

MANAGEMENT DEVELOPMENT *schools*

EMERGING LEADERS & ADVANCED LEADERS

with Taye Cairnes & Cathy Maday

May 6–8, 2008 • Charlotte, NC | October 7–9, 2008 • Savannah, GA



Discover how to improve individual performance and credit union results, one person at a time.

The Power of Partnership

GEORGIA CREDIT UNION

Affiliates



NORTH CAROLINA
CREDIT UNION LEAGUE
Committed to helping credit unions succeed



Credit Union
National Association

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How does your behavioral style affect your leadership skills? How will you create a motivating and encouraging environment for your team members? How can you improve individual performance and credit union results?

Join us for this dynamic and practical training and discover how to get people to go the extra mile in pursuit of your credit union's objectives. You'll learn what matters most in leading your people, and you'll walk away with greater awareness of your own behaviors and how those behaviors affect your work and personal life. Discover why great leaders manage themselves first, then lead others to top performance.

EDUCATIONAL SESSIONS

Each day you'll attend a general session and then break into separate schools designed for Emerging and Advanced Leaders. General sessions include:

Leadership at Every Level

Learn how to bring out the best in the people around you at every opportunity. You'll learn how to create a language of leadership that will strengthen your leadership skills and create a culture of respect for those who work with you.

DiSC Personality Profile

Understanding your DiSC profile gives you insights for connecting and communicating with people, a fundamental skill in managing and leadership. You'll uncover your behavioral style to help you better communicate with your team.

Multi-Generations at Work

Never before have there been four different generations in the workforce at the same time. Each generation has very unique wants, needs, desires, and perceptions. Learn ways to effectively work with and manage these diverse groups.

INSTRUCTORS



Taye Cairnes is an engaging and to-the-point trainer of people in all levels of leadership. She will make you laugh. She will inspire positive change. And, she will

leave an impression that lasts long after the program is over. As a cancer survivor, she knows first-hand what it takes to overcome obstacles. Taye shares her techniques and passion to help you conquer whatever holds you back and reach your goals.



Cathy Maday, founder of Wingspan Coaching, specializes in coaching senior business leaders who want more success and satisfaction in their personal

and professional lives. Cathy directs her knowledge and passion to help you move out of your comfort zone and into "Self Leadership" to create the life you dream of.

WHO SHOULD ATTEND?

This leadership training is ideal for managers at all levels. The **Emerging Leaders School** is for supervisors, managers, trainers, head tellers, frontline supervisors, new managers, and those being considered for promotion to a supervisory role. The **Advanced Leaders School** is designed for branch managers, CEOs, operations managers, and those being considered for upper management positions.

EMERGING LEADERS SCHOOL

DAY 1	DAY 2	DAY 3
<p>8:30–9:00 a.m. Registration/ Continental Breakfast</p> <p>9:00–10:00 a.m. Leadership at Every Level</p> <p>10:15–11:45 a.m.</p> <ul style="list-style-type: none"> • Power With Leadership • Responsibility Model • From Caretaking to Creating • Self Value, Self Create, Self Lead <p>11:45 a.m.–1:00 p.m. Lunch</p> <p>1:00–2:15 p.m.</p> <ul style="list-style-type: none"> • Language of Leadership • Getting Heard: Presence and Presentation • Creating Safety • Feedback: Gifts and Rhythm <p>2:30–4:00 p.m.</p> <ul style="list-style-type: none"> • Pinpoint Specific Targets • Begin Within • Values Based Leadership <p>5:00–6:00 p.m. Networking Reception</p>	<p>8:00–8:30 a.m. Continental Breakfast</p> <p>8:30–10:30 a.m. DiSC Personality Profile</p> <p>10:45 a.m.–12:15 p.m.</p> <ul style="list-style-type: none"> • Three Gifts of Leadership • Communicating Expectations • Inspecting What You Expect <p>12:15–1:15 p.m. Lunch</p> <p>1:15–2:30 p.m.</p> <ul style="list-style-type: none"> • Win-Win Agreements • Accountability • Triple Alignment: Individual-Organization-Member <p>2:45–4:00 p.m. Real-Time Coaching</p>	<p>8:00–8:30 a.m. Continental Breakfast</p> <p>8:30–9:30 a.m. Multi-Generations at Work</p> <p>9:45–11:30 a.m.</p> <ul style="list-style-type: none"> • Creating a Motivating Environment • Boundaries and Standards • Coaching Skills • Rewards and Incentives <p>11:30 a.m.–12:45 p.m. Lunch</p> <p>12:45–2:15 p.m.</p> <ul style="list-style-type: none"> • Cross Selling • Increasing the Product per Member Ratio • Sales Leadership • Growing Your Member Base <p>2:30–3:00 p.m. Process and Momentum Wrap Up</p>

ADVANCED LEADERS SCHOOL

DAY 1	DAY 2	DAY 3
<p>8:30–9:00 a.m. Registration/ Continental Breakfast</p> <p>9:00–10:00 a.m. Leadership at Every Level</p> <p>10:15–11:45 a.m.</p> <ul style="list-style-type: none"> • Pinpoint Specific Problem Areas • Begin Within: Set the Weather Pattern in Your Office • Values Based Leadership <p>11:45 a.m.–1:00 p.m. Lunch</p> <p>1:00–2:15 p.m.</p> <ul style="list-style-type: none"> • Three Gifts of Leadership • Communicating Expectations • Inspect What You Expect <p>2:30–4:00 p.m.</p> <ul style="list-style-type: none"> • Power With Strategy • Delegation Model • Self Value, Self Create, Self Lead <p>5:00–6:00 p.m. Networking Reception</p>	<p>8:00–8:30 a.m. Continental Breakfast</p> <p>8:30–10:30 a.m. DiSC Personality Profile</p> <p>10:45 a.m.–12:15 p.m.</p> <ul style="list-style-type: none"> • Creating Safety • Getting Heard: Presence and Presentation • Triple Alignment: Individual-Organization-Member <p>12:15–1:15 p.m. Lunch</p> <p>1:15–2:30 p.m.</p> <ul style="list-style-type: none"> • Create a Motivating Environment • Boundaries and Standards • Coaching Skills • Rewards and Incentives <p>2:45–4:00 p.m.</p> <ul style="list-style-type: none"> • Cross Selling • Product per Member Ratio • Sales Leadership • Growing Your Member Base 	<p>8:00–8:30 a.m. Continental Breakfast</p> <p>8:30–9:30 a.m. Multi-Generations at Work</p> <p>9:45–11:30 a.m.</p> <ul style="list-style-type: none"> • Language, Thought and Decisions that Stick • Feedback: Gifts and Rhythm <p>11:30 a.m.–12:45 p.m. Lunch</p> <p>12:45–2:15 p.m.</p> <ul style="list-style-type: none"> • Win-Win Agreements • Accountability • Creating Support and Letting Go <p>2:30–3:00 p.m. Process and Momentum Wrap Up</p>

REGISTER ONLINE TODAY!

Georgia training.gcu.org • North Carolina training.ncleague.org
South Carolina training.sccul.org

For registration information or assistance, e-mail reginfo@cuna.coop or call 800-356-9655, ext. 4387.

REGISTRATION & HOTEL INFORMATION

Attend as a team and save!

Tuition is \$750 for your first attendee and \$550 for each additional attendee. Credit unions with less than \$10 million in assets receive a 25% discount with code SREG.

Locations

MAY 6–8, 2008

Hilton Garden Inn Charlotte North

9315 Statesville Road

Charlotte, NC 28269

Phone: 800-681-9850 or 704-597-7655

Fax: 704-509-5789

Room rate: \$124 sgl/dbl

Reserve your lodging by April 7, 2008

OCTOBER 7–9, 2008

Hyatt Regency Savannah

Two W. Bay St

Savannah, GA 31401

Phone 800-233-1234 or 912-238-1234

Fax: 912-944-3678

Room rate: \$195 sgl/dbl

Reserve your lodging by September 8, 2008

Room rates and availability cannot be guaranteed. Rooms may be sold out prior to this date, so make your hotel reservations early. Room reservations and fees are the responsibility of the registrant.

Confirmations

If you register online and pay by credit card or ACH, you will receive your registration confirmation within three business days. Please allow up to 10 days if you pay by check.

Cancellations

Cancellations received in writing (via fax 608-231-4327) seven or more days before the start of the program are eligible for a refund of the amount paid minus a \$50 administrative fee. No refunds will be granted if cancellation is received six days or less before a program begins. Substitutions are accepted anytime prior to the start of the program at no additional cost. Simply fax event and contact information, listing the new participant and who they will be replacing.

ADDITIONAL LEARNING OPPORTUNITIES

You'll find links to these additional learning resources, including webinar topics, on your league's training website.

CUNA Branch Management Institutes: Foundations & Strategies

You'll build effective leadership and management skills and stay in tune with changing trends. Visit training.cuna.org and choose *Schools & Conferences*.

April 14–17 • Baltimore, MD
Tuition \$1,395

October 6–9 • San Francisco, CA
Tuition \$1,295 (\$1,395 after Aug. 22)

America's Credit Union Conference & Expo

Power up your credit union with insights and innovation vital to your credit union's success. Featured speakers include Susan Packard of HGTV; Steve Farber presenting *Radical Leap: Extreme Leadership at Work and Beyond*; and Dan Heath, presenting *Made to Stick: Why Some Ideas Survive and Others Die*. Learn more at events.cuna.org.

June 29–July 2, 2008 • New York, NY
Tuition \$895 (\$400 for CUs under \$35 million)

Management and Leadership Webinars

Here's just a sampling of the 150 webinar topics offered in 2008. Maximize your training budget by purchasing a webinar package and save on live and archived webinars. Visit training.cuna.org and choose *Webinars & eSchools*.

Developing Relationships Through Staff Communication • July 30
Building Collaboration & Cooperation With Your Team • Aug. 6
Developing Member Service Excellence • Aug. 13
Legendary Credit Union Leadership • Aug. 20
CU Leadership: Self Awareness—A Powerful Element of Leadership • Sept. 18

CUNA Experience Learning Live!

Explore cutting-edge training techniques and connect with other credit union trainers at this high-energy event. Visit training.cuna.org and choose *Schools & Conferences*.

October 26–29 • Tempe, AZ
Tuition \$895 (\$995 after Sept. 12)



CUNA

Credit Union National Association

PO Box 431 | Madison, WI 53701-0431

CREDIT UNION

MANAGEMENT DEVELOPMENT *schools*

May 6–8, 2008 • Charlotte, NC

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These programs are for you if you want to:

- Provide a motivating environment
- Learn when to coach and when to confront
- Enhance your managerial presence
- Encourage creative thought
- Use effective problem-solving skills