

CUSOURCE Credit Union Knowledge Network National Webcast and Webinar Schedule (July - November 2011)

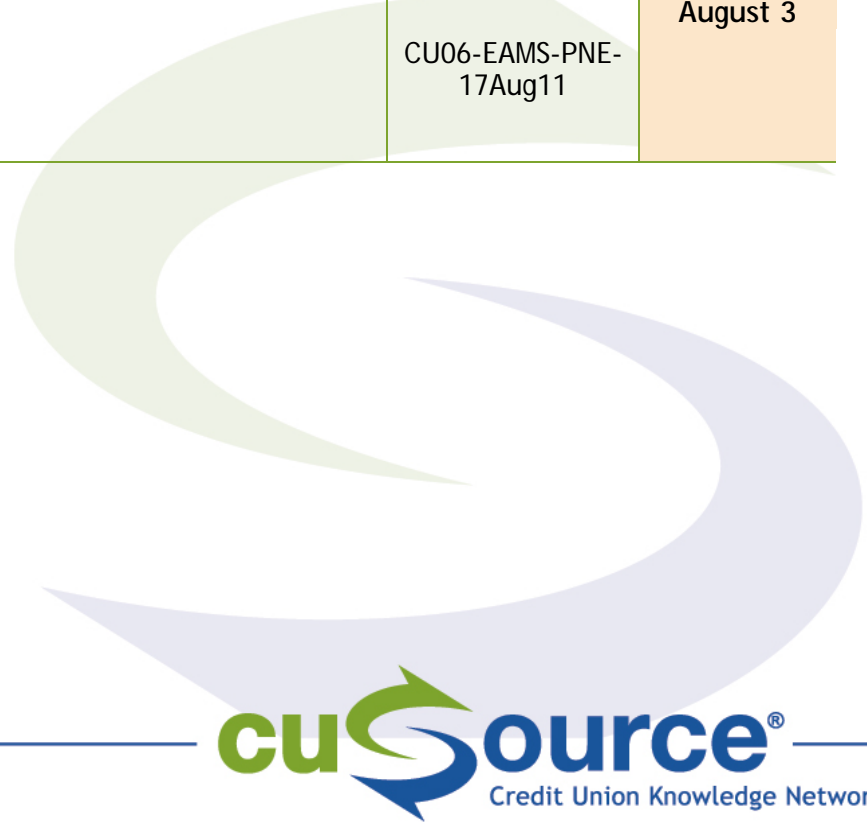
We start on time to ensure that you get the most from these webinars and webcasts. Remember, you can register 24/7/365 on our web-based learning management system. To register for the webinar or webcast you want, enter either the code or part of the title in the Catalogue Search field on your Learner home page. Click GO.

Note: This schedule is updated periodically, so please check for new editions on a regular basis. The *PowerHour* webcasts are *free*. There is a *registration fee* for the webinars as listed.

July Free Webcasts	Event Date & Code	Register By
<p>CUDA® Program & Process Changes - Working Together <i>CUDA</i> Program representatives' information webinar discussing the changes in the <i>CUDA</i> program & processes.</p> <p>Host: Sharron Taylor Facilitator: Joan Ellis</p>	<p style="text-align: center;">July 19 1:00 p.m. ET CD06-CPPC-LNC-19July11</p>	<p>July 15</p>
<p>Exploring RMA eMentor: What's in it for you? Explore the RMA eMentor with Joan Ellis as your guide.</p> <p>Host: Joan Ellis Facilitator: Joan Ellis</p>	<p style="text-align: center;">July 20 1:00 p.m. ET CU16-ERMA-LNC-20Jul11</p>	<p>July 18</p>
<p>An Accreditation for MSRs? Why? Whether they serve in-branch or in a contact centre, there is an accreditation for MSRs/FSOs! This is a unique program designed for the very staff you want to recognize -- your ambassadors -- for their performance excellence. Join us to learn more about the program and the credit unions that are using it to set and recognize performance standards. When it comes to hiring frontline employees, they want Accredited MSRs. Shouldn't you?</p> <p>Host: Sharron Taylor Facilitator: Sharron Taylor</p>	<p style="text-align: center;">July 12 1:00 p.m. ET CU16-MSRP-LNC-12July11</p>	<p>July 8</p>
<p>Cohorts - The "Only Way to Go" "The only way to go". That's what more participants tell us after their first cohort experience. Then, they look for the cohort option for their next <i>CUIC</i>® course. Why? These facilitated learning groups provide a supportive learning environment. For those who haven't written an exam in years, or find a particular <i>CUIC</i>® topic challenging or who prefer to learn with others, a cohort is the only way to go. Find out more.</p> <p>Host: Sharron Taylor Facilitator: Sharron Taylor</p>	<p style="text-align: center;">July 20 1:00 p.m. ET CU16-CWAT-LNC-20July11</p>	<p>July 18</p>

August Free Webcasts	Event Date & Code	Register By
<p>An Accreditation for MSRs? Why? Whether they serve in-branch or in a contact centre, there is an accreditation for MSRs/FSOs! This is a unique program designed for the very staff you want to recognize -- your ambassadors -- for their performance excellence. Join us to learn more about the program and the credit unions that are using it to set and recognize performance standards. When it comes to hiring frontline employees, they want Accredited MSRs. Shouldn't you?</p> <p>Host: Sharron Taylor Facilitator: Sharron Taylor</p>	<p>August 16 1:00 p.m. ET CU16-MSRP-LNC-16Aug11</p>	<p>August 12</p>
<p>Exploring RMA eMentor: What's in it for you? Explore the RMA eMentor with Joan Ellis as your guide.</p> <p>Host: Joan Ellis Facilitator: Joan Ellis</p>	<p>August 17 1:00 p.m. ET CU16-ERMA-LNC-17Aug11</p>	<p>August 15</p>
<p>CUDA® Program & Process Changes - Working Together CUDA Program representatives' information webinar discussing the changes in the CUDA program & processes.</p> <p>Host: Sharron Taylor Facilitator: Joan Ellis</p>	<p>August 23 1:00 p.m. ET CD06-CPPC-LNC-23Aug11</p>	<p>August 19</p>
<p>Cohorts - The "Only Way to Go" "The only way to go". That's what more participants tell us after their first cohort experience. Then, they look for the cohort option for their next CUIC® course. Why? These facilitated learning groups provide a supportive learning environment. For those who haven't written an exam in years, or find a particular CUIC® topic challenging or who prefer to learn with others, a cohort is the only way to go. Find out more.</p> <p>Host: Sharron Taylor Facilitator: Sharron Taylor</p>	<p>August 24 1:00 p.m. ET CU16-CWAT-LNC-24Aug11</p>	<p>August 22</p>

August 2011 Webinars	Event Date & Code	Register By
<p>EA Virtual Conference - Coping With Information Overload Dealing with multiple priorities, tight timelines, deadlines and an endless task list; a day in the life of an Executive Assistant, Is there a way to juggle it all without dropping a single ball? Learn tips, trick and skills used by the pros.</p> <p>*Part of an 8 event series</p> <p>Registration Fee: \$69 per person for individual session or \$425 for 8 sessions</p> <p>Host: Janet Toner Facilitator: Kim Andres</p>	<p>August 10 1:00 p.m. ET</p> <p>CU06-EAMS-CIO-10Aug11</p>	<p>August 3</p>
<p>EA Virtual Conference - Professional Networking Essentials According to Forbes.com "having a strong network is critical to your professional survival". Learn essential skills for building a business network and using your network to help achieve your career goals.</p> <p>*Part of an 8 event series</p> <p>Registration Fee: \$69 per person for individual session or \$425 for 8 sessions</p> <p>Host: Janet Toner Facilitator: Lee Anderson</p>	<p>August 17 1:00 p.m. ET</p> <p>CU06-EAMS-PNE-17Aug11</p>	<p>August 3</p>



September 2011 Webinars	Event Date & Code	Register By
<p>EA Virtual Conference - Applying Your Critical Thinking Skills Are you able to analyze reason and communicate your findings in an effective manner? Are you happy with the results you're currently seeing when you think critically? How can you improve your skills and delivery agility?</p> <p>*Part of an 8 event series</p> <p>Registration Fee: \$69 per person for individual session or \$425 for 8 sessions</p> <p>Host: Janet Toner Facilitator: Elizabeth Duff</p>	<p>September 7 1:00 p.m. ET</p> <p>CU06-EAMS-AYCTS-7Sep11</p>	<p>August 3</p>
<p>EA Virtual Conference - Effective Meetings - Robert's Rules; Minute Taking Best Practice Are you able to analyze reason and communicate your findings in an effective manner? Are you happy with the results you're currently seeing when you think critically? How can you improve your skills and delivery agility?</p> <p>*Part of an 8 event series</p> <p>Registration Fee: \$69 per person for individual session or \$425 for 8 sessions</p> <p>Host: Janet Toner Facilitator: Kim Andres</p>	<p>September 14 1:00 p.m. ET</p> <p>CU06-EAMS-EM-14Sep11</p>	<p>August 3</p>
<p>Privacy Officer Training Are you aware of how significantly the privacy laws impact your credit union? Does your credit union have the necessary safeguards in place to reduce the risk of a privacy or security breach? Through a series of 3 instructor-led online sessions, self-assessment activities, group discussion and review of legislative changes and recent cases/investigations, you will gain valuable insight into the importance of privacy compliance and the crucial policies and procedures that credit unions need to have in place to ensure they are safeguarding sensitive information in the most appropriate manner.</p> <p>Registration Fee: \$375 per person</p> <p>Host: Sarah Kalbfleisch Facilitator: Fazila Nurani</p>	<p>September 15, 22, 29 1:00 p.m. ET</p> <p>CU05-PRI-15Sep11</p>	<p>August 25</p>

EA Virtual Conference - Writing and Proof Reading Skills

Reviewing is a crucial stage in the writing process. Anything that is less than perfect reflects badly on everyone. If you are the writer or the proofreader there are steps you can take to ensure you present the best work possible. Learn tips from the pros.

*Part of an 8 event series

Registration Fee: \$69 per person for individual session or \$425 for 8 sessions

Host: Janet Toner

Facilitator: Holly Dunn

September 21
1:00 p.m. ET

CU06-EAMS-WPS-
21Sep11

August 3

EA Virtual Conference - Influencing Key Decision Makers

How do you get results without having direct authority? Is there a way to better influence the key decision makers both internal and external to your credit union? How much influence makes a positive difference?

*Part of an 8 event series

Registration Fee: \$69 per person for individual session or \$425 for 8 sessions

Host: Janet Toner

Facilitator: Lydia Johnson

September 28
1:00 p.m. ET

CU06-EAMS-IKDM-
28Sep11

August 3

October 2011 Webinars	Event Date & Code	Register By
<p>CUDA Exam Prep - Cluster 1</p> <p>This 2 to 2.5 hour national course is for <i>CUDA</i>[®] Program graduates across Canada who want to prepare to write the CUDA Exam, one of the requirements for becoming an Accredited Canadian Credit Union Director. This particular course reviews the highlights of the following three workshops:</p> <ul style="list-style-type: none"> • Governance & Accountability • Strategic Planning • Board Development <p>Registration Fee: \$95 per person</p> <p>Host: Joan Ellis Facilitator: Alisdair Smith</p>	<p>October 25 7:00 p.m. ET</p> <p>CU06-EXPC1- 25Oct11</p>	<p>October 23</p>
<p>CUDA Exam Prep - Cluster 2</p> <p>This 2 to 2.5 hour national course is for CUDA Program graduates across Canada who want to prepare to write the CUDA Exam, one of the requirements for becoming an Accredited Canadian Credit Union Director. This particular course reviews the highlights of the following three workshops:</p> <ul style="list-style-type: none"> • Governance & Accountability • Strategic Planning • Board Development <p>Registration Fee: \$95 per person</p> <p>Host: Joan Ellis Facilitator: Alisdair Smith</p>	<p>October 27 7:00 p.m. ET</p> <p>CU06-EXPC2- 27Oct11</p>	<p>October 25</p>

November 2011 Webinars	Event Date & Code	Register By
<p>Delinquency, Collections and Security Realizations eclassroom</p> <p>The course focuses on the required knowledge and processes within delinquency, bankruptcy and security realization to minimize the impact to the member and the credit union. Through assigned pre-work reading, reflection and completion of activities, and case study assignments, you will prepare for interactive discussion, activity and case study debriefs within the four 90-minute WebEx sessions. Sequential in nature, each session builds on the other in terms of knowledge and skills utilizing the concepts of Read, Apply and Practice.</p> <p>Registration Fee: \$595 per person</p> <p>Host: Sarah Kalbfleisch Facilitator: Dale Boisclair</p>	<p>November 8, 10, 15, 17 1:00 p.m. ET</p> <p>CU05-DCSR-8Nov11</p>	<p>October 18</p>
<p>Understanding Business Financial Statements</p> <p>As an online course, the Understanding Business Financial Statements material is covered in four 2-hour sessions. Like the classroom delivered course, this course is designed to assist new or potential commercial lenders in becoming familiar with business financial statements. Due to their complexity, financial statements can be confusing and vary substantially from borrower to borrower both in terminology and composition. This course will review and provide you with a clear understanding of the various financial statements, their components and inter-relationships, including; the income statement, the balance sheet, the statement of retained earnings and the statement of sources and applications of funds. The course may also be of interest to retail lenders who want a clearer understanding of how to determine income for self-employed members. The Statement of Business Activities is covered in depth in the final module.</p> <p>Registration Fee: \$375 per person</p> <p>Host: Sarah Kalbfleisch Facilitator: Sherry Nantais</p>	<p>November 22, 23, 29, 30 12:30 p.m. ET</p> <p>CU05-UBFS-22Nov11</p>	<p>November 1</p>