



into touch

LEARNING... SIMPLY PART OF YOUR DAY

System Embraces CUSOURCE

Since the doors to CUSOURCE opened on September 15th, CUSOURCE staff have been busy meeting with credit unions' senior management teams, making presentations, attending conferences, tradeshows, and demonstrating CUSOURCE Knowledge Network on-line through CUSOURCE Live. The goal — to demonstrate the power, possibilities and capabilities of the CUSOURCE Knowledge Network. By mid-December, over 4000 system employees had requested and obtained their keys to CUSOURCE — their User ID and password. Further, a number of credit unions had already determined that they were going to become corporate subscribers. Repeatedly, credit unions asserted their commitment to empowering their employees to manage their learning in a way that makes it part of their work life, to move it beyond “training events”.

“This system has the potential to offer excellent training and development opportunities to the employees of our credit union. We’ve been exploring the site and have found many ways of integrating CUSOURCE into the daily life of our credit union,” commented **Sheri Hamilton**, Salmon Arm Credit Union (BC).

Phase I Successfully Completed

The credit union system asked us to build. We delivered. “When you think back to December 2002, it’s amazing how far we’ve come”, reflected Cheryl Byrne, CUSOURCE’s Executive Director. “This time last year, there was no CUSOURCE. Now, we have a bustling organization staffed coast to coast with energetic individuals who share a common vision of the strategic value of CUSOURCE. We purchased a powerful, industry-proven learning management

system and customized it for the credit union system. We have populated that system with position competencies and built a course catalogue that includes not just CUIC courses but on-line courses and classroom workshops that address those competencies. We’re developing new partnerships such as the one with Medicine Hat College and Athabasca University and we’re facilitating access to on-the-job, just-in-time performance tools. RMA’s eMentor is a perfect example.”

“In all”, Cheryl concluded, “2003 was a very full year. But, the credit union system asked us to deliver and we did. Phase I is completed. We’re on target. Now, we need more system input as we head into Phase 2.”

Phase 2 Begins

2004 marks Phase 2 of CUSOURCE construction. Here’s what you can expect:

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CUSOURCE Regional Offices Now Operational

By year end 2003, four regional offices were operational! The eight individuals in these offices are eager to assist you with any questions you might have

about CUSOURCE and CUIC. Contact them. Work with them. Give them your ideas, suggestions and challenges. They are your “go to” people.

Region	Regional Manager	Training Co-ordinator
BC 1-877-780-4646	Joan Noel-Irwin noelj@cusource.ca	Kerry Matchen matchenk@cusource.ca
Prairies 1-866-367-8404	Karen Eisenkirch eisenkirchk@cusource.ca	Iris Kosloski kosloskii@cusource.ca
ON 1-800-267-2842	Kathy Clutterbuck clutterbuckk@cusource.ca	Beth McElroy mcelroyb@cusource.ca
Atlantic 1-866-449-9991	Mirren Harris harrism@cusource.ca	TBA

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Phase 2 Begins...

- A richer course **Catalogue** that includes:
 - A selection of NETg courses
 - Harvard e-learning courses and ManageMentor® suite, ideal for those in and aspiring to management positions.
 - Classroom Workshops. The offering of workshops has migrated from provincial Centrals to regional CUSOURCE offices where staff are evaluating the existing menu of workshop titles against regional training needs.
 - On-line access to CUIC's paper-based professional designation programs and courses.
 - A new commercial lending program.

Continued from Page 1

- An expanded **Knowledge Exchange** (for informal learning) that includes desktop access to the Risk Management Association's commercial credit, risk, industry and analytical support tools.

Contact Your Regional Manager

Our CUSOURCE regional managers will be taking every opportunity to meet with you. But don't wait for us to contact you. If you want someone to demo CUSOURCE, contact your regional CUSOURCE office. If credit unions truly believe that knowledge and learning is the source of competitive advantage, then we, as a system, have a unique opportunity to build something of strategic value. So, let's get on with 2004. We have the momentum and the whole CUSOURCE team is committed to pushing forward. Be there with us. Log on. ■

Continued from Page 1

With the opening of these four offices comes the closing of the CUIC office in Ottawa effective January 1, 2004. Annemarieke Goldsmith and Joan Ellis will continue to work from Ottawa and may be reached at goldsmitha@cusource.ca and ellisj@cusource.ca.

Heather Staffa, CUIC's Exam Co-ordinator, can also be reached at the Ottawa office until the end of January. In a November press release, Cheryl Byrne thanked the CUIC employees affected by the re-organization – **Cristina Conde, Diane Kitching, Anja Lueders, Maria Mandigo, Heather Staffa, and Sharron Taylor** – for their dedicated individual and team efforts in fostering such a positive learning environment. ■

Note: phone number for Ottawa office: 613-238-4940.

\$40. What a Bargain!

This year, individual users of CUSOURCE will pay a \$40 subscription fee in order to access the full menu of features and functions of CUSOURCE. It's a small price for big value.

- **Desktop access to more learning opportunities.**
As mentioned above CUSOURCE offers an expanding menu of "formal" and "informal" learning opportunities. Scroll through the CUSOURCE catalogue and you'll find courses on every area of credit union operations delivered in a variety of means: online, paper-based (CUIC) and classroom workshops.

Some of the informal learning opportunities include on-line, mentoring (Harvard ManageMentor), industry analysis and work support tools (RMA's eMentor, various financial calculators), on-line discussion forums, etc.

- **Automated enrolment, 24/7.**
See a course you want? On CUSOURCE, you can enrol and pay on-line. No more forms to complete. No cheque to requisition. In short, no more paper! With just a couple of clicks, you can "indicate interest" in a particular course, go on a waiting list, or enrol. Further, you can do this whenever, wherever you have internet access.

- **Career pathing tools.**
Select your current or prospective credit union position and attached to it, you'll find the associated technical competencies. Do a gap analysis by rating yourself against the required level of knowledge and skills for the position. When you identify an area that needs development, tailor a learning plan that addresses your learning needs. CUSOURCE will point you to the learning that will help you master what you need to either perform your current job better or prepare you for the next one.

- **Tracking.**
On CUSOURCE, you can see in which courses you are enrolled, which ones you have completed and how well you have done. You can monitor your own progress through your Learning Plan. No need to ask anyone for a progress report. You can track your progress yourself.

The CUSOURCE learning management system gives you more control... allows you to take more responsibility for your own learning. If you believe that knowledge is the key to your own competitive advantage, then think seriously about CUSOURCE. For \$40 a year learning is a mouse click away. Log in: www.cusource.ca.

Note: To pay your subscription fee, click on "Catalogue". Scroll down to "Subscription Fees". Click on "Individual Employee". You will need a credit card for payment. ■

CUs Become Corporate Subscribers. It's a Strategic Decision

The CUSOURCE learning management system (LMS) is barely four months old, but already credit unions are committing to becoming corporate subscribers. Why? Because of the powerful tools and information now available to senior management. Using the CUSOURCE LMS, senior management can now make better informed, more strategic decisions; they can examine core competencies relative to the critical success factors that are fundamental to the credit union's business strategy. The ultimate goal of the CUSOURCE LMS from a corporate perspective is to constantly enhance, capture, and utilize the knowledge and information within employees to drive competitive advantage. Here's how.

- Competency Development**
Embedded in CUSOURCE are technical competencies for the full spectrum of credit union positions. Employees can run a gap analysis that will enable them to develop competencies needed to strengthen their individual performance which leads to enhanced credit union performance.
- Performance Management**
CUSOURCE offers reporting capabilities that give an enterprise-wide view of performance-related matters and facilitate individual performance reviews — the 360 evaluation feature for example.
- Tracking**
Managers can track which employees are taking what training, when, where and at what cost — the kind of information needed to determine ROI.

- Automated Enrolment**
The whole course enrolment function is automated, eliminating the need to fill out forms, requisition cheques, etc. Employees can either self-register with management approval or, managers can approve/reject requests for courses simply through e-mail. Payment for manager-approve training can be as simple as a debit to the credit union's current account.

The CUSOURCE LMS functionalities enable employees to take more responsibility for their professional development; it encourages initiative but enables management to monitor and maintain control.

For all of this (and more), the annual Basic Corporate Subscription fee is just \$300, regardless of asset size or number of employees.

Another Option — A fully **Customized Domain**: Credit unions that want to leverage the power and functionalities of the CUSOURCE LMS can create their own customized LMS that includes their internal courses, competencies and reports.

For more information about becoming a CUSOURCE **Basic Corporate Subscriber** or **Customized Subscriber**, make an appointment to meet your CUSOURCE regional manager. It's January. A new year. Becoming a CUSOURCE corporate subscriber could be one of your most important, most cost-effective strategic decisions for 2004. ■

Wow! What a Response!

"I could not believe the news regarding CUIC designations leading to an Undergraduate degree. It could not have come at a better time! I am so excited that my degree is now a lot closer than what I originally anticipated. I had targeted to achieve my degree in 10 years, now I might not have to wait that long. I am so motivated, I can't wait."

Hardip Virdee,
Khalsa Credit Union (BC)

CUSOURCE was inundated with questions when the news about the agreement with Medicine Hat College (MHC) and Athabasca University (AU) was released. Hardip's response was typical. As of the end of December, over a dozen CUIC graduates had formally applied to the Certificate or Diploma in Management Studies with Medicine Hat College. In a number of cases, these CUIC designates were just a couple of courses from completing the Diploma. With that in hand, they can then apply for a block transfer of 60 credits to the 90-credit Bachelor of Management degree at Athabasca University or the 120-credit honours degree.

"I congratulate you for what I believe is a long overdue solution to the completion of the CUIC program. I look forward to enrolling now and getting on with completing the process by getting my degree."

Hugh O'Hare
Buffalo Credit Union (MB)

For more information about CUSOURCE's arrangement with MHC and AU, contact ellisj@cusource.ca ■

Getting Started on CUSOURCE

If you don't have a CUSOURCE User ID and password, just follow these simple steps. Getting started is easy.

1. Go to the CUSOURCE homepage:
www.cusource.ca



2. Under the heading Learning Management System on the right side, go to "Need to Register? Click here."

3. Read through the Privacy Statement. To proceed with your registration, tick off "I accept the terms". Then select "I am an employee". Note: the term "member" refers to credit union members at large who will be able to use CUSOURCE at a later date.
4. From the drop down list, select your province and Submit.
5. From the drop down list, select your credit union and Submit.
6. Enter your e-mail address. Note: It must be your work e-mail address, not home. Click "Continue".
7. Enter your first and last name. Click "Submit".

8. Pay your \$40 subscription fee using your personal credit card. This fee covers the next 12 months and will become due again on the same date in 2005.
9. Complete the fields in your Profile then click "Submit". Your CUSOURCE User ID and password will be forwarded to your e-mail address.

Now, are you officially registered with CUSOURCE and can use your User ID and password to log in. Congratulations! You have joined a growing number of credit union employees who know that ongoing training and development is just part of their working day. ■

New Year. New Learning. Enroll in a Course on CUSOURCE

Whether your goal is to learn something new or to simply "refresh", we're sure you will find a course in the CUSOURCE catalogue that meets your needs. After you log in, the Knowledge Exchange screen appears.

Click on Catalogue under "Personal Development". The next screen takes you to the beginning of the course Catalogue. Under "Learning Activities", we strongly recommend that you enroll in our free course, CU00-STU *Understanding the LMS*. Then, when you're ready, scroll through the rest of the catalogue. Courses are organized alphabetically by topics, for example: CUIC Designation Programs, General Business, Human Resources, Information Systems, Lending, Marketing, etc.

- The code on the right of the screen describes whether the course is from NETg, Harvard Business School (HBSP), a "blended activity" such as a CUIC course, etc.



- Click on the name of the course in which you wish to enroll. You will see a description of the course, whether there are any pre-requisites, the cost, etc.
- To enroll, scroll down to the bottom and click on the appropriate enrolment and payment option.
- You will receive notification of your successful enrollment in "My Inbox" and at the e-mail address indicated in your Profile. You will also see the course listed in "My Learning Plan".

Need help? E-mail help@cusource.ca or contact your regional Student Support Advisor.

3 NETg Courses Free until March 31st

If you have never tried an e-learning course, this is a great opportunity. CUSOURCE is offering 3 NETg courses free until March 31st.

- *Excellence in Service: Providing Superior Customer Service*
- *Business Writing: Fundamentals*
- *MS Word 2000 Fundamentals*

You'll find these at the top of the Catalogue under New Learning. ■

RMA Resources Now Available to Canadian Credit Unions



In September 2003, Credit Union Central of Canada purchased, on behalf of the credit union system in Canada, membership in Risk Management Association (RMA) and access to RMA resources through an on-line program called eMentor.

As a commercial lender what does RMA mean for you?

- Access to financial statement studies and all other RMA publications
- Assistance in making more informed credit decisions in less time
- Increased understanding of your commercial member's business
- Enables you to evaluate your members' strengths and weaknesses

- Help you identify more and better prospects
- Perform immediate benchmarking with a simple to use format
- All the information you need on specific industries is located in one convenient place.

eMentor is a "just-in-time" source of commercial credit, risk, industry, and analytical support information that can be accessed directly from CUSOURCE. Using a searchable database, you can instantly pinpoint the information resources you need. As a financial services professional you can supplement your own knowledge and experiences with RMA-developed business processes for credit and lending, as well as well-established business information resources. eMentor will greatly assist both new and experienced lenders alike.

Similar to the HBS e-learning library, eMentor provides an online portal giving access to studies and publications.

Both HBS and RMA programs are available only to employees registered on CUSOURCE. ■

Harvard Business School Comes to CUSOURCE



Designed specifically for managers and executives, the Harvard Business School (HBS) e-learning library offers 12 licensed e-learning titles, including *Coaching for Results*, *Service Success*, *Leadership Transitions*, *Managing Change*, and *Managing Diversity*. The courses vary in length and are designed in 10-20 minute segments for convenience and flexibility. CUSOURCE has negotiated a national price break on the Harvard courses — \$190 CDN instead of \$220 US.

Additionally, CUSOURCE has also licensed 33 titles from HBS' MANAGEMENTOR® suite. These on-line mini-courses are designed to "mentor managers" in a wide variety of areas such as *Making a Presentation*, *Leading a Team*, *Managing for Creativity and Innovation*, *Coaching*, *Writing a Business Plan*. For \$220 CND, CUSOURCE subscribers receive access to all 33 mentor topics for a year.

For specific titles, see page 12. ■

3 New Programs for Commercial Lenders

CUSOURCE is pleased to announce that new programs will be available by the end of the first quarter for the following commercial lending positions:

- Commercial loans administrator
- Commercial lender

- Commercial loans manager

These programs come in response to a national survey conducted in 2002 by CUIC and the National Lenders Advisory Committee (NLAC) and a focus group conducted by Credit Union Central of BC in the same

year. CUSOURCE staff are working closely with NLAC to ensure that the system has timely, relevant training in this growing business area. The programs will be a blend of on-line, paper-based and workshop learning. Watch for more details. ■

For your Sales and Service Tool Kit

Sales and Service is the No. 1 hot topic for credit unions across Canada. CUSOURCE currently offers a variety of courses to enhance your sales and service tool kit. From front-line, to call centre, supervisors to management,

CUSOURCE has something for you. Some are “just-in-time, on-the-job” refreshers and mentors; others, are more indepth courses. Check out the CUSOURCE Catalogue.

Understanding the Business	<p>CUIC’s Suite of CBTs</p> <ol style="list-style-type: none"> 1. An Overview of the Credit Union System 2. An Introduction to Profitability 3. Understanding Your Credit Union’s Financial Statements 4. Fundamentals of Capital Adequacy and Liquidity (for selected staff) <p>CUIC 200 <i>The Credit Union System Course</i></p>
Product Knowledge	<ul style="list-style-type: none"> • General Products: CUIC 185 <i>Credit Union Products and Services</i> • Wealth Management Products: CUIC 240 <i>Fundamentals of Personal Financial Planning</i>
Sales & Service Skills	<ul style="list-style-type: none"> • CUIC’s <i>MSR Certification Program</i> • <i>Certification for Call Centre Agents</i> • Excellence in Service (4 NETg courses) • Service Success (HMM) • Focusing on Your Customer (HMM) • Negotiating (HMM) • Negotiating: Preparing for a Negotiation (NETg) • The Negotiation Process (NETg)
Coaching and Mentoring	<ul style="list-style-type: none"> • Coaching for Results (HBS Course) • Keeping Teams on Target (HMM) • Coaching (HMM) • Leading and Motivating (HMM) • 3 courses on Coaching (NETg)
Managing Marketing and Sales	CUIC235 <i>Credit Union Marketing & Sales Management</i>
Workshops	TBA

HMM = Harvard ManageMentor, developed by Harvard Business School
 HBS course = e-course developed by Harvard Business School

Hats off to our On-Line Facilitators!

CUSOURCE extends a sincere thanks to a growing “faculty” of CUIC on-line facilitators. We need to stress that these individuals are outstanding examples of the co-operative spirit who have given freely of their time to help people learn and, thereby, strengthen our system. On behalf, too, of the 170 employees who participated in CUIC on-line tutorials in 2003, we thank:

CUIC200 The Credit Union System
Vivian Campbell,
 Credit Union Central of Nova Scotia

Tami Scott and Cory Prokof, Estevan

Lyle Kubat, Prairie Centre

Suzie O’Neill and Gary Blondin,
 Sudbury Regional

CUIC210 Consumer & Residential Mortgage Lending
Dale Boisclair, CUMIS

Randy Hansford,
 Credit Union Central Manitoba

Candice Lazaruik,
 Credit Union Central Alberta

Wendy Mosier, Community Savings

CUIC225 Financial Management
Colin MacLean, Dalhousie University

CUIC240 Fundamentals of Personal Financial Planning
Bill Falconer, Valley

CUIC325 Human Resources Management
Kathy Clark, Teachers

CUIC345 Commercial Lending
Sherry Nantais,
 Credit Union Central of BC

CUIC346 Agricultural Lending
Wayne Buhr, Westoba

So, do on-line tutorials help? When we examine CUIC exam results, more than half of those in on-line tutorials beat the average mark! ■

Congratulations

November 2003 Exam Report

Summary of Exam Results for November 2003

CUIC Exams	Number of Examinees	Mark above 60% (%)	Highest Mark (%)	Average Mark (%)
CUIC185	142	88	95	72
CUIC200	132	83	97	72
CUIC210	166	91	90	71
CUIC225	11	100	87	79
CUIC235	9	100	86	75
CUIC240	55	84	89	71
CUIC315	6	100	88	70
CUIC325	33	94	93	75
CUIC340	23	87	91	75
CUIC345	35	100	89	77
CUIC346	19	79	91	70
Accreditation	23	100	93	78
Total	654			

Total Sites – 141

TOP SCORERS

Congratulations to the following individuals who scored the highest grade in their CUIC course exam.

COURSE	NAME	CREDIT UNION	PROV
CUIC185	Debbie Campbell	Island Savings	BC
CUIC200	Karen Becker	Weyburn	SK
CUIC210	Janice Mason	Dundalk District	ON
CUIC225	Dan Heinemann	Emergency Services	AB
CUIC235	Brent Nightingale	Estevan	SK
CUIC240	Angus Kempling	Vancouver City Savings	BC
CUIC240	Angela Sawatzky	Southwest	SK
CUIC315	Kerry Maynes	Cypress	SK
CUIC325	Darliss Tallman	Southwest	SK
CUIC340	Linda Haworth	Prince George	BC
CUIC345	Stewart Oke	Community	AB
CUIC346	Jennifer Mozdzen	South Interlake	MB
ACCRED	Melissa Jansen	Westoba	MB

Next exam: March 17, 2004

CUIC EXAM SCHEDULE January – June 2004 CALENDAR

JANUARY

- Jan 9 Exam Registration notice
- Jan 14 1st assignment due
- Jan 30 Exam Registration deadline

FEBRUARY

- Feb 9 Exam Cancellation deadline
- Feb 19 2nd assignment due
- Feb 26 Study Support reminder notice
- Feb 26 Exam Admission Ticket notice

MARCH

- March 9 Registration deadline for Study Support

March 17 Exams

- March 22 Graded On-line Tutorials start
- March 25 "Last chance to write" Reminder Notice for June exam.

APRIL

- April 14 Exam Registration notice
- April 14 Deadline for cancellation from Study Support-no refund
- April 23 1st assignment due

MAY

- May 7 Exam Registration deadline
- May 17 Exam Cancellation deadline
- May 21 2nd assignment due

JUNE

- June 3 Admission Ticket notice

June 23 Exams

ACCREDITED CREDIT UNION SALES AND SERVICE REPRESENTATIVES



AB
Darlene Drover
Accredited CU Sales
& Service Rep.
Lakeland



ON
Chris Collins
Accredited CU Sales
& Service Rep.
Sudbury Regional



MB
Kimberly Solimka
Accredited CU Sales
& Service Rep.
Winnipeg Police



MB
Tania Thomasson
Accredited CU Sales
& Service Rep.
Winnipeg Police



MB
Jennifer Hoffman
Accredited CU Sales
& Service Rep.
South Interlake



MB
Ardis Carlson
Accredited CU Sales
& Service Rep.
Southwest



SK
Brenda Deobald
Accredited CU Sales
& Service Rep.
Southwest



SK
Suzanne McCrimmon
Accredited CU Sales
& Service Rep.
Meadow Lake



SK
Cora Walker
Accredited CU Sales
& Service Rep.
Sandhills



SK
Connie Werschler
Accredited CU Sales
& Service Rep.
Churchbridge



SK
Brenda Yanke
Accredited CU Sales
& Service Rep.
Churchbridge



SK
Norma Pederson
Accredited CU Sales
& Service Rep.
Southwest



SK
Karen Thiessen
Accredited CU Sales
& Service Rep.
Cornerstone

Congratulations



MB

Jody McMullen
Accredited CU Sales
& Service Rep.
South Interlake



SK

Janet Breti
Accredited CU Sales
& Service Rep.
Raymore



SK

Cory Bains
Accredited CU Sales
& Service Rep.
Raymore



SK

Shelley Holterman
Accredited CU Sales
& Service Rep.
Branch Supervisor
Raymore



SK

Darlene Kirby
Accredited CU Sales
& Service Rep.
Estevan



SK

Cathy Carpenter
Accredited CU Sales
& Service Rep.
Prairie Pride



SK

Susan Miller
Accredited CU Sales
& Service Rep.
Churchbridge



MB

Audrey Petracek
Accredited CU Sales
& Service Rep.
Churchbridge



SK

Gaylene Putland
Accredited CU Sales
& Service Rep.
Churchbridge

CONGRATULATIONS TO THOSE GRADUATES PICTURED ABOVE AND TO:

Carla Balabuck, Accredited CU Sales &
Service Rep., Cornerstone (SK)

Julie Beer, Accredited CU Sales & Service
Rep., Estevan (SK)

Sharon Douglas, Accredited CU Sales &
Service Rep., Southwest (SK)

Carol Gumbert, Accredited CU Sales &
Service Rep., Teachers (ON)

Dawn MacLeod, Accredited CU Sales &
Service Rep., South Interlake (MB)

Curtis Malysh, Accredited CU Sales &
Service Rep., Cornerstone (SK)

Laurie Toderian, Accredited CU Sales &
Service Rep., Cornerstone (SK)

FELLOW DESIGNATION



AB
Malcolm Drever,
FCUIC, Manager,
Information Systems
Border



AB
Terri-Lynn Johannesson,
FCUIC, Member Service
Representative II
Rocky



AB
Holly Shubert,
FCUIC
Marketing Analyst
Border



AB
Lana Claeys,
FCUIC, Assistant
Accounting
Administrator
Chinook



AB
Michelle Paskaruk,
FCUIC, Member Service
Representative
Sunshine Coast



MB
Nigel Mohammed,
FCUIC, Community
Account Manager –
Micro Enterprises –
Assiniboine



MB
S. Joe Nowicky,
CMA, FCUIC
Financial Analyst
Credit Union Deposit
Guarantee Corporation



MB
R. Glen Tosh,
FCUIC
Branch Manager
Westoba



NB
Trisha Leaver,
FCUIC
Marketing Manager
Omista



NL
Perry Crocker,
B. Comm. (Co-op),
FCUIC, Supervisor of
Examinations
Credit Union Deposit
Guarantee Corporation



NS
Alvin Hubley,
FCUIC
Commercial Account
Manager
Credit Union Atlantic



NS
Lisa Letto,
FCUIC, Manager,
Database Marketing
Credit Union Central



ON
Sandra Guerin,
FCUIC, Member
Service Representative
Sudbury



ON
Roderik Stevula,
FCUIC
Marketing Analyst
St. Willibrord



PE
Jason Coady,
FCUIC, Commercial
Support Officer
Consolidated



SK
Lori Kimler,
FCUIC, Lease
Administration Officer
CULEASE



SK
Garth MacLeod,
B. Admin., FCUIC,
Financial Analyst
Credit Union Deposit
Guarantee Corporation



SK
Ruth Pierce,
FCUIC, Financial
Services Representative
Saskatoon



SK
Lyle Bateman, P.Ag.,
FCUIC, Agriculture
Account Manager
Connexus



SK
Tara Baldwin, FCUIC
Member Service
Representative II
Estevan



SK
Racquel Parislau,
FCUIC, Lending
Services Officer
Horizon

CONGRATULATIONS TO THOSE GRADUATES PICTURED ABOVE AND TO:

- Michelle Babiarz,** FCUIC, Canora (SK)
- Glenn D. Bolger,** FCUIC, Newfoundland & Labrador
- Kenneth Forbes,** FCUIC, (PE)
- Julie Harris,** FCUIC, Charlotte County (NB)
- Christina Kirkpatrick,** FCUIC, St. Willibrord (ON)
- Robert Lambert,** FCUIC, Charlotte County (NB)
- Patricia McNeil,** FCUIC, Horizon (AB)
- Dallas Platt,** FCUIC, CULEASE (SK)
- Barbara Steele,** FCUIC, Coastal Community (BC)
- Debbie Veit,** FCUIC, BCU Financial (SK)

ASSOCIATE DESIGNATION

Congratulations



AB
Wayne Gaves,
FCUIC, ACUIC
Loans Officer
Canada Safeway



AB
Jason Sentes,
ACUIC
VP Finance
1st Choice



AB
John T. Allan,
ACUIC
Vice President,
Relations
Chinook



BC
September Dixon,
ACUIC, Human
Resources/Training
Coordinator
Sunshine Coast



BC
Bruno Dragani,
ACUIC
Associate Vice
President Operations
Coastal Community



BC
Arla Driver,
FCUIC, ACUIC
Branch Manager
Williams Lake



BC
Michael Wagner,
ACUIC
CEO
Salmon Arm



MB
Eric Klippenstein,
CMA, ACUIC
Manager,
Agricultural Lending
Steinbach



MB
Mary-Ann Thiessen,
ACUIC
Loans Officer
South Interlake



NL
Debbie H. Cashin,
ACUIC
General Manager
Brook Street



ON
Gary Blondin,
ACUIC
Credit Services
Administrator
Sudbury Regional



SK
Dale Renz, ACUIC
Executive Manager
of Lending
Weyburn

CONGRATULATIONS TO THOSE GRADUATES PICTURED ABOVE AND TO:

Sheldon Craig, Prince Albert (SK), **Robin Remizowski,** ACUIC, CUETS (SK)

CUIC Associates with Honours

Congratulations to **Robin Remizowski,** who graduated from the Management Studies Program with Honours.

CUIC Associate with Specialty in Lending Studies

Congratulations to **John Allan, Wayne Gaves,** and **Sheldon Craig** who graduated from the Management Studies Program with the Specialty in Lending Studies.

This newsletter is for everyone!

Please post it on your staffroom notice board or circulate it among the rest of your colleagues.

intouch is published to inform you about CUSOURCE and its designation arm, CUIC. If you have suggestions for articles, or would like to contribute information, please direct your comments to:

Joan Ellis, Senior Manager, CUSOURCE,
275 Bank Street, Suite 400,
Ottawa, Ontario K2P 2L6

Phone: (613) 238-4940 x 244

Fax: (613) 238-0226

E-mail: ellisj@cusource.ca

www.cusource.ca

Have Questions? Contact...

Here's a short list of who to contact in CUSOURCE's Toronto office if you have questions about...

CUIC Course Orders
Exams
Graduate Certificates
On-line Tutorials
Written Assignments
Status of Requests for Credit Transfers

Judi McMillan:
mcmillanj@cusource.ca
Phone: 1-800-267-2842

CUIC's CBTs
CUDA Program CBTs

Beth McElroy:
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Harvard Business School

E-Course Titles:

Cost: \$190 Cdn. per course

1. Managing Across Difference (managing diversity)
2. Coaching for Results
3. Decision Making
4. Influencing and Motivating Others
5. Leadership Transitions
6. Managing Change
7. Managing Virtual Teams
8. Managing Difficult Conversations
9. Productive Business Dialogue
10. Service Success
11. What is a Leader?

Harvard ManageMentor

Cost: \$220 Cdn. for access to all 33 titles for 1 year.

1. Assessing Performance
2. Becoming a Manager
3. Budgeting
4. Capitalizing on Change
5. Coaching
6. Delegating
7. Finance Essentials
8. Dismissing an Employee
9. Focusing on your Customer
10. Giving and Receiving Feedback
11. Hiring
12. Keeping Teams on Target
13. Laying Off Employees
14. Leading a Team
15. Leading and Motivating
16. Making a Presentation
17. Managing Crises
18. Managing for Creativity and Innovation
19. Managing Difficult Interactions
20. Managing Upward
21. Managing Your Career
22. Managing Your Time
23. Managing Workplace Stress
24. Marketing Essentials
25. Negotiating
26. Project Management
27. Retaining Valued Employees
28. Running a Meeting
29. Setting Goals
30. Solving Business problems
31. Writing for Business
32. Writing a Business Plan
33. Working with a Virtual Team

**3 Free
NETg
Courses
until March 31st**

See page 4 for details

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