

Staff Training And Recognition

STAR is a complete self study course that provides:



- ✓ *Flexibility for employees*
- ✓ *Credit union specific training*
- ✓ *Training tailored to front-line staff*
- ✓ *Activities to practice lessons learned*
- ✓ *A 40-question test for participants*
- ✓ *A certificate program that rewards achievement*
- ✓ *College credit for selected courses*

**Make Work
Manageable**
Time, Stress, and Workload
Management Strategies



Contents

STAR courses are focused on the development of frontline and operational staff. The enclosed table of contents and introduction section provides a general overview of the topics covered in this course.

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Introduction

You spend an enormous amount of your time and energy at “work.” Each job in the credit union carries its specific challenges. The question isn’t whether you will be exposed to stress—it’s certain that you will. Rather, the question is, “How will you manage the stress?” The purpose of this module is to help you answer that question.

This module is geared to people who have member contact. Each chapter opens with a fictitious example of typical staff members at work. Various thoughts, from deep concepts to practical tips, follow. Examples are drawn from conversations with tellers and member service representatives at credit unions around the country. A few in-depth interviews provided many of the direct quotes you will read here. Activities throughout help you

customize the learning to your specific situation.

The first three chapters are the hard ones. They tackle the deep issues: stress and where it comes from, personal values, and the psychological basis of motivation. Subsequent chapters deal with more specific situations and the skills that help you manage them.

Chapter 1 sets the stage with an understanding of stress, its sources, and your responsibility to manage stress, not let it manage you.

In chapter 2, you learn how effective work skills stem from deeply held personal values. In this chapter, we focus on you as an individual and the skills and self-knowledge you need to work effectively.

Chapter 3 explores the subject of motivation. Common roadblocks to effective work are discussed. You’ll develop a

personal strategy for rethinking bad habits, resolving interpersonal problems, and maintaining a positive attitude. Also, the three principles of balanced living are introduced.

Chapter 4 builds specific skills for coping with demands others place on your time. Strategies to prioritize your time, take control of interruptions, and stay organized at work and at home are discussed.

In chapter 5, you learn skills that make work groups more effective. These include “ground rules”—for productive meetings and e-mail, for balancing busy and slow spells, and for sharing jobs, physical space, and work practices.

Chapter 6 encourages you to make time for a balanced life. This chapter focuses on the synergy produced when we are functioning effectively across our multiple roles. Tips are presented



Introduction (cont.)

for finding more time in your life and “lightening up” at work.

Chapter 7 builds on your understanding of stress, time management, and personal and interpersonal skills to help you accept and manage your reactions to change. The three principles of balanced living are emphasized to help you handle change with grace.

Chapter 8 suggests that you manage your work life to prepare for advancement. Choosing a career path means

deciding whether advancing toward the ranks of management is aligned with your personal values. Other alternatives are explored, with the goal of balanced living in mind.

Making work manageable is both an individual and a collaborative process. With the information in this module you can learn certain techniques, adopt helpful practices and attitudes, and find yourself working smarter. But to get the

maximum benefit, try involving your supervisor and your coworkers. Consider forming a study group that meets regularly while each of you work through the module. Discuss the concepts; compare your answers to the activities. You may find yourself working much more effectively as a group. You will also set an important example for other departments within your credit union.



STAR General Information

The Staff Training and Recognition (STAR) Program focuses on the needs of frontline and operational staff. STAR offers 43 practical, job-specific courses in twelve operational areas. Videotapes are also available to enhance and enrich your learning experience.

For more information on STAR:

1. Visit training.cuna.org and choose "self-study certificate programs".
2. Call (800) 356-9655 ext. 4072
3. email eLearning@cuna.com

Ordering STAR is easy

Print-Based Courses and Exams

Contact your league for prices on specific courses, exams, leader's guides, and certificates. Credit unions in Alaska, California, and Nevada can order from CUNA Member Service at 1-800-356-8010, press 3.

Explore the benefits of CUNA CPD web-based education

STAR courses are also available online with affordable subscription pricing or as individual *eCourses*. Our *eCourse* subscription offers STAR and *RegTraC* compliance courses and provides unlimited access 24/7. Web-based courses include text, graphics, animation, and audio for an interactive learning experience.

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For more information on eCourse & Exams

Visit training.cuna.org, choose "eLearning", then "ecourses and exams"

Highlights of **STAR** Courses:

- ✓ **Over 40 practical job-specific training courses**
- ✓ **Credit union-specific language and case studies**
- ✓ **College credit for selected STAR courses**
- ✓ **Certificates and lapel pins awarded for each track**
- ✓ **One exam included with each course**