

Credit
union
training
that's
always on.

CUNA's CPD

Online

On target

On budget

On track

On going

Ensure your staff and volunteers are getting knowledge and training for their specific credit union functions.



Administer training with ease using assessments, career pathing, tracking, and reporting tools.



Stay within your budget. One price guarantees unlimited access to courses and exams for your entire credit union for one year.

Try **CPD**Online
FREE for **30** days

Get unlimited
online course
access plus
10 exams FREE!

Visit training.cuna.org and choose **CPD**Online.

In today's dynamic credit union environment, how can you provide topic-specific training for all staff and volunteers when they need it, how they need it, and still keep your budget on target?

CPDOnline

CUNA's **CPD**Online is a web-based training service that includes everything you need to manage your credit union training program from start to finish. Its state-of-the-art online environment combines the ease of on-demand, self-study training with expertly-designed credit union courses, and personal assistance whenever it's needed.

- With **CPD**Online's 250 courses in 2008, you'll get the best variety and depth of credit union knowledge to boost your member satisfaction and credit union efficiency.
- With **CPD**Online's exams, you'll test knowledge to go beyond delivering training to proving learning and getting results.
- With **CPD**Online's learning management system (LMS), you'll easily organize and manage learning activities into development plans, reports, transcripts, and more.

The **CPD**Online Difference

• The best of both worlds

A self-study, online training program that's also a service, and backed by credit union people who get you started and assist when needed.

• The "best from the rest"

Get a common language for talking about on-the-job behaviors by assessing skills using **CPD**Online's competency assessment position profiles or creating your own. Competency assessments are currently available for:

- Accounting Clerks
- Branch Managers
- Collectors
- Head Tellers
- Lending VPs
- Loan Officers
- Loan Processors
- Member Service Representatives
- Tellers
- Teller Managers

• Expert design and content

Professionally designed courses and expert credit union content make sure your training appeals to all learners with a style and quality that produces results. If you're looking for blended learning, **CPD**Online is where credit unions found it first and continue to get results.

• We know credit unions

At CUNA, we've been developing credit union training for more than 40 years, because credit unions are what we know. We help shape regulations, so there's no better source for compliance training.

• Tracking and measuring learning doesn't get any easier than this

Record, track, and report using our learning management system's pre-defined tools, or customize your own. You have the ability to:

- Build 360 degree assessments
- Create development plans and track deadlines and progress
- Track and report on learning activities — even add your own credit union training activities
- And much, much more!

That's just the top five. You may also want to note:

- Easy signup
- Stylish, interactive credit union courses
- Comprehensive, usable compliance training
- Position-specific learning plans
- National training recognition
- Round-the-clock access to courses, tracking, and reporting
- Customizable preferences including reports, assessments, and training tools
- Budget-friendly membership options
- Personal assistance

Experience **CPD**Online

Visit training.cuna.org and choose **CPD**Online

A **CPD**Online membership is the most economical way to offer endless training and development opportunities to all.

Courses — more than 250 in 2008!

Whether you're new to online learning or ready for a new online training program, **CPD**Online is perfect for you. If you're familiar with CUNA's STAR, MERIT, VAP, and RegTraC print courses, you're ready for **CPD**Online to get online access to the most current versions of courses (you'll never have to update a library again), plus new lines of courses, CU Advance and Training on Demand.

Unlimited access day or night to more than 250 courses for staff, managers, and volunteers.



Exams

All courses offer online exams to prove training results and provide instant feedback. Plus, certificates and recognition from CUNA, the national trade association for credit unions, are given for each course taken as well as at various milestones of training completion.

Learning Management System

With a **CPD**Online membership, your credit union gets FREE access to our state-of-the-art Learning Management System (LMS). Our LMS provides time-saving learning and course management tools with tracking and reporting capabilities. Plus, trainers and managers can create assessments to analyze skills, conduct 360-degree reviews, survey employee satisfaction, and much more!

Need a development plan? Our LMS brings skills, training, experiences, and your measurements together to establish goals, activities, timeframes, measurements, and reports for ongoing staff development!

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CPDOnline Membership Options

Membership Level	Online Course Price	Online Exam Price	Bonus Benefits
30-Day Trial	FREE	10 FREE	<ul style="list-style-type: none"> Advanced tracking and reporting capabilities Enter other credit union training activity Competency assessments/career pathing tools Build your own assessments and development plans
Individual	\$35 each \$199 each for Training on Demand	\$15.50-\$29.50 each	<ul style="list-style-type: none"> Basic reporting features View student transcripts
<p>Multiple CPDOnline membership options provide unlimited course and/or exam access.</p> <p>Request your quote online or call 800-356-9655, ext. 4072.</p>			<ul style="list-style-type: none"> Advanced tracking and reporting capabilities Enter other credit union training activity Competency assessments and career pathing tools Build your own assessments and development plans \$50 discount on CUNA Webinars Load your credit union's documents E-mail notifications for learning activities, completion, and progress Maintain registration, wait lists, rosters, and more for your other credit union training

Experience
CPDOnline

Visit
training.cuna.org
and choose **CPDOnline**


Call
800-356-9655,
ext. 4072

E-mail
cpdonline@cuna.coop

Try **CPDOnline**
FREE for **30** days

Get unlimited
online course
access plus
10 exams FREE!

Visit **training.cuna.org**
and choose **CPDOnline**.

 Small credit unions are eligible to receive a discounted **CPDOnline** Membership! Visit **training.cuna.org** and choose **CPDOnline**.

CPDOnline courses incorporate a variety of delivery channels including print, audio, video, chat rooms, simulations, case studies, and more!

CPDOnline Course List for 2008

Course Title	Course #
Accounting, Budgeting, and Finance	
Accounting for Credit Unions	S310
Asset-Liability Management for Executives	M18
Basic Accounting	S300
Credit Union Financial Analysis	S320
Financial Management Made Easy: Financial Statements and Budgeting	S1200
Financial Management Made Easy: Sources and Uses of Money	S1210
Reconciling Records	A1013
Cash Accounts	A1013A
Share Draft Accounts	A1013B
Credit and Debit Cards	A1013C
ACH Records	A1013D
Investments	A1013E
Bankruptcy	
Bankruptcy	A1006
Bankruptcy History and Court Structure	A1006A
Bankruptcy Basic Concepts	A1006B
Bankruptcy Documents	A1006C
Bankruptcy Immediate Issues	A1006D
Bankruptcy Abuse and Recoveries	A1006E
Bankruptcy Do's and Don'ts	A1006F
Business Math	
Business Math: Lending and Credit	A1000
Basic Lending Concepts and Calculations	A1000A
Closed-End Loans	A1000B
Helping Members Compare Rates and Loans	A1000C
Loan Ratios	A1000D
Mortgage Loans	A1000E
Open-End Credit	A1000F
Business Math: Share and Deposit Accounts	A1001
Basic Math Definitions	A1001A
Share Account Dividends	A1001B
Account Balances and Dividend Calculations	A1001C
Dividend Compounding and Annual Percentage Yield (APY)	A1001D
Helping Members Reach Savings Goals	A1001E
Collections	
Applying Collection Practices	A1014
Credit and Collections	A1014A
Credit and Collection Policies	A1014B
Developing a Collections System	A1014C
Early Warnings and Final Actions	A1014D
Legal Action and Outsourcing Alternatives	A1014E
Best Practices	A1014F
Collections	S220
Successful Collections: Balancing Member Service and Credit Union Interests	S1310

Experience **CPD**Online

Visit training.cuna.org and choose **CPD**Online

* To be released in 2008. Visit training.cuna.org for more information.

For additional courses available in print, visit training.cuna.org and choose *Self-Study Certificate Programs*.

Course Title	Course #
Compliance for Noncompliance Staff	
RegTraC Level 1: Consumer Lending Regulations (Module 3)	
UCC Article 9	R103A
Fair Debt Collection Practices Act	R103B
Business Lending Regulations	R103C
Fair Credit Reporting Act	R103D
NCUA Lending Regulations	R103E
Reg B - Equal Credit Opportunity Act	R103F
Servicemembers Civil Relief Act	R103G
Reg Z - Truth in Lending	R103H
RegTraC Level 1: Deposit Account Regulations (Module 1)	
Reg CC - Availability of Funds and Collection of Checks	R101A
Reg D - Reserve Requirements	R101B
Truth in Savings - NCUA Part 707	R101C
Reg E - Electronic Fund Transfers	R101D
Reg J and UCC Article 4A	R101E
UCC Articles 3 and 4 - Law of Checking Accounts	R101F
RegTraC Level 1: General Operations Regulations (Module 2)	
Bank Secrecy Act	R102A
OFAC - Office of Foreign Assets Control	R102B
Right to Financial Privacy Act	R102C
Bank Bribery Act	R102D
IRS Information Reporting and Withholding Requirements	R102E
ESIGN - Electronic Signatures in Global and National Commerce Act	R102G
NCUA Privacy Regulation	R102H
RegTraC Level 1: Mortgage Lending Regulations (Module 4)	
Flood Disaster Protection Act	R104A
Homeowner's Protection Act	R104B
RESPA - Real Estate Settlement Procedures Act and Reg X	R104C
Reg C - Home Mortgage Disclosure Act	R104D
Fair Housing Act	R104E
Secondary Mortgage Markets	R104F
RegTraC Level 1: NCUA Requirements and Guidance (Module 5)	
NCUA Overview	R105A
Federal Share Insurance Rules	R105B
Management Issues	R105C
Field of Membership Rules	R105D
Supervisory Committee Duties	R105E
CUSOs	R105G
 Training on Demand: Bank Secrecy Act for Front-Line Staff	FCI02P*
 Training on Demand: Office of Foreign Assets Control (OFAC)	FCI08P*
 Training on Demand: Regulation CC	FCI04P*
Credit Union Orientation	
Introduction to Credit Unions	A1004
The Credit Union Difference	A1004A
Member Service: The Core of Credit Unions	A1004B
What is the Credit Union Movement?	A1004C
A Tradition of Community Involvement	A1004D
You and Your Credit Union	A1004E
HR Staffing and the Law	
 Difficult Human Resource Issues	A1021*
Defining Difficult Human Resource Issues	A1021A*
Sexual Harassment	A1021B*
Workplace Diversity	A1021C*
Addressing Performance	A1021D*
Recognition, Rewards, and Compensation	A1021E*
Employment Law and Preventing Sexual Harassment	M13
Managing Today's Employees	A1020
Introduction to Managing Today's Employees	A1020A
Managing Employee Performance	A1020B
Managing Employee Success	A1020C
Building Your Bench	A1020D
Employee Retention	A1020E
HR Law and Today's Employees	A1020F
Recruiting Today's Employee	A1019
Challenges of Recruiting in the 21st Century	A1019A
Employment Law	A1019B
Preparing for Recruiting	A1019C
Preparing for the Interview	A1019D
Conducting the Interview	A1019E
Candidate Evaluation and Selection	A1019F
 Training and Orienting Employees	M04
 Training on Demand: Sexual Harassment	FCI06P*
 Workplace Diversity	M12

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Course Title		Course #
Interpersonal Skills and Career Building		
	Business Communication Skills	A1003
	Basic Communication Concepts	A1003A
	Communicating the 3 Cs	A1003B
	Advanced Verbal and Nonverbal Skills	A1003C
	Telephone Communication Skills	A1003D
	Communicating Effectively with Difficult People	A1003E
	Communication and Telephone Skills	S1303
	Develop a Career Plan	S1000
	Helping Members Understand and Solve Problems	S1110
	Interpersonal Skills: Understanding Your Effect on Others	M15
	Interpersonal Skills: Understanding Your Impact on Members	S520
	Make Work Manageable	S1020
	Transitioning From Staff to Management	S1302
	Training on Demand: Subject Matter Expert to Trainer	FC105P*
	Transitioning to Trainer	A1018*
	Introduction to the Adult Learner	A1018A*
	Designing a Curriculum for Learning	A1018B*
	Designing Active Learning	A1018C*
	Learner-Centered Learning Strategies	A1018D*
	Honing Your Presentation Skills	A1018E*
	A Blended Approach to Learning	A1018F*
	Transitioning to Trainer II	A1028*
	Revising and Revisiting Your Training Plan	A1028A*
	Multi-Sensory Learning	A1028B*
	Levels of Learning	A1028C*
	Learner Retention and Motivation	A1028D*
	Fine-Tuning Your Presentation Skills	A1028E*
	The Art of Facilitation	A1028F*
	Working Effectively with Difficult Members and Staff	S1100
	Write Effectively	S1010
Lending and Loan Processing		
	Lending Products and Regulations	S210
	Loan Interviewing	S700
	Loan Marketing	S420
	Loan Servicing	S720
	Loan Underwriting	S710
	Maintaining Loan Documents	A1012
	Basic Record Filing and Maintenance	A1012A
	Loan Documents Overview	A1012B
	File Retention Policies and Procedures	A1012C
	Loan Documents as Member Service Tools	A1012D
	Loan Auditing	A1012E
	Mortgage Lending	S410
	Preparing Loan Documents	A1011
	The Lending Process	A1011A
	Laws and Regulations	A1011B
	Interview and Application	A1011C
	Loan Underwriting	A1011D
	Loan Decisions and Closing	A1011E
	Servicing Mortgage Loans	A1010
	Types of Mortgage Loan Programs	A1010A
	Regulatory Compliance	A1010B
	Loan Servicing	A1010C
	Servicing Payments	A1010D
	Insurance, Taxes, and Escrow Accounts	A1010E
	Collections and Delinquent Loans	A1010F
	The Lending Process	S200
Management Skills and Managing Employee Performance		
	Aligning Your Department With CU Strategy	A1023
	Introduction to the Bigger Picture	A1023A
	Problem Solving and Decision Making	A1023B
	Scheduling and Delegation	A1023C
	Process Improvement	A1023D
	Teamwork	A1023E
	Delegating for Results	M05
	Developing Exceptional Leadership	M09
	Encouraging and Instilling Member Service in Others	A1022*
	Member Service in Today's Environment	A1022A*
	Building Teams Through Communication and Trust	A1022B*
	Creating Enthusiasm for Learning and Improvement	A1022C*
	Encouraging Cooperation in Others	A1022D*
	Motivating Service Excellence in Others	A1022E*
	Fundamentals of Management	M01

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Course Title	Course #
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Management Skills and Managing Employee Performance (CONTINUED)

Managing Change	M19
Managing Employee Performance	M06
Managing Teamwork	M07
Process Improvement: Achieving Quality Together	M08
Resolving Employee Conflict	A1016
The Nature of Conflict	A1016A
Types of Conflict	A1016B
Organizational Culture and Conflict	A1016C
Acting to Resolve Conflict	A1016D
Applying Conflict Prevention Tools	A1016E
Strategic Thinking and Planning	M10





Member Services and Accounts

 Call Center Service Skills	A1027*	
Today's Call Center		A1027A*
Positive Communication Skills		A1027B*
Dealing with Repetitive Tasks		A1027C*
Tools and Technology		A1027D*
Handling Special Situations		A1027E*
Call Center Coaching		A1027F*
Financial Counseling for Members		SI301
 Front-Line Basics	A1025*	
Today's Professional Teller		A1025A*
Managing the Teller Station		A1025B*
Common Balancing Errors		A1025C*
Credit Union Products and Services		A1025D*
The Remote Branch		A1025E*
Handling Cash and Negotiable Instruments		A1025F*
Individual Retirement Accounts		S810
Investment Choices for Members		S820
 Managing Member Accounts	A1026*	
Member Accounts		A1026A*
Savings Accounts		A1026B*
Checks and Share Draft Accounts		A1026C*
The Fundamentals of Lending		A1026D*
Electronic Member Services		A1026E*
Additional Credit Union Services		A1026F*
Member Relations		S20
Member Service: Exceeding Expectations		SI300
 Money and Negotiable Instruments	A1024*	
Currency Facts and Features		A1024A*
Handling and Organizing Cash		A1024B*
Checks and Share Drafts		A1024C*
Detecting Bad Checks and Drafts		A1024D*
The Clearing Process		A1024E*
Additional Negotiable Instruments		A1024F*
Opening New Accounts		S800
Professional Member Service	A1005	
What is Member Service?		A1005A
Not for Profit, Not for Charity, But for Service		A1005B
Building Member Service Skills		A1005C
Technology as a Member Service Tool		A1005D
Member Service Challenges		A1005E
 Training on Demand: Money & Negotiable Instruments		FC107P*

 **Personal Finance for Staff**





 Checking Accounts	PF1003*
 Checking Accounts (Spanish version)	PF1010*
 Couples and Money	PF1005*
 Couples and Money (Spanish version)	PF1013*
 Credit Management	PF1004*
 Credit Management (Spanish version)	PF1011*
 Home Buying	PF1002*
 Home Buying (Spanish version)	PF1009*
 ID Theft	PF1007*
 ID Theft (Spanish version)	PF1012*
 New Car Buying	PF1000*
 New Car Buying (Spanish version)	PF1006*
 Used Car Buying	PF1001*
 Used Car Buying (Spanish version)	PF1008*

 **Political Affairs**

 Campaign Involvement	PA1002*
 Communicating the Credit Union Difference	PA1000
 Direct Lobbying at the Grassroots Level	PA1001
 Public Affairs and Communication Strategies	PA1003*

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Course Title		Course #
Sales		
	Credit Union Sales	A1002
	Introduction to Sales	A1002A
	Plan for Successful Sales	A1002B
	Recognize Needs	A1002C
	Inquire and Listen	A1002D
	Describe Benefits	A1002E
	Expedite the Sale	A1002F
	Cross-Selling	S120
	Improving and Maintaining Quality Service	S500
	Training on Demand: CU Sales - Inquiring and Listening	FC103P*
Security		
	Preventing Fraud	S900
	Recognizing Emerging Fraudulent Practices	A1015*
	Introduction to Recognizing Emerging Fraudulent Practices	A1015A*
	Cyber Fraud	A1015B*
	Plastic Card Fraud	A1015C*
	Other Types of Fraud	A1015D*
	Security Technology	A1015E*
	Best Practices	A1015F*
	Robbery Prevention and Preparation	S1320
	Security	S30
	Security Issues	S910
	Security Procedure Protocol	A1008
	Introduction to Security	A1008A
	Security Systems and Procedures	A1008B
	Emergency and Disaster Preparedness	A1008C
	Identifying Suspicious Activity	A1008D
	Robbery: Actions, Reactions, and Coping Skills	A1008E
	Executing Security Procedures	A1008F
	Training on Demand: Robbery	FC101P*
Spanish		
	Credit Union Spanish: Applying the Basics	A1017*
	Building Blocks	A1017A*
	Using Verbs	A1017B*
	Asking Questions	A1017C*
	Using Object Pronouns	A1017D*
	Present Perfect Tense	A1017E*
	Spanish for Tellers	A1007
	The Latino Culture and Your Credit Union	A1007A
	Spanish Foundations and Member Greetings	A1007B
	Basic Credit Union Terms and Phrases	A1007C
	The Spanish Calendar	A1007D
	Numbers, Coins, and Currency	A1007E
	Transactions with Spanish-Speaking Members	A1007F
Technology		
	Credit Union Technology	S600
	Serving Members with Technology	S620
	The Critical Role of Technology in Credit Unions	A1009
	Recognizing the Importance of Technology	A1009A
	Putting Members at the Center of Their Finances	A1009B
	Using 21st Century Lending Centers	A1009C
	ATM's, Debit Cards, and Credit Cards	A1009D
	Understanding Internet Financial Services	A1009E
	Keeping Pace with Innovation	A1009F
	Using Technology to Improve Member Service	SI120
	Volunteer	
	Financial Reports	V02
	History and Philosophy	V01
	Managing Risk	V03
	Training on Demand: 10 Ratios Every Volunteer Should Know	VC106P*
	Training on Demand: A Board Governance Approach: What to do When Things Go Wrong	VC102P*
	Training on Demand: Assessing the CEO	VC107P*
	Training on Demand: Bank Secrecy Act for Volunteers	VC101P*
	Training on Demand: Credit Union Growth Strategies	VC109P*
	Training on Demand: Local Involvement: Marketing Strategy and Community Benefit	VC112P*
	Training on Demand: So, You Have a Community Charter... Now What?	VC110P*
	Training on Demand: The Basics of Internal Controls	VC111P*
	Training on Demand: The Basics of Risk Assessment	VC104P*
	Training on Demand: The Directors' Role When Complaints are Filed Against Senior Management	VC108P*
	Training on Demand: The Supervisory Committee Primer to IT Risk & Auditing	VC113P*
	Training on Demand: The Supervisory Committee's Role in the Due Diligence for Third Party Vendors	VC103P*
	Training on Demand: The Supervisory Committee's Role in Finding Fraud	VC105P*
	Training on Demand: Understanding the Audit Report	VC114P*

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CU Advance capitalizes on its interactive learning design — and strengthens the quest for additional skills — while your credit union grows stronger.

Each CU Advance learning module consists of five or six courses. Each course is designed to provide 20-30 minutes of optimum learning.

Courses that begin with an "A" are CU Advance!

CUNA TRAINING
»»ONDEMAND

CUNA Training on Demand is a downloadable, 30-45 minute expert presentation. Get the training you need when you need it, and use it as frequently as you want. Watch it as a group or individually — keep it on your computer or on a USB drive. It's as portable as you need it to be.

Administrators, management, and staff agree that **CPDOnline** content and structure is an easy and convenient way to guide career paths.

"I can not say enough good things about **CPDOnline**! I love that **CPDOnline** gives control to the user including access to full training schedules and progress reports. We are using the learning management system in **CPDOnline** to track all training and assessments that we provide in-house. We are using this to track employees' continuing education as well as other credit union training. It's so convenient to have it all in one system!

We've also started to add more Knowledge Documents in the My Credit Union section of **CPDOnline**. Using a SCORM compliant authoring tool, I can create an assessment or a training presentation, and simply send it to CUNA for them to upload. Pretty soon all those lovely NCUA assessments and required training will be recorded and easily tracked in **CPDOnline**!

Recently, we began the process of developing career paths and training evaluations using the Learning Plans. For instance, when a teller wants to move up in the company, we can coach that person and place them into a development plan to help them get there.

CUNA's **CPDOnline** staff has all been amazingly helpful! I get quick responses and thorough guidance. I feel like they're just in the next office! They are probably tired of seeing e-mails from me, but I just continue to find new things to do with **CPDOnline**!"

Mary Heller

Staff Development Specialist
Apple Federal Credit Union
Fairfax, VA



"Currently, we use **CPDOnline** for our in-house University program, for self paced-training, and we also combine the courses in **CPDOnline** with instructor-led courses to add depth as a homework assignment or a prerequisite to get into a class. My personal favorite feature is the Learning Management System. Being able to track our training in one system, and having everything display on transcripts so staff and managers can see what's going on is both convenient and time saving. It helps the trainers with administrative duties so they are able to be in class versus paper pushing.

The difference that I have found when researching Learning Management Systems, and one of the major things that I appreciate about **CPDOnline** is that it is credit union focused. CUNA understands our needs as a credit union. The CUNA staff is incredible, they are very helpful, willing to help you at a moment's notice, and they're very prompt with responses. Most important, they are friendly! That makes a big difference in wanting to do business with them. CUNA understands what credit unions are looking for, and goes out of their way to help us achieve our goals.

CPDOnline offers a wide variety of course content so that it touches all areas of a credit union. **CPDOnline** also has so much pre-built content we don't have to worry about creating training from scratch. We actually chose a system prior to **CPDOnline** that would have required us to build everything; we just don't have enough training staff for that type of project.

CPDOnline targets all learning styles, which enhances the training experience and much more. The level of interactivity and blended learning encompasses all of the different learning styles. People who are auditory can hear the video, people who are visual can see graphics, and those who want activity get games and interactive quizzes to keep them focused and learning. **CPDOnline** allows all generations to learn the way they grew up learning."

Shani Vance

Senior Trainer
Suncoast Schools Federal Credit Union
Tampa, FL

Experience **CPDOnline**

Visit training.cuna.org and choose **CPDOnline**

"We have approximately 130 staff members throughout 13 branches in 11 locations. A majority of our staff use **CPDOnline**. We use **CPDOnline** to educate and develop our staff as well as use it as a basis for our management development program.

The **CPDOnline** courses are instrumental for the development of our staff, and being able to select from the large variety of courses is beneficial to meet our credit union needs. We implemented a new teller certification program in 2007 that includes eight **CPDOnline** courses to become certified. In 2008, we will be implementing certifications for all our frontline positions (MSR, lenders, and managers), and will use **CPDOnline** as part of the curriculum. Basically, by using **CPDOnline** as the basis for our certification, we are providing staff with an internal certification and a national CUNA certification.

The Learning Management System (LMS) helps us monitor and manage our training as well as how much staff is learning. This is important as we provide reports back to management.

In the past, we used another product and found it was basically reading and taking a test. When we started looking at other providers late in 2006, the Iowa Credit Union League as well as some other credit unions along with CUNA highly recommended **CPDOnline**. We originally tried it as a free trial, and liked how robust it was, the interactivity of reading, listening, etc. We realized that people learn in different ways and CUNA's **CPDOnline** provided us with learning-focused courses that appeal and support all learning styles to help information be retained by our employees."

Lynn Mohler

Training Manager
Community First Credit Union
Ottumwa, IA



"These online training programs provide flexibility for our employees. They can choose to work at their own pace and schedule study times that work best in their respective areas."

Kelli L. Blair

Assistant Vice President Director of Training & Development
66 Federal Credit Union
Bartlesville, OK

What do staff have to say?

"I never really fully understood the benefits of a credit union. After four years on the job, I will never look elsewhere. At what bank can you talk directly with the VPs and get awesome service and rates? I truly believe in the credit union difference! Credit unions need to take time to educate staff about the credit union difference — it's what keeps members coming back. **CPDOnline** courses build faith and confidence in our profession by helping one to more accurately use their skills, and grow in knowledge and wisdom of the many available products. Take advantage of this program, it will give your credit union complete education. Why not put it to use, I definitely will!"

Phillip C. Wolfe

Collateral Liquidation Associate
Suncoast Schools Federal Credit Union
Tampa, FL

"I have been using **CPDOnline** since I started at the credit union about six years ago. When I started I had no experience in credit unions, and so I really enjoyed the opportunity that **CPDOnline** gave me beginning with the introduction to credit unions course. I learned a lot about where credit unions started, where they came from, and where credit unions are going. This gave me insight into how and why credit unions are different.

CPDOnline was an invaluable resource as I studied the course material when I had a few extra minutes. I was able to learn using an extra 15 minutes here, and a half an hour there. You really can't utilize those times in a training environment. However, I could log in to **CPDOnline** and learn, which helped me move quickly into other positions, and eventually to our training department.

I didn't originally think that the training department was my career destination. I took the courses in **CPDOnline** to explore my career options since they cover all credit union departments. I was interested in moving to accounting, and I was actually looking at some college degree plans, but I first took some **CPDOnline** courses for accounting. I realized that accounting wasn't going to be something that I would really enjoy long term. If I hadn't had **CPDOnline**, I might have pursued that degree and been stuck in a position that I really didn't enjoy. I love **CPDOnline** as a way to explore career opportunities. **CPDOnline** is a fantastic benefit for employees."

Lauren Tadlock

Training Administrator
Texas Dow Employees Credit Union
Lake Jackson, TX





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