

ON SALE NOW

through July 31, 2010



CUNA's Self-study print courses for STAR, MERIT, and VAP

Take advantage of the sale to update your training library! Guide your credit union's staff, managers, and volunteers toward a new level of skills and knowledge. CUNA's self-study courses offer real-world instruction to strengthen skills and enhance opportunities for advancement. Every printed course includes one complimentary exam code. Hurry, the sale applies to in-stock print courses only.

STAR – Staff Training & Recognition Program Sale! ~~\$47.50~~ \$40.00 per course

These practical, job-specific courses help credit union staff achieve their full potential.

No.	Title	Quantity	No.	Title	Quantity
S20	Member Relations		S1100	Work Effectively with Difficult Members and Staff	
S30	Security		S1110	Helping Members Understand & Solve Problems	
S111	Frontline Basics		S1120	Using Technology to Improve Member Service	
S120	Cross-Selling		S1200	Financial Management: Statements & Budgeting	
S210	Lending Products & Regulations		S1210	Financial Management: Sources/Uses of Money	
S220	Collections		S1300	Member Services: Exceeding Expectations	
S300	Basic Accounting		S1301	Financial Counseling	
S310	Accounting for Credit Unions		S1302	Transitioning from Staff to Management	
S320	Credit Union Financial Analysis		S1303	Communication & Telephone Skills	
S400	Bankruptcy and Court Proceedings		S1304	Introduction to Credit Unions	
S410	Mortgage Lending		S1305	Credit Union Sales – 2006 release	
S500	Improving & Maintaining Quality Service		S1306	Business Math: Lending and Credit	
S520	Interpersonal Skills: Understanding Your Impact on Members		S1307	Business Math: Share and Deposit Accounts	
S600	Credit Union Technology		S1308	Professional Member Service	
S620	Serving Members with Technology		S1309	Security Procedure Protocol	
S630	The Critical Role of Technology		S1310	Successful Collections	
S700	Loan Interviewing		S1311	Managing Member Accounts	
S710	Loan Underwriting		S1312	Servicing Mortgage Loans	
S720	Loan Servicing		S1313	Preparing Loan Documents	
S810	Individual Retirement Accounts		S1314	Maintaining Loan Documents	
S820	Investment Choices for Members		S1315	Reconciling Records	
S900	Preventing Fraud		S1316	Applying Collections Practices	
S910	Security Issues		S1317	Recognizing Emerging Fraudulent Practices	
S1000	Develop a Career Plan		S1318	Encouraging and Instilling Member Service in Others	
S1010	Write Effectively		S1319	Aligning Your Department with CU Strategy	
S1020	Make Work Manageable		S1320	Robbery Prevention & Preparation	
			S1322	Money and Negotiable Instruments	

TOTAL QUANTITY

MERIT – Management Enrichment Training Sale! ~~\$52.00~~ \$40.00 per course

These management courses help credit union staff and managers enhance opportunities for advancement.

No.	Title	Quantity	No.	Title	Quantity
M01	Fundamentals of Management		M24	Security Administration	
M04	Training & Orienting Employees		M25	Managing the Problem Employee	
M05	Delegating for Results		M26	Marketing Management	
M06	Managing Employee Performance		M27	Managing Advertising Guidelines	
M07	Managing Teamwork		M28	Developing Retail Marketing	
M08	Process Improvement: Achieving Quality Together		M29	Providing Loans to Small Businesses	
M09	Developing Exceptional Leadership		M30	Managing Financial Education Programs	
M10	Strategic Thinking and Planning		M31	Budgeting & Accounting for Non-Accounting Managers	
M11	Compensation Systems		M32	Community Involvement	
M12	Workplace Diversity		M33	Financial Analysis Tools for Decision Making	
M13	Employment Law & Preventing Sexual Harassment		M34	Career Mapping for You & Your Staff	
M15	Interpersonal Skills: Understanding Your Effect on Others		M35	Managing Through Motivation	
M16	Leading & Managing CU Sales		M36	Online Security	
M17	CU Financial Management for Nonfinancial Execs		M37	Business Communication Skills	
M19	Managing Change		M38	Resolving Employee Conflict	
M20	Managing Technology		M39	Transitioning To Trainer	
M21	Credit Union Investments		M40	Recruiting Today's Employee	
M22	Home Equity Lending		M41	Managing Today's Employees	
M23	Loan Pricing		M42	Difficult Human Resources Issues	

TOTAL QUANTITY

VAP – Volunteer Achievement Program

Sale! ~~\$32.00~~ \$25.00 per course

Directors and volunteers can choose from the following quick-reading courses to gain the core knowledge they need to effectively lead your credit union.

No.	Title	Quantity	No.	Title	Quantity
V01	History and Philosophy		V414	Recruiting, Orienting & Retaining Board Members	
V02	Financial Reports		V415	Asset-Liability Management for Directors	
V03	Managing Risk		V416	Understanding Regulations	
V100	Board of Directors: Duties and Responsibilities		V417	CEO Performance Appraisals & Goal Setting	
V101	Board Policies		V418	Business Recovery Plans & Policies	
V102	Planning		V419	CEO Compensation	
V200	Credit Committee: Duties & Responsibilities		V420	Growth Strategies: Pathways to Success	
V202	Collections		V421	Political Involvement	
V300	Supervisory Committee: Duties and Responsibilities		V422	CEO and Board Succession Planning	
V301	Auditing 1		V423	Member Business Lending	
V302	Auditing 2		V424	Investment Essentials for Directors	
V304	The Supervisory Committee's Role in Finding Fraud		V425	Budgeting Basics for Directors	
V305	The Basics of Risk Assessment for Volunteers		V426	Bank Secrecy Act for Volunteers	
V403	Marketing		V427	Basics of Internal Control	
V404	Strategic Planning		V428	Understanding Audit Reports	
V405	Board & CEO Relations		V500	Credit Union Technology	
V406	Directors' Liability		V501	Planning for Technology	
V407	Bankruptcy		V600	Introduction to Mortgage Lending	
V409	Financial Management		V601	Online Policies and Internet Use	
V410	Credit Union Examinations		V602	Offering Credit Union Youth Programs	
V411	Board Reports		V700	Strategic Credit Union Leadership	
V412	Developing, Writing, and Implementing Policies		V701	Directing Effective Teams	
V413	Marketing to Generations & Target Groups		V702	Maximizing Board Performance	

TOTAL QUANTITY

NEW courses! Place your orders now for these courses to be released in 2010.

No.	Title	Quantity	No.	Title	Quantity
S21	Serving Credit Union Members NEW!		M43	Transitioning to Trainer II NEW!	
S1321	Call Center Service Skills NEW!		M44	Leading Your Team NEW!	
S1323	Guiding Members through Economic Challenges NEW!		V429	Overseeing the Annual Audit by Outside Parties NEW!	
S1324	Your Role in Growing Membership NEW!		V430	Volunteer Self-Evaluations NEW!	

New courses will be released by December 31, 2010.

TOTAL QUANTITY



Save on RegTraC too!
For non-compliance staff and managers,
RegTraC Level 1

- Just \$150 (regularly \$175) for five print modules

For compliance professionals, RegTraC Level 2

- Just \$300 (regularly \$360) for six print modules, or
- Just \$200 (regularly \$300) for one searchable PDF subscription

The easiest, most convenient way to get your compliance information straight from Washington D.C. – that's CUNA's Regulatory Training & Certification Program.



FiCEP, CUNA's Financial Counseling Certification Program, enables you to become more confident in helping members build a stronger financial future. FiCEP includes two parts of four learning modules each.

Now receive each part for just \$240 each (regularly \$260)!

After you successfully complete the proctored exams for both parts (eight total modules), you will be a Credit Union Certified Financial Counselor ready and able to assist your members in reaching their financial goals.

For more information and to order, visit training.cuna.org and choose *Self-Study Certificate Programs*, then *RegTraC* or *FiCEP*.

Plus, check out hundreds of other items on sale, visit training.cuna.org/certsale

CUID _____

Name _____

Credit Union _____

Shipping Address _____

City/Street/ZIP _____

Phone _____ E-mail _____

Order today!
Hurry, sale ends July 31, 2010

Call 800-356-8010, press 3

Fax 608-231-1869

For more information, visit training.cuna.org/certsale
or e-mail training@cuna.coop.

Sale prices apply to currently released, in stock print courses for credit unions in AL, AK, AR, AZ, CA, CT, DC, FL, GA, HI, IL, IN, IA, LA, MA, MD, MI, MS, MT, NC, NH, NM, NV, NY, OH, OK, PA, RI, SC, TX, UT, VA, WI.