

Free Information Webinars - MSR Start Series

Our MSR Start Series information webinars hosted by Michelle Manary are back by popular demand! Two new sessions are scheduled for Thursday, November 13 and Wednesday, December 10.

To register, click on the green Catalogue icon on the Learner homepage, and then on Webinars.

What is the MSR Start Series?

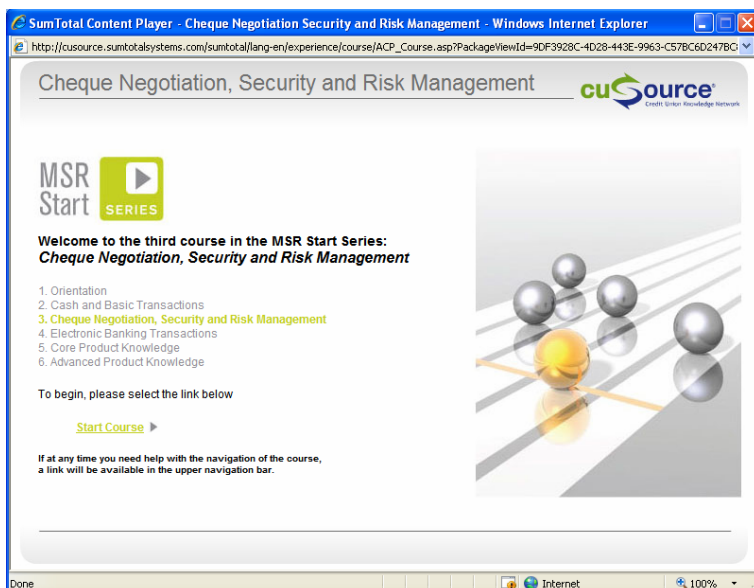
The MSR Start Series is a national learning and development *program* designed to take MSRs and other front-line staff from their first day up to the first two years on the job.

The MSR Start Series consists of six online courses that can be purchased separately or as an entire series. It also includes three free essential resources, already available in the Catalogue: a Manager's Guide, an Employee's Guide, and customizable Appendices.

For more information, see the [MSR Start Series brochure PDF](#), or contact your [Regional Office](#).

MSR Start Series Course Titles

1. *Orientation*
2. *Cash and Basic Transactions*
3. *Cheque Negotiation, Security and Risk Management*
4. *Electronic Banking Transactions*
5. *Core Product Knowledge*
6. *Advanced Product Knowledge*



Strategic Management Cohort - Registration Now Open!

If you were taking a course about business strategy, would you want to just read about it, or be able to read, discuss and debate it?

The [Strategic Management for Credit Union Professionals Cohort](#) (CU00-315) allows employees involved in strategic analysis, strategy formulation & implementation to do just that: read, discuss, debate and apply it - all in an "online classroom" environment.

Facilitator, Mark Reno, provides a well-rounded perspective on today's key strategic issues, thanks to his extensive background in financial services and other industries and a keen interest in corporate strategy that will soon lead him to a PhD in this field.

A Canadian text is the heart of the course. Case studies, readings assignments, conference calls and instructor-led discussion forum are all sources of learning.

The [Strategic Management Cohort](#) (CU00-315) counts as a credit in the [Management Studies Program](#). The cost is \$850 per person and includes facilitation, all study material, conference calls and one exam sitting.

This Cohort will run from February to May 2009; the final exam is in June. Registration is open now and closes January 20, 2009. To register, enter CU00-315 in the Catalogue Search field on the Learner homepage. Click "Register".

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New Program for Business Relationship Managers

Launched at Canadian Central's National Lending Conference in St. John's, NL, in early October, the *Business Relationship Manager Career Development Program* is an innovative learning and development program that will help credit unions develop commercial lending talent from within.

This system-wide initiative, spearheaded by CBOS (Canadian Business Owner Strategy) in partnership with *CUSOURCE* Knowledge Network, has been developed to help credit unions stay competitive in the corporate quest for talent.

Michelle Manary, *CUSOURCE* Knowledge Network learning consultant, has been working with consultant Kevin Zakus and the CBOS HR Sub-Committee to develop this efficient learning program for Canadian credit unions.

The program includes **guides for managers and employees**, comprehensive learning **roadmaps** as well as an **apprenticeship workbook** to support coaching and mentoring, and more.

Join Michelle Manary in one of the free information webinars about this program! The BRM webinars are scheduled for **Tuesday, December 2; January 13; and January 27.**

To register, click on the green Catalogue icon on the Learner homepage, and then on Webinars.

To participate in a webinar, you must download the Interwise Connect™ software (participant version). Visit www.support.cusource.ca for a free download. For Technical Assistance call 1-888-367-1386.

Manager/ Admin Mode Now available on 7.6 LMS

Good news to all credit unions that enjoyed the Manager/Admin Mode on 6.5 LMS: this function is now available on 7.6 LMS!

The Manager/Admin Mode makes managing users easier and more effective, for example, by allowing you to retire users, update profiles, change users' managers, and more.

Credit Unions in Manitoba and Ontario who used this mode recently praised it for being straightforward and user-friendly. The Manager/Admin Mode will make your life easier!

Please contact your [Regional Office](#) for more information or to receive this function.

Coming Soon: TFSA Course

This November, watch for the release of an online course covering the new Tax-Free Savings Accounts! More details will be available soon.

Now Available in the e-Learning Foundational Library

Microsoft Office 2007 courses, including Word, PowerPoint, Excel, Access, Outlook and Publisher.

New Edition of *Commercial Mortgage Lending*

The new, 4th edition of *Commercial Mortgage Lending* (CU00-340) is available for \$450 (includes one exam sitting). The March 2009 and future exams will be based on this version. Individuals who purchased the 3rd edition on March 1, 2008 or later and qualify to write the March 2009 exam will be provided with the 4th edition material free of charge.

Important Dates 2008/2009

CUIC EXAM: November 19

Assess (Competency) and Plan Webinars - Winter 2008 November 26; December 3, 11, and 17.

Spring 2009 Cohorts: CU00-185, CU00-200, CU01-210, CU00-240 & CU01-345.
Registration is now open. Registration closes February 12, 2009. Cohorts start March 2.

CUIC March 2009 Exam Registration starts January 5.

[Strategic Management Cohort](#) (CU01-315) Spring 2009
Registration is now open. Registration closes January 20. Cohort starts February 3.

Supervisor Orientation to the MSR Accreditation Program - March-April 2009 Session
Registration ends March 5. Session starts March 18.