



April 2009

## Prepare your Commercial Lenders for Uncertain Times

Volatile markets. Hard times. Late payments. Bankruptcies. Lending is all about risk even in good times. But is your credit union ready for the uncertainty ahead? Do your commercial lenders, in particular, have the policies, procedures and skills in place that will enable them to pro-actively spot problems, work creatively with business owners and/or make hard decisions about a loan?

Living close to the Red River, **Kathy Belton** of Portage Credit Union in Manitoba, knows all about managing and mitigating risk. She knows how important it is to anticipate and prepare. Sandbags could be a line of defense for home, but for the credit union, she attended the one-day workshop [Identifying and Managing Deteriorating Commercial Risk](#).

"We not only learned how to recognize deteriorating loan accounts at an early stage," Belton explained, "but we also reviewed strategies on how to proceed with accounts that are at risk. I found this information very useful, particularly building the process around managing deteriorating loan accounts. I now have some new ideas to bring forward to our internal 'Watch List' program."

Belton and other workshop participants consistently award top marks to **Larry Davies**, facilitator and course developer. With 30 years in business banking, Davies has "seen it all" and now spends his time in strategic and business planning, risk management and leadership development.

"Early identification and taking early action that involves the member are critical for credit unions to protect themselves," Davies asserts. "If you undertake what's suggested in this workshop, I guarantee that you will reduce the losses in your commercial portfolio."

Davies makes that claim based on the key learning objectives for the workshop:

- Defining and identifying deteriorating business loans
- Recognizing early warning signs and
- Developing a process or plan to deal with these accounts.

Participants also leave with a document with guidelines for managing "Watch List" business accounts - a valuable resource to use in their day-to-day work with business accounts.

(Con't on p.2)

## Important Information regarding IFIC courses

Effective April 1<sup>st</sup> employees need to use the following contract number and password when paying for IFIC courses through [www.ifse.ca](http://www.ifse.ca) in order to obtain the "IFIC member" pricing.

Contract Number: C-6573  
Password: credit2009

For IFIC's Life License Qualification Program (LLQP) courses:

Contract Number: C-6429  
Password: creditllqp

Contract and password information for the CIFP remains the same:

Contract: C-3747  
Password: cifpcredit2008

## CUIC<sup>®</sup> March Exam Follow up

Approximately 487 individuals from across Canada wrote CUIC<sup>®</sup> exams at 120 sites on March 18. Marks are expected by the end of April.

Registration for the June exam sitting opens April 6; closes May 15.

## An Introduction to Profitability ideal for new employees

[An Introduction to Profitability](#) uses real-life examples to explain how your credit union makes money, the factors that impact its profitability and how daily activity is reflected on the income statement.

The cost: \$45 p/p. To register for this online course, enter "CU01-IP" in the Catalogue Search field and click GO.

(Con't from p. 1)

*Identifying and Managing Deteriorating Commercial Risk* (CU02-MDCR) is available across the country, with the next session scheduled for Halifax, NS, on May 8. Register via the [Catalogue](#).

### **Virtual tour of the new Leadership KnowledgeCenter™**

The [Leadership KnowledgeCenter™](#) is an innovative online learning hub for current and aspiring leaders. In response to its clients, SkillsSoft bundled a number of popular resources together to form its *KnowledgeCenter*. Now, it is available to you and your leaders. Resources include: access to current thought leaders through Books 24/7, interactive case studies and real-world simulations as well as video dramatizations. See for yourself - click [here](#) for a virtual tour of this great learning tool!

But don't delay. We have just over 200 licenses that will expire on November 30, 2010. So, the sooner you register, the longer you benefit. The cost: \$295 p/p.

To register in the *KnowledgeCenter* (CU04-LKC), click on the green Catalogue icon > By Topic > Leadership.

### **BRM Webinars a huge success!**

In February and March alone, 135 professionals from credit unions (115) and Centrals (20) listened attentively to Michelle Manary as she walked through the Business Relationship Manager (BRM) Program on four national webinars.

On Tuesday April 21<sup>st</sup>, Michelle will host another webinar focusing on implementing BRM and its roadmaps. To register, click on the green Catalogue icon > By Topic > Webinars.

For more information about any of the items in *eNews*, [contact](#) your Regional Office.

## **April 2009 Webinar Schedule**

Sign up today for the following free webinars. Space is limited! Registration deadline is 2 business days prior to the webinar.

**MSR Start Series - Information Session**  
Tuesday, April 7, at 1:00 p.m. ET.  
Registration deadline is Friday, April 3.

**CUIC® Exams - How to Register**  
Wednesday, April 15, 22, 29 at 1:00 pm ET.

**Implementing the BRM Program**  
Tuesday, April 21 at 1:00 p.m. ET.

Watch for our new webinar series:  
**CUSOURCE® Power Hour!**  
More information coming soon.

To see more webinars or to register, login to [CUSOURCE Knowledge Network](#). Click the "Catalogue" icon > By Topic > Webinars.

### **Re-designed *Anti-Money Laundering & Terrorist Financing* Course**

Now available on the LMS, the re-designed [Anti-Money Laundering & Terrorist Financing](#) course features updated content and a new look & feel. This course is included in the annual \$40 subscription to CUSOURCE Knowledge Network.

Four other courses included in the annual subscription are: *Consumers and Debit Cards; It's a Matter of Privacy; Combating Cheque Fraud; and Preventing Investment Fraud.*

Click [here](#) for more information about the *Anti-Money Laundering & Terrorist Financing* course.