



intouch

LEARNING... SIMPLY PART OF YOUR DAY

Helping Each Other Succeed

In 2006, credit union mergers reduced the total number of credit unions in Canada by 6 per cent. With mergers and amalgamations showing no signs of abating, the impact of having knowledgeable, effective managers and effective coaches is increasingly critical.

Through close work with credit unions nationally, CUSOURCE® Credit Union Knowledge Network (CUSOURCE Knowledge Network) understands the importance of developing effective coaches in management teams. As a result, we have watched with interest the particular success of a coaching course: *Helping Others Succeed*. This is a classroom course offered in the Management Development Series and as part of a proven three-step management development process that includes: Management Essentials (ME), Helping Others Succeed (HOS), and Situational Communications (CS). Each of these two-day courses focuses on real-life situations and has participants prepare

and leave with action plans that anchor them, give their teams direction and provide a clear coaching strategy tailored to their own employees.

Setting Employees up for Success

When seven Nova Scotia credit unions (with 13 branches) amalgamated in January 2003 to form East Coast Credit Union, the human resources department was faced with a challenge: how to quickly and effectively develop employees with little or no managerial experience into successful branch managers.

“CUSOURCE came along at an exceptionally great time for us with Management Essentials and Helping Others Succeed,” says Mary Anita Gerrior, Manager of Human Resources and Training at East Coast Credit Union. “HOS helped new managers especially. We saw the results. It improved communication within branches

“Helping Others Succeed tremendously developed my coaching skills. I now have valuable tools that I use on a regular basis in coaching sessions with my staff. Such sessions are conducive to employee development in our climate of constant change.”

— Sheri Taylor-Wood, Branch Manager, East Coast Credit Union, Havre Boucher, NS

and helped managers coach their employees more effectively.” Consequently, East Coast enrolls managers every time the courses are offered and has seen “tremendous improvement within the organization.”

One of those newly promoted managers was Sheri Taylor-Wood of Havre Boucher, Nova Scotia. With a lot to learn in a short

Continued on page 2...

Cohorts: Taking the ‘Self’ out of Self-study

Networking among credit union professionals from remote corners of Canada is now possible thanks to the cohorts delivered through CUSOURCE Knowledge Network. Offered as an alternative to independent study, there are currently seven CUIC® courses available as cohorts. The learning in these cohorts comes from subject experts and credit union employees who all use an online forum to exchange ideas, questions, practices and experiences from credit unions anywhere, coast to coast.

“Cohorts bring people together because participants work towards a common goal,” says Jari-Lynn Miller, *Consumer and Residential Mortgage Lending* (CUIC-210) cohort facilitator. “The relationships and networks that the students form extend well beyond the end of the course itself,”

continues Miller. An example are Jennifer Maddox from Newfoundland and Labrador and Susan Bezaire from Ontario who became acquaintances during the Spring cohort. As a result, the two plan to meet while Bezaire is vacationing in Newfoundland and Labrador.

Cohort participants consistently emphasize the value of the informal interaction as a “hands on” source of learning—a complement to the core concepts presented in the course text. Miller concurs. “Participants really enjoy exchanging ideas and finding out what worked (or hasn’t) in other credit unions.” And it shows: her last cohort message board had over 1000 posts among 14 participants; for one marketing-related question, the group posted 75 responses!

Continued on page 3...

What’s Inside

Helping Each Other Succeed	2
Meet The Facilitator	2
Cohorts: Taking the ‘Self’ out of Self-study	3
CUIC® Designates	4 – 6
National Calendar	7
e-Learning Library	8
Product and Teller Training	8
New Look and Feel	8

Helping Each Other Succeed

(continued from front page)

time, Sheri participated in the management development training and was able to hit the ground running. “These courses helped me become a better manager and made my branch a very strong team.”

Exposing Experienced Managers to New Coaching Methods

Experienced managers can also gain a new perspective on their management and coaching styles at this training through exposure to different approaches and techniques. When speaking with HOS participants, whether new or experienced, a common theme appeared: *HOS taught them how to make the most of their team’s talents.*

Experiencing Success on the Job

HOS participants are successful on the job because they leave the workshop ready for action with a clear work plan and a strategy. The training is not theoretical; it is hands-on learning with direct application to each manager’s personal situation and employees.

Since participating in HOS, Taylor-Wood organizes regular coaching sessions and follow-up meetings with her employees to review their professional goals. During these meetings, she reinforces how “very important they are to the organization and to its ongoing success.”

Rob Eager, an experienced and accredited facilitator of the three management development courses believes that “if you increase people’s contribution and engage-

ment, they are more satisfied with work they are doing and therefore are more engaged and productive.” *By participating in HOS, managers and supervisors learn both how to be more successful themselves, and consequently, how to show their employees the path to their own personal success.*

Seeing the Benefits of a Strong Commitment to Management Development

Credential Financial Inc. and The Ethical Funds Company are seeing the benefits of integrating management development training into their organization. Lisa Bernardin, Senior HR Advisor, Training and Development, believes that managers have a significant role of engaging employees and have a great deal of impact on an employee’s work life. That is why two years ago they decided to gradually put all of their people-managers through the management development training offered by CUSOURCE® Knowledge Network.

“By ensuring the development of managers through core management courses, this will contribute to employee engagement, performance improvement, and greater organizational success,” Bernardin comments. Credential and Ethical Funds are committed to foster growth within the company. A particular focus for them this year has been the establishment of core training for all new and existing managers – which includes *Helping Others Succeed*. “I’m confident

“HOS is a very practical and hands-on coaching course for managers.”

— Lisa Bernardin, Senior HR Advisor, Training and Development, Credential Financial Inc. and the Ethical Funds Company, Vancouver, BC

that Helping Others Succeed will strengthen our managers’ coaching skills,” Bernardin says. By helping managers help their employees be the best they can be, the Canadian credit union system can be more successful on all levels.

For information on how to integrate management development offerings at your organization contact your Regional CUSOURCE Knowledge Network office.

Helping Others Succeed (HOS) – Highlights

Participants Learn to:

- Accomplish more while supervising less, particularly with individuals in different branches or remote locations
- Retain employees through more open and honest relationships
- Delegate greater ownership and responsibility
- Manage individuals with highly specialized skills and diverse backgrounds
- Change their behaviour from ‘command and control’ to ‘coach, support and empower’
- Deal with performance issues in a non-confrontational manner
- Answer employees’ performance, career and development questions

Participants Leave With:

- An extensive toolkit for coaching
- Action plans and strategies

Meet the Facilitator

Rob Eager of Performance Pathways Inc. is the company owner and a human resource practitioner with over 30 years experience in the financial services industry and private practice.

Rob has been working with the credit union system since 2000, and has been facilitating for CUSOURCE Knowledge Network since 2004.

“Rob Eager is a very energetic, enthusiastic instructor who keeps the room alive and energized” — HOS participant Sheri Taylor-Wood, Branch Manager, East Coast Credit Union, Havre Boucher, NS

Cohorts: Taking the 'Self' out of Self-study

(continued from front page)

Jacque Cameron, corporate Trainer at Steinbach Credit Union (MB), participated in *The Credit Union System (CUIC-200)* cohort. She loved the structure and format of the class.

"It catered to my learning style by offering various learning activities—reading, assignments, exam and forum participation—and in the end gave me a stronger grasp of the topic. It was a very enjoyable experience. Plus, I learned so much about the credit union system from my fellow classmates. I have a much better understanding of it and my own credit union than I ever would have had by taking the course on my own."

Procrastinators Beware

Structure and time management is what attracts many people to cohorts. Cohort facilitators say that most cohort participants complete the course on time – not always the case with self-study courses, where it's easier to fall behind or drop the course all together. The cohorts' "paced environment" helps employees keep motivated and makes learning interesting... even fun!

"The cohort was a great experience and it motivated me to keep up the pace. I know a lot more than when I started the course and I believe it was the networking that explained and put things in to perspective."

— **Jennifer Maddox**, Community Credit Union, Bay Bulls, NL

As a newly appointed branch manager at the Eagle River Credit Union (NL), Jamie Pye enrolled in the *Consumer and Residential Mortgage Lending* cohort. "I needed to quickly and efficiently learn the 'ins and outs' of lending in the credit unions system. So, for me, the cohort structure was very effective because it forced me to stay on track given my hectic schedule. It allowed me to apply the information to my work right away. The cohort was a much more appropriate way to learn [than self-study]. I definitely recommend it to anyone who is a procrastinator or finds it hard to pace themselves."

However, cohorts are not only for procrastinators. Sharron Taylor, the "go-to" person for both cohort facilitators and participants,

"The online cohort format is an excellent learning vehicle! You have access to an online community that teaches you more than you will learn in a book. The facilitators are a great source of information and guidance. It was a pleasure to get to know everyone and share experiences."

— **Susan Bezaire**, Branch Manager, Windsor Family Credit Union, Windsor, ON

feels that these online classes are especially useful to those who have been out of school for a while and don't know where to start, or those who feel challenged by a particular topic. "In a cohort, you're not on your own," she says. "The more people network with each other, and interact with facilitators, the more they become comfortable with the topic."

It's not all about the Exam

Cohort participants also praise the value of having experienced, knowledgeable facilitators as their learning guides. Cohort facilitators, subject experts in their respective fields, lead and challenge participants through the course material and post at least one discussion question weekly on the online forum.

"Facilitators are great resources for answering questions and providing constructive feedback," says Pye. "They are always available either by phone or email to answer questions. And in my cohort, there was a lot of very good feedback that made it significantly easier to both understand the course content and expand your knowledge beyond the course to real life."

One of the other benefits that attract employees to cohorts is the fact that the final course grade is a composite of marks from written assignments, the quality of their participation on the discussion forum, and the final exam. For many, this relieves some of the stress of having the final course grade rest entirely on the final exam, which is the case for those who opt to take *CUIC*® courses as self-study.

To Miller, there is one other "plus" about cohorts. For those who are shy about asking questions or volunteering information in

What is a Cohort?

Cohort is an online, structured learning group (or a virtual classroom) lasting approximately 15 weeks with a final exam at the session's end. A subject matter expert paces the group through the course material using an online Discussion Forum.

Our Cohort Faculty

Wayne Buhr (MB)
Credit Union Agricultural Lending

Bill Falconer (NS)
The Fundamentals of Personal Financial Planning

Jari-Lynn Miller (ON)
Credit Union Consumer & Residential Mortgage Lending

Sherry Nantais (BC)
The Credit Union System
Credit Union Commercial Lending

Mark Reno (ON)
Strategic Management for Credit Union Professionals

Tracey Walstedt (ON)
Credit Union Products and Services

a face-to-face classroom setting, the cohort seems to remove those barriers. "It's amazing actually, watching everyone talk to each other," Miller says. "Cohorts are almost like an encyclopedia of people, a collection of knowledge and experiences, which they can share and learn from."

Important Facts

Cohorts run twice annually with a fall and spring session. Registration deadline for the Fall 2007 Cohorts is September 17th, 2007. Watch for spring 2008 registration details. For more information on cohort sessions contact your *CUSOURCE*® Knowledge Network Regional office or visit www.cusource.ca. Click on "Course Catalogue," then on "Cohorts."

ACCREDITED SALES AND SERVICE* & CALL/CONTACT CENTRE REPRESENTATIVES



AB
Melissa Trayhorne
Accredited Sales
& Service Rep.
Wainwright



SK
Lynn Schmiedge
Accredited Sales
& Service Rep.
Herbert



SK
JoAnne Bonk
Accredited Sales
& Service Rep.
Plainsview



SK
Nicole Stimson
Accredited Sales
& Service Rep.
Sandhills



SK
Sherry LaBelle
Accredited Sales
& Service Rep.
Spectra



SK
DeAnn Ratzlaff
Accredited Sales
& Service Rep.
Spectra



MB
Robin McDonald
Accredited Sales
& Service Rep
South Interlake



MB
Barb Strick
Accredited Sales
& Service Rep
South Interlake



MB
Caralee Marsh
Accredited Sales
& Service Rep
Westoba



ON
Tracey Hoelscher
Accredited Sales
& Service Rep
Heartland – United
Communities



ON
Mark Livingstone
Accredited Sales
& Service Rep
Heartland – United
Communities



PE
Bonnie Cole
Accredited Sales
& Service Rep
Malpeque Bay

CONGRATULATIONS TO ALL THE GRADUATES PICTURED ABOVE AND TO:

AB
Crystal Jacobson
Accredited Sales & Service Rep
Lakeland

AB
Jessica Vollrath
Accredited Sales & Service Rep
Servus

AB
Elaine Magwood
Accredited Sales & Service Rep
Wainwright

AB
Brenda Redhead
Accredited Sales & Service Rep
Wainwright

AB
Twyla Tangen
Accredited Sales & Service Rep
Wainwright

SK
Jill Barber
Accredited Sales & Service Rep
Biggar

SK
Arlene Arendt
Accredited Sales & Service Rep
Eastend

SK
Natasha Fenn
Accredited Sales & Service Rep
Spectra

MB
Tracey Green
Accredited Sales & Service Rep
South Interlake

MB
Ellen-Rae Overand
Accredited Sales & Service Rep
South Interlake

MB
Kareen Vernon
Accredited Sales & Service Rep
South Interlake

MB
Jackie Wright
Accredited Sales & Service Rep
South Interlake

MB
Debora Carmichael
Accredited Sales & Service Rep
Westoba

MB
Colleen Henderson
Accredited Sales & Service Rep
Westoba

MB
Melissa MacMillan
Accredited Sales & Service Rep
Westoba

MB
Alycia White
Accredited Call/Contact Rep
Westoba

MB
Jan Plouffe
Accredited Sales & Service Rep
Westoba

ON
Rose Boekee
Accredited Sales & Service Rep
Hald-Nor Community

ON
June Cossar
Accredited Sales & Service Rep
Hald-Nor Community

ON
Jenn McConachie
Accredited Sales & Service Rep
Hald-Nor Community

ON
Pam Stam
Accredited Sales & Service Rep
Hald-Nor Community

* Effective June 2007, the Accredited Credit Union Sales and Service Representative program name has been changed to Accredited Credit Union Member Service Representative.

CUIC® FELLOW DESIGNATES



BC
Ericka Hewitt, FCUIC
Admin. Mgr.
Integration
Coastal Community



BC
Tammy Graham, FCUIC
Financial Services
Assistant
Credit Union Central –
BC



BC
Sean Blender, FCUIC
Financial Services
Officer
G & F Financial Group



BC
Bozena Rozworski, FCUIC
Financial Services
Officer
G & F Financial Group



BC
Tom Murray, FCUIC
Senior Mgr.
Operations
Nelson & District



AB
Rhea Maksymchuk, FCUIC
Account Officer
Common Wealth



AB
Michelle Prodah, FCUIC
Human Resource Mgr.
Common Wealth



AB
Janelle Grocock, FCUIC
Branch Manager
Wainwright



AB
Tim Parchewsky, FCUIC
Branch Manager
Wainwright



SK
John Jangula, FCUIC
Regional Manager
BCU Financial



SK
Curtis Suberlak, FCUIC
Insurance Specialist
BCU Financial



SK
Craig Zaychkowsky, FCUIC
Regional Manger
Formerly with New
Community



SK
Lyanne Campbell, FCUIC
Marketing Coordinator
Shaunavon



SK
Jill Littlemore, FCUIC
Consumer Lending
Specialist
Weyburn



ON
Krista Wydeven, FCUIC
Account Manager
Libro Financial Group



ON
Cathy Mombourquette, FCUIC
Senior Mgr. of
Marketing
Woodslee – United
Communities



NB
Michael Bartlett, FCUIC
Branch Manager
Bayview



NL
Laquita Normore, FCUIC
Mgr of Marketing
& Comm.
Eagle River



NS
Wanda MacLean, FCUIC
Branch Manger
East Coast



NS
Scott Shaw, FCUIC
Account Manager
East Coast

CONGRATULATIONS TO ALL THE GRADUATES PICTURED ON PAGE 5 AND TO:

BC
Diana Wong, FCUIC
Credit Union Central BC

SK
Marya Keeping, FCUIC
Formerly with Common Wealth

SK
Clay Campion, FCUIC
Conexus

SK
Dustin Sauer, FCUIC
Macklin

SK
Kellie Mason, FCUIC
TCU Financial Group

MB
Debra Zier-Vogel, FCUIC
Buffalo

MB
Michael Cantlon, FCUIC
Westoba

NS
Todd Day, FCUIC
Sydney

NS
David Morse, FCUIC
Valley

BC
Margarita Lurye, FCUIC
Credit Union Central BC

AB
Carla Bremner, FCUIC
Concentra Financial

SK
Craig Mehling, FCUIC
Cornerstone

SK
Martin McInnis, FCUIC
Saskatoon

MB
Lisa Anderson, FCUIC
Assiniboine

MB
Jennifer Laramée, FCUIC
Starbuck

NS
Shauna Austin, FCUIC
CUSOURCE

NS
Ruth Smolensky, FCUIC
Sydney

PE
Tyler Doucette, FCUIC
Consolidated

OUR FIRST LENDING ACCREDITATION GRADUATE



ON
Elizabeth McQuarrie, ACL
Accredited Commercial Lender
Espanola

CONGRATULATIONS TO THE GRADUATE PICTURED ABOVE AND TO:

MB
BJ Birch, ACL
Accredited Commercial Lender
Formerly with Westoba

ON
Luk Skalski, ACRML
Accredited Cons. & Res.
Mortgage Lender
Health Care

CUIC® ASSOCIATES



BC
Marilyn Benson, ACUIC
BC Regional Manager
CUSOURCE



AB
Linda Brooks, FCUIC, ACUIC
Credit Officer
MacLeod Savings



SK
Gregory Wacholtz, FCUIC, ACUIC
Business Relationship
Manger
Advantage



SK
Jacques DeCorby, FCUIC, ACUIC
VP Operations
Administration
Conexus



SK
Joan Baer, ACUIC
General Manger
Goodsoil



SK
Tami Scott, ACUIC
VP Marketing & HR
Spectra



SK
Trevor Kehrer, ACUIC
Estate/
Fin. Planning Sp.
TCU Financial Group



NS
Sandra Saulnier, FCUIC, ACUIC
Branch Manager
CP de Clare

CONGRATULATIONS TO ALL THE GRADUATES PICTURED ABOVE AND TO:

AB
Terry Steward, FCUIC, ACUIC
Mountain View

SK
Gerry Brown, ACUIC
Kerrobert

ON
Joyce McLeod, ACUIC, CFP
Northern

CUIC® ASSOCIATES WITH HONORS

Congratulations to
Gregory Wacholtz, FCUIC, ACUIC
Jacques DeCorby, FCUIC, ACUIC

Joan Baer, ACUIC

Tami Scott, ACUIC

Trevor Kehrer, ACUIC

Gerry Brown, ACUIC

CUIC ASSOCIATES WITH SPECIALTY IN LENDING STUDIES

Congratulations to
Linda Brooks, FCUIC, ACUIC
Sandra Saulnier, ACUIC

On the National Scene: September 2007 – June 2008

Month	Event/Activity
September 2007	
September 1, 2007	Ongoing Registration for: Cohort Fall 2007 session Supervisor Orientation to Member Service Representative Accreditation (online)
September 4, 2007	• September 19 – October 10, 2007 session <i>CUIC</i> November 2007 exam registration starts
September 7, 2007	Last day to register for Supervisor Orientation to Member Service Representative Accreditation (online) • September 19 – October 10, 2007 session
September 8, 2007	Registration starts for Supervisor Orientation to Member Service Representative Accreditation (online) • March 19 – April 9, 2008 session
September 17, 2007	Last day to register for Fall 2007 Cohort session • CU01-185, CU01-200, CU01-210, CU01-240, CU01-315, CU01-345 & CU01-346
September 18, 2007	Registration starts for Spring 2008 Cohort session • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
September 19, 2007	Supervisor Orientation to Member Service Representative Accreditation starts
September 24, 2007	Fall 2007 Cohort session starts • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
September 26, 2007	CU01-315 Cohort session starts, Last day to register for CU01-315 Fall 2007 Cohort session
October 2007	
October 19, 2007	<i>CUIC</i> November 2007 exam registration ends
October 28, 2007	Deadline to Withdraw without penalty – Fall 2007 Cohort session • CU01-185, CU01-200, CU01-210, CU01-240, CU01-315, CU01-345 & CU01-346
November 2007	
November 2, 2007	Deadline to Withdraw without penalty – <i>CUIC</i> November 2007 exam
November 21, 2007	<i>CUIC</i> Exam Date
December 2007	
December 26, 2007	<i>CUIC</i> March 2008 exam registration starts
January 2008	
January 18, 2008	Last day to register for Spring 2008 Cohort session: • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
January 19, 2008	Registration starts for Fall 2008 Cohort session • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
January 25, 2008	Spring 2008 Cohort session starts • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
January 30, 2008	CU01-315 Cohort session starts
February 2008	
February 1, 2008	<i>CUIC</i> March 2008 exam registration ends
February 13, 2008	Deadline to Withdraw without penalty – <i>CUIC</i> March 2008 exam
March 2008	
March 5, 2008	Last day to register for Supervisor Orientation to Member Service Representative Accreditation (online) • March 19 – April 9, 2008 session
March 6, 2008	Registration starts for Supervisor Orientation to Member Service Representative Accreditation (online) • September 17 – October 8, 2008 session
March 9, 2008	Deadline to Withdraw without penalty – Spring 2008 Cohort session • CU01-185, CU01-200, CU01-210, CU01-240, CU01-345 & CU01-346
March 19, 2008	<i>CUIC</i> Exam Date, Supervisor Orientation to Member Service Representative Accreditation (online) starts
April 2008	
April 11, 2008	<i>CUIC</i> June 2008 exam registration starts
May 2008	
May 16, 2008	<i>CUIC</i> June 2008 exam registration ends
May 28, 2008	Deadline to Withdraw without penalty – <i>CUIC</i> June 2008 exam
June 2008	
June 18, 2008	<i>CUIC</i> Exam Date

Say It Out Loud

Is there something you would like to see in the next issue of in touch?

If you have any suggestions or would like to contribute information, please direct your comments to:

info@cusource.ca

CUSOURCE Knowledge Network Regional Offices

British Columbia

Manager: Marilyn Benson
E-mail: benisonm@cusource.ca
Phone: 1-877-780-4646

Alberta & Saskatchewan

Manager: Karen Eisenkirch
E-mail: eisenkirchk@cusource.ca
Phone: 1-866-367-8404

Manitoba

Manager: Donna Bailey
E-mail: baileyd@cusource.ca
Phone: 1-866-664-6166

Ontario

Manager: Daniel Papa
E-mail: papad@cusource.ca
Phone: 1-800-267-2842

Atlantic Canada

Manager: Mirren Harris
E-mail: harrism@cusource.ca
Phone: 1-866-449-9991

NEW at CUSOURCE® Knowledge Network

Information Technology e-Learning Library Now Available

Targeting Information Technology professionals across the credit union system, the IT e-Learning Library offers 60 e-courses that range from beginner to advanced levels and include implementing, managing, and maintaining Microsoft Windows servers, designing security, Microsoft .NET, Visual Basic and Crystal Report courses.

Many of the IT Library courses start to prepare learners for Microsoft Certification Exams which may be leveraged towards the Microsoft Certifications. Embraced by industry professionals worldwide, Microsoft Certification is a surefire way

for companies to develop and retain valuable IT staff.

Certifications confirm that professionals can perform critical IT functions which help credit unions reduce network problems and downtime, push service to a higher level, and ultimately increase customer satisfaction.

Access to these 60 e-courses is available to CUSOURCE Knowledge Network subscribers for an annual license fee of only \$149.

To obtain your IT library license or for more information contact your Regional office or visit www.cusource.ca

Product and Teller Training Program Now Under Development!

A credit union-focused Product and Teller Training program specifically designed with today's front line employees in mind is currently under development.

The web-based program, designed exclusively for credit union front line staff, covers everything from the role of an MSR and handling cash, to electronic transactions, security and risk management, and advanced product knowledge. The program promises to increase the operational efficiency and cross-selling capabilities of credit union front line staff and will be available in a module-based, self-directed format.

The project manager, Michelle Manary, former VP of Human Resources at the Assiniboine Credit Union, is working with credit union representatives from coast to coast to incorporate their input and ensure the content is directly aligned with current system needs. The course development is on schedule for a fall pilot and is slated for system wide release by year's end.

Watch for more details coming soon!

CUSOURCE Knowledge Network Prepares for a New Look and Feel!

Preparation is now underway for the implementation of an enhanced Learning Management System with the introduction of SUMTOTAL's 7.6 platform.

This enhancement will be introduced over the next 9-12 months starting this fall when a number of credit unions pilot the new platform, and provide us with valuable input for the full system enhancement.

What will this enhancement mean to me?

- A more user friendly interface
- A system that is easily customizable
- Increased flexibility for your specific needs

- Customizable reports with flexible reporting and exporting options
- Seamless connectivity to other systems such as HRIS and Total Performance
- Learning Activity adaptability based on credit union and/or provincial requirements and needs

More information will be available this fall. Contact your regional manager if you have any questions, or if you would like to participate in a demo of this enhanced platform.