

South Carolina TRAINER'S Roundtable

Wednesday, March 10, 2010
South Carolina Credit Union League
Irmo, SC

Your credit union is
invited to attend.
NO CHARGE!

Compliments of the
South Carolina Credit Union
League and Credit Union
National Association

**This is
no ordinary
trainer's
roundtable!**
Here you'll hear from
expert training professionals
brought to you by your
league and CUNA.

Agenda

9:00 a.m. Welcome & Networking

9:15-9:35 a.m.

New Resources from Your League

*Barbara Lehew-Bickley
Director of Conferences & Training
South Carolina Credit Union League*

Come and hear about the new initiatives at South Carolina Credit Union League.

9:35-10:45 a.m.

Advancing the Sales Effectiveness of Your Credit Union

*A Sneak Peek into the Creating Member
Loyalty™ Programs*

*Deb Trim-Rocque
Credit Union National Association*

Take a look inside the Creating Member Loyalty™ system of training to discover how formal training and consulting can identify desirable member and employee experiences that have a positive impact on internal and external service levels. You'll also learn how we can help you foster expanded member relationships with an eye on increasing profitability and loyalty.

10:45-11:00 a.m. Networking Break

11:00-Noon

Linking Training to Competencies:

*The CPDOnline Approach
to Online Learning*

*Brianne Gutoski & Courtney Cantwell
Credit Union National Association*

You know training should be designed around competencies for each position, but who has time to create complex competency maps, let alone the training to match? Your trusted resource, CUNA, of course! We've created position-specific learning plans so you can help your staff reach their professional potential. CPDOnline combines the ease of on-demand, online, self-study training with expertly-designed credit union courses — all based on staff and manager competencies. Plus, with CPDOnline's learning management system (LMS), you'll easily organize and manage learning activities into development plans, reports, transcripts, and more.

Noon-1:00 p.m. Networking Lunch Provided

1:00-2:15 p.m.

60 Ideas in 60 Minutes!

This is your chance to gather ideas and input on the topics of your choice from your training peers. Bring topics to discuss, problems you've been wrestling with, or your best practices that you're proud to share with other trainers. Walk away with 60 or more new ideas and renewed energy to tackle whatever comes your way!

2:15-2:30 p.m. Wrap Up

Questions? E-mail blehew@sccul.org or call 800-235-4290, ext. 419
Reserve your seat today at training.cuna.org/sctr

