



CU WEBINAR SCHEDULE 2020

Date	Time (Eastern)	Hours	Title	Presenter	Topic
Wednesday, January 8, 2020	2:30:00 PM	1.5	Are you Determined to Lead an Exceptional Branch?	Honey Shelton	Management/Employee Development
Wednesday, January 15, 2020	11:00:00 AM	1.5	Indirect Lending	Bruce Hull	Lending
Friday, January 17, 2020	11:00:00 AM	1.5	Health Savings Accounts - Getting them Right	Patrice Konarik	Deposit Accounts
Thursday, January 23, 2020	11:00:00 AM	1.5	Poor Box Drilling Procedures Create Lawsuits	Dave McGuinn	Risk Management/Legal
Friday, January 24, 2020	11:00:00 AM	1.5	IRA Annual Update	Patrice Konarik	IRAs
Tuesday, January 28, 2020	2:30:00 PM	1.5	8 Keys to Teller Excellence	Janice Branch	Management/Employee Development
Wednesday, February 5, 2020	11:00:00 AM	1.5	Excel: Introduction to Spreadsheets	David Ringstrom	Computer Skills
Friday, February 7, 2020	11:00:00 AM	1.5	You're the New Supervisor! Fasten Your Seat Belt!	Honey Shelton	Management/Employee Development
Thursday, February 13, 2020	2:30:00 PM	1.5	Driving Results with Your Credit Union's Data	David Carlson	Operations
Wednesday, February 19, 2020	2:30:00 PM	1.5	ACH Rule Changes	Kate Cole	Compliance
Wednesday, February 26, 2020	11:00:00 AM	1.5	Managing a Successful Call Center	Janice Branch	Management/Employee Development
Friday, March 6, 2020	11:00:00 AM	1.5	IRA Death Payments to Beneficiaries	Patrice Konarik	IRAs
Wednesday, March 11, 2020	2:30:00 PM	1.5	Motivating & Managing the Frontline	Janice Branch	Management/Employee Development
Friday, March 13, 2020	11:00:00 AM	1.5	Beginning Collection Techniques	Bruce Hull	Lending/Risk Management/Legal
Wednesday, March 18, 2020	11:00:00 AM	1.5	Top 25 Safe Deposit Compliance Issues	Dave McGuinn	Risk Management/Legal
Thursday, April 2, 2020	11:00:00 AM	1.5	Advanced Collection Techniques	Bruce Hull	Lending/Risk Management/Legal
Friday, April 3, 2020	11:00:00 AM	1.5	Introduction to ACH	Kate Cole	Compliance
Tuesday, April 7, 2020	2:30:00 PM	1.5	Key Strategies to Attract and Retain Members	Bryan Easley	Operations
Thursday, April 23, 2020	11:00:00 AM	1.0	Top 50 Most Important Safe Deposit Procedures	Dave McGuinn	Risk Management/Legal
Thursday, May 7, 2020	2:30:00 PM	1.5	ACH Origination for Credit Unions	Kate Cole	Compliance
Tuesday, May 12, 2020	2:30:00 PM	1.5	Excel: Budget Spreadsheets	David Ringstrom	Computer Skills
Wednesday, May 13, 2020	11:00:00 AM	1.5	Secrets of a Successful Call Center Agent	Janice Branch	Management/Employee Development
Thursday, July 16, 2020	11:00:00 AM	1.5	Strategies to Win the War	Matt Swanson	Operations
Tuesday, August 4, 2020	2:30:00 PM	1.5	Excel: Introduction to Pivot-Tables	David Ringstrom	Computer Skills
Friday, August 7, 2020	11:00:00 AM	1.5	ACH Exception Processing	Kate Cole	Compliance
Thursday, September 10, 2020	2:30:00 PM	1.5	Getting in the Game: Aligning Marketing and Execution	Bryan Easley	Operations/Marketing
Friday, September 11, 2020	11:00:00 AM	1.5	IRAs: Part 1	Patrice Konarik	IRAs
Friday, September 18, 2020	11:00:00 AM	1.5	IRAs: Part 2	Patrice Konarik	IRAs
Wednesday, September 30, 2020	11:00:00 AM	1.5	Excel: Building Error-Free Spreadsheets	David Ringstrom	Computer Skills
Friday, October 2, 2020	11:00:00 AM	1.5	IRAs: Part 3	Patrice Konarik	IRAs
Tuesday, October 6, 2020	11:00:00 AM	1.5	Advanced Loan Underwriting	Bruce Hull	Lending
Wednesday, October 7, 2020	11:00:00 AM	1.5	Vault Security & Disaster Recovery	Dave McGuinn	Risk Management/Legal
Friday, October 9, 2020	11:00:00 AM	1.5	Performing the ACH Audit	Kate Cole	Compliance
Friday, October 16, 2020	11:00:00 AM	1.5	IRAs: Part 4	Patrice Konarik	IRAs
Thursday, November 19, 2020	11:00:00 AM	1.5	Thirty (30) Steps to Audit Your Safe Deposit Area	Dave McGuinn	Risk Management/Legal

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Diamond	100	\$19,650	30%

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 One Audio CD and Materials = 1 Credit
 One Live Web Connection & Audio CD = 1½ Credit
 Additional Locations = ¼ Credit
 *Fees are subject to change without notification

Attendance Options

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