

Your Trusted
Resource

For Credit Union Success™

HR & Training

2008

Board & Volunteer

Compliance

▶ **HR & Training**

Lending

Marketing & Business Development

Operations, Sales & Service

Security



CUNA

Credit Union
National Association



Your Trusted Resource For Credit Union Success™ HR & Training

Competition for skilled employees will continue to get tighter

As the aging baby boom population begins to retire, credit unions could be facing the worst labor shortage in years. Attracting and retaining candidates to fill positions is going to become increasingly difficult. Is your credit union ready to find and keep the talent you'll need in the years ahead? With studies showing that employee education boosts morale, enhances motivation, and improves retention, the time and money spent on training may be your smartest investment.

■ Create a learning environment

To keep your employees motivated and to create an atmosphere that supports learning, get actively and visibly involved in the learning process. This can include conducting training assessments, gathering feedback about the types of training your employees would like, and offering compensation for successful completion of courses.

■ Provide alternative sources for learning

Elearning through online self-study courses, webinars, and eSchools can be an effective tool for mastering new skills and knowledge. Online education is flexible, convenient, and allows credit unions to provide training at a reduced cost.

■ Take a blended approach

Allow your employees to explore online learning, while still maintaining a part of the traditional classroom setting. Blended learning combines self-paced learning, such as web-based courses and books, with facilitator support, through e-mail, discussion groups, and face-to-face meetings.

■ Develop effective leadership skills

The quality of management an employee receives is critical to retention. Experts believe that most training should be devoted to project management, delegation, and strategic thinking. Make sure your executive team has the training programs in place to help employees reach their full potential.

■ Attend conferences and seminars

Conferences and seminars can be an effective tool for both learning and developing employee enthusiasm. They're also a great way to keep all of your staff up-to-date on the latest trends and technologies.

Give employees an opportunity to grow professionally and personally

When employees leave their jobs, it generates significant costs to your credit union. A commitment to retaining your key talent rests with the right professional development tools. CUNA's HR & Training Resources will help you build a culture of retention with schools, conferences, self-study courses, books, and more.

What's Inside

- Training Events
 - Schools & Conferences
 - eSchools & Webinars
- Self-Study Programs
 - Self-Study Certificate Programs
 - Certified Executive Program
 - **CPD**Online
- Books, Reports, Products & Services
- Information Resources
- CUNA HR & Training and Development Council
- 2008 CUNA Training Guide

CUNA  Resource Link

Sign up for CUNA products & services updates.

cuna.org/cunaresourcelink.html



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Training Events

How can I become a more effective leader and stay on top of employment and training issues?

You're charged with building and inspiring your team members for peak performance. Get the insights you need to do exactly that through engaging, interactive schools and conferences — available both in and out of the office. Discover the industry's hot topics, new training techniques, tips on developing policies and procedures, and more to help staff and your credit union reach their true potential. Plus, enjoy the added benefit of networking and sharing knowledge with peers and other experts in your field.

■ Schools & Conferences

CUNA Human Resource Management Schools: Part I & II

Most organizations don't capitalize on employee strengths: only two of 10 employees say they have an opportunity to do what they do best every day, according to Gallup research. The research — based on interviews with more than 80,000 managers — shows that great managers focus on employees' strengths (including knowledge, talent, and skills) and work around their weaknesses.

This program will provide the knowledge you need to:

- Manage the performance of your employees
- Create effective, motivational supervisors
- Effectively interview to hire staff that fit with your credit union's goals
- Understand employment law

September 15-19, 2008 San Francisco, CA \$1,295*

America's Credit Union Conference & Expo

America's Credit Union Conference & Expo is the nation's premier educational conference for executives, staff, and directors. Join us in New York for an inspiring event designed to provide the knowledge, tools, insights, and innovation vital to your credit union's success.

2009 dates coming soon!



CUNA Experience Learning Live!

Calling all credit union trainers! This high-energy conference gives you the opportunity to learn new training techniques and share knowledge with peers. Experience Learning Live! is not a traditional training program. A quest for life and a thirst for knowledge are required!



October 26-29, 2008 Tempe, AZ \$895*

ELLY Awards

Each year at Experience Learning Live!, awards are given to credit union management and trainers to recognize their outstanding efforts in training and professional development. A variety of ELLy award categories provide the opportunity to recognize trainers, management, and/or your entire credit union, including:



- Chi Pi Delta X II Award
- Coach Award
- eLearning Award
- Training Champion Award
- Training Professional of the Year Award
- WOW Award

Deadline for entries is August 1, 2008.

*Tuition rates are early bird rates. Register early to save!



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■ eSchools

CUNA CU Spanish Certification eSchool

Advance your ability to serve Spanish-speaking members by learning financial terms in their preferred language. Measure your training success and earn your CU Spanish: Level 1 certification. This eSchool is designed for all levels of credit union staff with previous Spanish-language experience who wish to learn credit union-specific financial terms.

Starts September 17, 2008 – Ten sessions

Tuition: \$1,095 for first attendee; \$595 for each additional attendee from the same credit union

CUNA Complete Credit Union Leadership eSchool

Enhance your leadership skills through this complete credit union leadership eSchool. You'll cover essential topics to explore self-awareness and develop vital skills for becoming a true leader. This eSchool is the complete leadership package for anyone at your credit union.

Starts September 9, 2008 – Four sessions

Tuition: \$895 for the eSchool or \$249 per webinar

CUNA Building CU Leadership Through Communications eSchool

Explore subjects dedicated to enhancing your listening and communications skills, building a collaborative work environment, creating excellent member service skills, and discovering your leadership potential.

2009 dates coming soon!

CUNA CU Finance for Non-Financial Managers & Volunteers eSchool

The need for financial training has grown beyond the chief financial officer, and into the volunteer, executive, and manager roles. You'll develop a thorough understanding of your credit union's numbers so you can make informed financial decisions.

Starts September 16, 2008 – Six sessions

Tuition: \$1,195 for the eSchool or \$219-\$438 per webinar

■ Webinars

Get topic-specific training from experts right at your credit union!



CUNA offers more than 150 webinars every year designed for

all credit union staff, managers, and volunteers. Just like in face-to-face seminars, students see and hear a presentation from a topic expert, ask questions, and refer to handouts.

Scheduling issues? Register for the archived (recorded) webinar. Students will see and hear the expert presentation and the questions asked of the instructor, and receive the handouts for reference.

Webinar Packages — Credit union-wide savings for attending multiple webinars! Use Webinar Packages to register for live or archived webinars.

1	Webinar Session	\$219
4	Webinar Package	\$755
10	Webinar Package	\$1,695
25	Webinar Package	\$3,725
	Unlimited Webinar Package	\$5,725



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HR & Training

Self-Study Programs

How can I design a learning plan to fit unique goals and schedules?

CUNA offers abundant learning plan options, both print and online, to meet the needs of you and your staff. Our interactive self-study courses are designed to work with any schedule and career goals. We make it easy and convenient for you and your staff to take that next step toward maximum performance.

■ Self-Study Certificate Programs

Through 20 years of proven training and instructional design experience, CUNA provides unparalleled access to credit union training from these reliable training programs:

- Staff Training and Recognition Program
- Management Enrichment Training Program
- Regulatory Training and Certification Program
- Financial Counseling Certification Program
- CU Advance
- Volunteer Achievement Program
- Volunteer Certification Program

Learning plans are designed to help credit union HR and training professionals establish a complete learning development plan for each employee. Learning plans outline the core competency courses required to develop basic credit union knowledge and skills, and then add position-specific courses to strengthen current abilities and enhance opportunities for advancement. Current plans include:

- Accounting Clerk
- Branch Manager
- Collector
- Compliance Officer
- Loan Processor, Loan Officer, or VP Lending
- Marketing Manager
- Member Service Representative
- New Employee Orientation
- Teller, Head Teller, or Teller Manager



Self-study courses offer current, real-world instruction and guide learners toward a new level of skills and knowledge in the following areas:

- Accounting, Budgeting & Finance
- Bankruptcy
- Business Math
- Collections
- Compliance
- Credit Union Orientation
- HR Staffing & the Law
- Interpersonal Skills & Career Building
- Lending & Loan Processing
- Management Skills & Managing Employee Performance
- Marketing
- Member Services & Accounts
- Sales
- Security
- Spanish
- Technology

■ CUNA Certified Executive Program (CEP)

Build high-level skills with college-level courses and earn your designation as a Certified Human Resource Specialist. CEP also provides the training necessary to earn the Certified Credit Union Executive (CCUE) designation, Certified Financial Services Professional (CFSP) designation, and five Specialty Certifications in lending, marketing, financial management, human resources, and compliance.





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■ **CPDOnline**

CPDOnline

CPDOnline is a web-based training service that includes everything credit union's need to manage their training programs from start to finish. **CPDOnline** provides more than 250 online courses designed to help credit union staff, volunteers, and managers build skills through interactive courses and follow-up exams.

If you're familiar with CUNA's STAR, MERIT, VAP, and RegTraC print courses, you're ready for **CPDOnline** to get online access to the most current versions of courses (you'll never have to update a library again), plus two innovative lines of courses, CU Advance and Training on Demand.

Courses and exams can be purchased individually, or credit unions can become a **CPDOnline** member to receive unlimited access to all courses and/or exams. Members also receive access to a state-of-the-art learning management system (LMS) to track and report on staff training activities as well as build development plans, 360° feedback surveys, competency assessments, and more. Begin your **CPDOnline** experience with a FREE Trial Membership!

Try **CPDOnline**
FREE for 30 days

Get unlimited online course access plus 10 exams FREE!

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	\$15.50–\$29.50 each	<ul style="list-style-type: none"> Basic reporting features View student transcripts

Multiple CPDOnline membership options provide unlimited course and/or exam access.

Request your quote online or call 800-356-9655 ext. 4072

- 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

Small credit unions are eligible to receive a discount toward an unlimited CPDOnline membership.



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Books, Reports, Products & Services

What references are available to guide me in my employment and training decisions?

The answers to your questions are at your fingertips with our wide assortment of reports, books, videos, and training tools. Find out how to compare CEO and staff compensation to peer credit unions, create a corporate university, evaluate board member skills, establish solid employment practices, and much more.

■ Books

Credit Union University Administrator's Manual

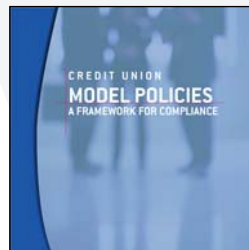
Just revised! This step-by-step guide is your key to creating a corporate university at your credit union. The manual provides a background and understanding of the corporate university concept.

#23412-CAT \$150

Credit Union Model Policies: A Framework for Compliance book

Well-written policies promote consistency, let employees know what is expected, and help protect your credit union and board members from lawsuits. This resource will guide you in creating policies that comply with legal and regulatory requirements.

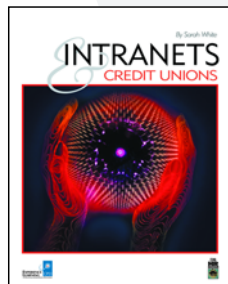
#25627-CAT \$119 (PDF also available)



Intranets and Credit Unions book

This book harvests the insights of credit union human resource professionals nationwide, to show how current practices in HR management are evolving through the use of intranets. It also provides general information on how to set up and use an intranet at your credit union. It includes results of a survey mailed to CUNA's HR & Training and Development Council, which offers valuable data on how credit unions, specifically, are using or plan to use intranets.

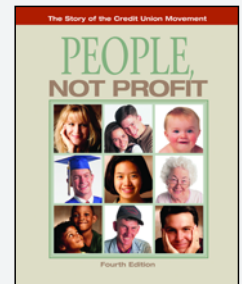
#23405-CAT \$39.95



People, Not Profit: The Story of the Credit Union Movement, 4th Edition book

This inspiring book chronicles the persistent challenges from the banking industry — each of them ultimately resulting in grassroots victories for credit unions.

#22228-CAT \$24.95



Real Stories from Credit Unions book

This book is a compilation of true stories from credit union staff, volunteers, CEOs, members, and friends. *Real Stories from Credit Unions* contains humorous anecdotes, historical stories, and amazing tales about people and events in the credit union movement.

#23327-CAT \$39.95

■ Reports

2007-2008 Benefits Report

Ensure your competitive position by comparing the benefit package you offer with more than 750 credit unions from across the country. See how you match up with your peers. From health to retirement plans, this comprehensive survey tells all. Learn which benefits help attract and retain the staff you need for success.

#27800-CAT \$255 (PDF also available)



For more information about these resources, visit advice.cuna.org/CAT or call 800-356-8010, press 3.
Use source code CAT (catalog) when placing an order. PDF orders must be placed online.



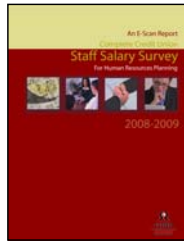
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■ **Reports** (continued)

2008-2009 Complete Credit Union Staff Salary Survey Report

This report provides the most comprehensive compensation analysis available to credit unions. The survey features compensation data for 89 full-time and eight part-time credit union positions including base salaries, incentives, bonuses, total cash compensation, and salary ranges. Plus, you get benchmarks for salary and benefit expenses, succession plans, and turnover rates.

#28104-CAT \$279 (PDF also available)



2008-2009 Online Peer Comparison for Complete CU Staff Salary Survey Report

Available to credit unions that purchase the 2007-2008 Complete Credit Union Staff Salary Survey Report, this online access to the survey data used to compile the 2007-2008 Complete Credit Union Staff Salary Survey Report helps you master compensation planning by crunching the numbers for yourself.

#28106P-CAT \$165

2008-2009 Geographic Customized Salary Survey Report

Available to credit unions that purchase the 2007-2008 Complete Credit Union Staff Salary Survey Report, this customized report ensures your credit union's salaries are competitive in the local market.

#28105P-CAT \$139

2008-2009 Small Credit Union Staff Salary Survey Report PDF

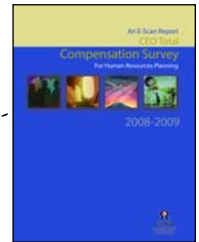
Created exclusively for small credit unions, this report details base salary, incentives, bonus, total cash compensation, and salary range statistics for the most common positions in credit unions with \$35 million or less in assets.

#28107P-CAT \$89

2008-2009 CEO Total Compensation Survey Report

This report provides nationwide CEO compensation data for credit unions \$100 million plus in assets. Results are conveniently categorized by asset size, region, and many other points of comparison to help decide how to position your credit union to attract or keep top CEO talent. Plus, you get the all-important total compensation package value.

#28109-CAT \$799 (PDF also available)



2008-2009 CEO Total Compensation Survey: Self-Selected Peer Analysis

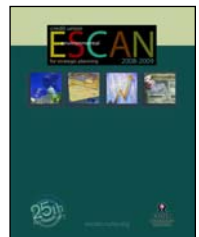
This customized analysis reveals CEO salaries, health plans, contract terms, bonuses, retirement plans, and more of 10 or more specific credit unions you identify with most.

#28110P-CAT \$2,000

2008-2009 Credit Union Environmental Scan Report (E-Scan)

When it comes to strategic planning, you have a lot of tough decisions to make. There's no better resource for the key facts and issues that affect your credit union's future than E-Scan. It's a comprehensive, reliable, and valuable source full of insights to bring confidence and success to your planning.

Report	#28100-CAT	\$99
PowerPoint	#28102P-CAT	\$199
DVD	#28101-CAT	\$225



2008-2009 Staffing and Space Survey Report

This report shows expenditures associated with staffing, including hiring, training and transaction costs per service. It also includes details on retaining and recruiting strategies, as well as trends such as telecommuting, outsourcing, and temporary staffing.

#28260-CAT \$250 (PDF also available)



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■ Products & Services

Training on Demand

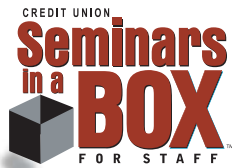
Instant training at the click of a button! Download the training you need, then watch the 30-45 minute expert presentation on credit union topics where and when it's convenient for you. You can use it as much as you want. Keep it on your computer, burn it to DVD, or put it on a USB drive. It's as portable as you need it to be. Use the printable workbooks and optional testing for proven knowledge of the most critical issues for board and staff!

- Robbery: Actions, Reactions, and Coping Skills
- Bank Secrecy Act for Front-Line Staff
- CU Sales: Inquiring and Listening

Seminars in a Box for Staff

Everything to plan and execute a 10-minute exercise or a one-hour staff workshop is in the box — just add staff!

CUNA
TRAINING
»»»ONDEMAND



CU Sales Seminars in a Box for Staff Series:

- Why Care About Selling?
- Inquiring & Listening for Member Needs
- Closing Member Sales With Confidence

CU Compliance Seminars in a Box for Staff Series:

- Regulation CC
- Disaster Recovery

CU Basics Seminar in a Box for Staff Series:

- New Employee Orientation
- History of the Credit Union Movement

CU Security and Fraud Seminar in a Box for Staff Series:

- Check Fraud
- Robbery Procedures

Purchase each Seminar in a Box for Staff for just \$279, or \$229 each for 7 or more!

Community Charter Conversions

CUNA shows you how to make the transition to a community charter field of membership, giving your credit union the opportunity for growth. We will explore the steps to conversion and help determine if this is the best strategy for your credit union. We'll also help you determine the geographic region to apply for and discuss options if you don't get approval. With CUNA, you will be prepared to lead your credit union staff and board through the conversion process.

CU360: Online Research & Advice Portal

CU360 — the movement's most robust online research and advice portal. CU360 combines unique business intelligence, market insights, and thought leadership with interactive and innovative benchmarking and analytical tools. With CU360, your credit union can access the information they need to sharpen their competitive edge and better serve their members. Visit cu360.cuna.org/trial to sign up for your free trial today!

Employee Satisfaction/Engagement Surveys

Take an in-depth look into employee satisfaction at your credit union. Discover the attitudes your employees have about their jobs, what their needs are and how they perceive themselves as being treated. The *Employee Satisfaction Survey* helps to improve the way your staff works together, enhance your credit union's brand image and increase the level of service you deliver to members. With the *Employee Engagement Survey* you can focus on loyalty and engagement to your credit union.

- Gain valuable insights on 21 different facets of employee engagement
- Gain valuable insights on 14 different facets of employee satisfaction
- Compare your results with those of other credit union employee groups surveyed by CUNA

HRValue Group

HRValue Group is the leading provider of professional human resources and consulting services to credit unions nationwide. HRValue Group was built by the credit union movement to exclusively serve the HR needs of credit unions, offering a complete package of expert services designed to address shortcomings in HR programs and to fortify what works. HRValue Group's services include



- Executive search
- Targeted recruitment and retention
- Competitive compensation consultation
- HR outsourcing
- Effective succession planning, and more

For more information about these resources, visit advice.cuna.org/CAT or call 800-356-8010, press 3.
Use source code CAT (catalog) when placing an order.



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Information Resources

Where can I get ongoing tips and advice to stay current on the latest issues?

Changes are constant in your credit union and overall financial services environments. Luckily, we offer several publications that are dedicated to keeping you up to speed. Don't let your performance miss a beat. Stay on top of current trends, employment practices, training and development techniques, and much more to keep your credit union on a steady path to success.

Credit Union Magazine

Gain valuable information for leading and managing your credit union. The award-winning *Credit Union Magazine* is your monthly update on important issues in lending, compliance, marketing, finance, and more. Plus, creditunionmagazine.com offers in-depth information on credit union people, places, products, promotions, and more! And, as a subscriber, you'll receive our monthly TOC (Table of Contents) Alert, which gives you a sneak-peek of the upcoming contents!



Credit Union Front Line Newsletter

Day in and day out, your front-line employees represent your credit union and help members meet their needs. *Credit Union Front Line* engages and educates front-line staff, empowering them to improve their service and sales. Every monthly issue is packed with sales strategies, risk-management tactics, and real-life examples of outstanding member service. Each subscription includes six copies per issue.



**Multiple-copy and multiple-year discounts available; also available in PDF format.*

Credit Union NewsWatch

Focusing on credit union legislation, regulation, and compliance issues in Washington, D.C., *Credit Union NewsWatch* brings credit unions close to the action of advocacy. Through crisp reporting and thoughtful analysis, NewsWatch defines and defends America's credit unions at every turn. The biweekly, full-color flagship newsletter is distributed free to affiliated credit unions, members of Congress, and regulatory agencies. It demonstrates the power of credit union dues at work.

HR & Trainers Corner

A portion of CUNA's Web site is dedicated to providing resources and information free to credit union human resource and training professionals. Look for the HR & Trainers Corner on training.cuna.org for the following resources and more.

- Free Online Learning Sessions — held each month for credit union trainers on topics including competency development, basics for new trainers, blended learning, and more!
- Trainers E-mail List — chat, ask, and share with credit union trainers from across the movement on the topics, changes, and challenges affecting you most
- File Library — provide and browse references of checklists, policies, and procedures from CUNA, credit unions, and other sources
- Training Links — a compilation of useful links to the best Web sites for trainers

CUNA News Now

CUNA News Now is the daily starting point for news and information that credit union CEOs, volunteers and managers need to do their jobs. This free resource has been the number one online daily news source for credit unions since 1995. It provides critical, accurate information and fast-breaking news about the movement in several areas:



- Washington News (legislative, regulatory, compliance, and politics)
- Credit Union System News (credit unions, leagues, and affiliates)
- Market News/News of the Competition (the economy and the financial industry)
- Products and Services (specific to credit unions)
- Consumer News (to assist credit unions in educating their members).

Credit unions also get up-to-the-minute news on important events, such as taxation battles and the regulations.

For more information about these resources, visit training.cuna.org/CAT, e-mail elarning@cuna.coop, or call 800-356-8010, press 3. Use source code CAT (catalog) when placing an order. PDF orders must be placed online.



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Make the Most of a CUNA Council Membership

The CUNA Councils provide executives in six management areas with relevant resources and networking opportunities. By joining the CUNA HR & Training and Development Council, you get access to the expertise, knowledge and resources of more than 700 of your colleagues.

CUNA HR & Training and Development Council: Explore ideas. Solve problems. Make connections.

Tap into the network

Get help in a hurry. Use the members-only list serve to draw on the expertise of others around the country. Check the Web site regularly to keep up with the latest news on your Council and gain access to more than 170 white papers.

Attend an annual conference

Connect with your colleagues and learn about cutting edge ideas and solutions. Join us at the CUNA HR & Training and Development Council Summit, April 20-23, 2008 in Boston.

Use your membership to save money

- Members automatically save up to \$250 on the Council's annual conference (over the nonmember rate).
- Receive a \$100 discount on select schools and conferences and \$50 discount on webinars from CUNA Center for Professional Development.
- As part of your membership dues you receive a free subscription to *Credit Union Magazine*, valued at \$59.
- When multiple staff from your credit union join CUNA Councils, you'll all enjoy a membership discount.

Benefit from best practices, awards & scholarships

Get recognized for your work with the Best Practices Awards and benefit from the knowledge of your peers' best practices.

Join the CUNA HR & Training and Development Council today and tap into the network.

Your Council is run for and by members — you can be a part of determining its focus and direction while you strengthen your leadership skills.



cunacouncils.org



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HR & Training

2008 Training Guide

Experience Learning like never before with CUNA Center for Professional Development. For more than 40 years, we've helped people reach their personal and professional potential to maximize credit union performance. With training designed for credit unions by credit union people, our content is second to none and our business results help credit unions thrive. We deliver expert information, resources, and networking opportunities that inform and motivate staff and volunteers to deliver innovative ideas and exceptional strategies to your credit union. **Guaranteed.**

■ Board & Volunteer

CUNA Strategic Planning Institute

June 27-29, 2008
New York, NY
Tuition: \$1,095

CUNA Supervisory Committee & Internal Audit Conference

December 14-17, 2008
Las Vegas, NV
Tuition: \$895

NEW! CUNA Volunteer Certification School

September 7-12, 2008
San Diego, CA
Tuition: \$1,695

CUNA Volunteer Institute

January 10-14, 2009
Cancun, Mexico
Tuition: \$1,395
October 25-29, 2008
Maui, HI
Tuition: \$1,395

■ Compliance

CUNA Bank Secrecy Act Conference

May 18-21, 2008
Washington, DC
October 19-22, 2008
Atlanta, GA
Tuition: \$895

CUNA Compliance Certification Training for Staff eSchool

Starts August 6, 2008
Ten sessions
Tuition: \$438 per two-part session; \$1,295 for all ten sessions

CUNA Compliance Fundamentals Seminar

April 26-27, 2008
Atlanta, GA
July 19-20, 2008
Chicago, IL

September 20-21, 2008
Seattle, WA

(Also available as a three-session eSchool starting February 5, 2008.)
Tuition: \$500

CUNA Regulatory Compliance Schools

Introduction
April 27-May 2, 2008
Atlanta, GA

July 20-25, 2008
Chicago, IL

September 21-26, 2008
Seattle, WA
(Also available as a ten-session eSchool starting May 7, 2008.)
Tuition: \$1,295

Update
April 27-May 1, 2008
Atlanta, GA

July 20-24, 2008
Chicago, IL

September 21-25, 2008
Seattle, WA
(Also available as a six-session eSchool starting November 6, 2008.)
Tuition: \$1,195

■ Finance & Economics

CUNA CFO Council Conference & Roundtable

May 18-21, 2008
Fort Myers, FL

CUNA CU Finance for Non-Financial Managers & Volunteers School

May 4-7, 2008
Denver, CO
(Also available as a six-session eSchool starting September 16, 2008.)
Tuition: \$1,195

CUNA Economics & Investments Conference

August 3-6, 2008
Chicago, IL
Tuition: \$1,195

CUNA Financial Management Schools

Part I
August 17-22, 2008
Denver, CO

(Part I also available as an eight-session eSchool starting January 15, 2008.)
Tuition: \$1,695

Part II
August 17-21, 2008
Denver, CO

(Part II also available as an eight-session eSchool starting August 27, 2008.)
Tuition: \$1,695

Part III
August 20-23, 2008
Denver, CO
Tuition: \$1,195

■ HR & Training

CUNA Experience Learning Live!

October 26-29, 2008
Tempe, AZ
Tuition: \$895

CUNA HR & Training and Development Council Summit

April 20-23, 2008
Boston, MA

CUNA Human Resource Management Schools

Part I & II
September 15-19, 2008
San Francisco, CA
Tuition: \$1,295

■ Lending & Collections

CUNA Business Lending & Services Conference

March 12-14, 2008
Tempe, AZ
Tuition: \$895

CUNA Business Lending Certification Institutes

Fundamentals
July 21-25, 2008
Madison, WI

December 8-12, 2008
St. Pete Beach, FL

Tuition: \$1,795

Credit Analysis

July 21-25, 2008
Madison, WI
December 8-12, 2008
St. Pete Beach, FL
Tuition: \$1,795

Advanced Credit Analysis

July 21-25, 2008
Madison, WI
Tuition: \$1,795

Management Strategies

July 21-25, 2008
Madison, WI
Tuition: \$1,795

CUNA Certified Financial Counselor Schools

Part I
March 30-April 3, 2008
Miami, FL

December 7-11, 2008
Tempe, AZ
Tuition: \$1,295

Part II

December 7-11, 2008
Tempe, AZ
Tuition: \$1,295

Advanced

March 30-April 4, 2008
Miami, FL
Tuition: \$1,295

CUNA Collections & Bankruptcy Schools

Introduction
March 9-14, 2008
San Diego, CA

October 5-10, 2008
Denver, CO
Tuition: \$1,295

Advanced

October 5-8, 2008
Denver, CO
Tuition: \$1,195



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(Foundations available as a seven-session eSchool starting November 5, 2008.)
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Orlando, FL

CUNA Residential Mortgage Lending School

April 7-11, 2008
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(Also available as a seven-session eSchool starting October 14, 2008)
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CUNA Using Tax Returns to Qualify a Loan eSchool

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Tuition: \$500

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CUNA Branch Management Institutes

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Five sessions
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CUNA Complete Credit Union Leadership eSchool

Starts September 9, 2008
Four sessions
Tuition: \$895

CUNA Leadership Development Institute

September 7-12, 2008
Baltimore, MD
Tuition: \$1,595

CUNA Management Essentials for Supervisors

Introduction
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St. Pete Beach, FL
October 19-24, 2008
Atlanta, GA
Tuition: \$1,295

Advanced
April 6-10, 2008
St. Pete Beach, FL

October 19-23, 2008
Atlanta, GA
Tuition: \$1,295

CUNA Management School

July 13-25, 2008
Madison, WI
Tuition: \$2,249

CUNA Reach Out! Conference: Strategies for Serving Low-Wealth Immigrants and Youth

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CUNA World-Class Customer Service Executive Institute

October 19-23, 2008
Denver, CO
Tuition: \$1,595

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CUNA Business Development Schools

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San Francisco, CA
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Part II
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San Francisco, CA
Tuition: \$1,295

CUNA Marketing & Business Development Council Conference

March 16-19, 2008
Nashville, TN

CUNA Marketing Management Schools

Part I, II & III
June 8-13, 2008
Seattle, WA
Tuition: \$1,295

CUNA Personal Finance Institute

September 10-12, 2008
Lansdowne, VA
Tuition: \$1,295

Your Essential Strategies Summit: Serving 18-30s

December 3-5, 2008
Tampa, FL
Tuition: \$895

■ Operations, Sales & Service

CUNA Operations, Sales & Service Council Conference

September 17-20, 2008
Colonial Williamsburg, VA

CUNA Payment Systems Conference

September 8-10, 2008
Baltimore, MD
Tuition: \$895

CUNA Sales & Service Culture Institute

April 15-18, 2008
San Diego, CA
Tuition: \$1,195

■ Security & Technology

CUNA Disaster Preparedness & Recovery Conference

May 19-21, 2008
San Francisco, CA
Tuition: \$895

CUNA Robbery & Fear Seminar

April 27, 2008
St. Pete Beach, FL
Tuition: \$395

CUNA Security & Fraud Institutes Introduction

April 27-May 2, 2008
St. Pete Beach, FL
September 21-26, 2008
Seattle, WA
Tuition: \$1,295

Advanced
April 27-May 1, 2008
St. Pete Beach, FL
Tuition: \$1,195

CUNA Security Certification Institute

Facilities & Fraud
September 21-26, 2008
Seattle, WA
Tuition: \$1,495
Technology
September 21-26, 2008
Seattle, WA
Tuition: \$1,495

CUNA Technology Council Summit

July 30-August 2, 2008
Colonial Williamsburg, VA

Signature Events



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June 29-July 2, 2008
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CUNA Community Credit Union Conference

October 8-11, 2008
San Diego, CA
Tuition: \$895

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