peter de Jager, Speaker, Writer and Consultant, de Jager & Company Limited

In Canada and many other countries, the ongoing recession is taking a toll on people's optimism. With decreased budgets, sometimes decreased headcounts, there's growing pressure to produce significantly more with significantly less. How individual organizations will respond to these pressures will vary greatly but individuals will respond with less variation. There are well defined Change Process Models which can predict how we respond to change and that provides us, if we're paying attention, with a set of guidelines for charting our course out of this mess. This webinar will explore:

- the myths and realities of how individuals respond to various types of change
- at least one Change Process Model
- the role of communication and the 7 Questions that must be the foundation of any change Initiative.

The Board's Role in Corporate Social Responsibility

Kimberley Ney, Senior VP Marketing, Communications & Corporate Social Responsibility, Alterna Savings and **Kevin Dorse**, Senior Policy Advisor, Credit Union Central of Canada

This 90-minute webinar will assist you in becoming an advocate for social responsibility on your board. It will provide you with some context as to the Why? What? and How? of instituting a CSR strategy. And, it will provide you and your colleagues with access to resources making your journey a constructive one. In the past, many organizations considered *social responsibility* as a nice value-add to the communities they serve—something we deal with AFTER we've accomplished our service and revenue goals. The world has changed. Consumer attitudes have changed. Your responsibility as a director has expanded along with these changes.

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Good Governance: What the Regulators Are Looking For

A panel comprised of **Carolyn Rogers** (CEO, FICOM), **Andy Poprawa** (CEO, DICO), and **Garth Melle** (CEO, CUDGC SK)

For the regulators, it's all about risk. Who's minding the shop? Who's accountable? Well, it's you. The board. When the regulators come into your credit union to conduct an examination; when they receive your reports, what are they looking for that indicates whether the credit union has a strong governance culture and practices or not? In this webinar each of our panelists highlights one or two of the key "good governance" indicators; by the end of this webinar, you'll have some yardsticks to determine how your governance practices "measure up."

Leveraging Consumer Trends to Grow

Denise Gabel, Chief Innovation Officer, Filene Research Institute

The success of a credit union begins and ends with the satisfaction of its members. But how much do we really know about their needs and motivators? This one-hour webinar draws on Filene's extensive research library to highlight work on the customer experience, effective use of imagery to influence behavior, and the voice of the consumer. Credit unions can use this valuable information to develop their plans for growth in a way that will also increase member satisfaction.

Merger Deal Breakers

Kim Andres, Principal, Andres Consulting

Some business mergers are highly successful. Some, however, are not. This applies as much to credit union mergers as any other business. Whether a merger is on your immediate horizon or not, Kim Andres explores "lessons learned" about critical success factors and the deal breakers that have scuttled even the most thoughtfully considered mergers.

Executive Compensation: What You Need to Know

Cheryl Eckert, Manager, People Solutions, Central 1 Credit Union

Your members expect you to demonstrate a standard of care and responsibility in compensating your executives. But what does that mean? This webinar will explore:

- governance principles for executive compensation,
- how to ensure your executive compensation program is fair and defensible, and
- governance trends related to executive compensation.

Consent Agendas and Dashboards: Tools to Enhance Board Effectiveness

Catherine McCreary, Governance Coach

Consent agendas and dashboards help liberate board meetings from administrative details, repetitious discussions, and misdirected attention. Used effectively, consent agendas can create space for deep and forward thinking on the credit union's challenges and opportunities, and enable the board to make head way on dealing with both. Learn how these two tools can increase the trust and respect that directors have for each other.

Demystifying ALM and Interest Rate Risk Management

Ian Glassford, CFO, Servus Credit Union

ALM is complex, but, by breaking it down into manageable pieces, you can work with your management team to see how everything flows through net interest income. This webinar will demystify the ALM mystery and highlight the connection between the changes in interest income and the measures used for ALM including GAP and Modelling. Don't be overwhelmed.

Working through Intra-Board Conflict to Lasting Results

Alisdair Smith, National Facilitator, CUSOURCE Credit Union Knowledge Network

"The most intense conflicts, if overcome, leave behind a sense of security and calm that is not easily disturbed," said Carl Jung. "It is just these intense conflicts...that are needed to produce valuable and lasting results." This webinar will provide seasoned directors and graduates of the *CUDA*[®] Program with immediately useful tools to increase their skills in working through conflict on the board. Among the most pressing risks for boards is the belief that conflict is bad. This webinar presents a different perspective – that conflict can be used and be used effectively to 'provide valuable and lasting results.'

The Power of Networking

Lee Anderson, Principal, Lee Anderson & Associates

Networking. It takes focus, strategy and yes, hard work. But, it works! Learn what powerful networkers do to achieve success. Then, explore how to apply those strategies and techniques in building community relations, recruiting board members and developing board networks. This webinar will provide strategic direction to organizations requiring expertise and global best practices in the areas of organizational effectiveness (particularly employee engagement and balance scorecard), career assessment and coaching, talent and performance management.