



REGISTER AND PAY
EARLY AND SAVE!!!

2015 BRANCH MANAGERS' KNOWLEDGE EXCHANGE

Join Ontario Credit Union Branch Managers at the 3rd Annual, live-in Knowledge Exchange. The only session of its kind specifically for Credit Union Branch Managers, it offers an opportunity to engage in open discussions with your peers, share knowledge, challenges and seek out solutions. Networking is a key element of the session success.

THIS YEAR'S TOPICS INCLUDE:

- Coaching to 'Greatness'
- Relationship Selling 'Continued'
- Risk Management – Employee Dishonesty
- Managing Staff through Change
- Open Session

WHO SHOULD ATTEND

All credit union Branch managers who are responsible for leading a team, growth and branch profitability, branch operations, people management, motivation and exceptional member service.

OCTOBER 21ST, 22ND, 23RD, 2015 – KINGBRIDGE CONFERENCE CENTRE, KING CITY, ON



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BRANCH MANAGERS' KNOWLEDGE EXCHANGE

WEDNESDAY – OCTOBER 21ST, 2015

4:00 – 5:30 pm	Registration
5:30 – 6:30 pm	Welcome
6:30 – 9:00 pm	Networking Dinner
9:00 – 10:00 pm	Networking Cocktails

THURSDAY – OCTOBER 22ND, 2015

7:30 – 9:00 am	Networking Breakfast
9:00 – 10:00 am	Welcome/Introductions/Open Question
10:00 – 11:00 am	Barb Duffin, SHEM Consulting Guest Presenter Pam Blanchard – New Life Coaching <i>Coaching Your Team to 'Greatness'</i> <ul style="list-style-type: none">• How can coaching be your best leadership tool?• What are the basics and how do you successfully implement a coaching model?• What is your role and what role do your employees play?• Is there any benefit in using external coaches?• How can you facilitate success in your most resistant employee?
11:00 – 12:00 noon	Knowledge Exchange
12:00 – 1:00 pm	Networking Lunch
1:00 – 2:00 pm	CUMIS – Risk Solutions Group <i>Managing the Risk - Employee Dishonesty</i> <ul style="list-style-type: none">• The impact of employee dishonesty for credit unions and the system• Common indicators of internal fraud – what to look for• Case Studies<ul style="list-style-type: none">• recent credit union losses• the lessons we've learned• how to avoid future losses• As a Branch Manager, what is your role in reducing the risk of employee dishonesty at your credit union?
2:00 – 3:00 pm	Knowledge Exchange
3:00 – 4:00 pm	Barb Duffin, SHEM Consulting <i>Relationship Selling 'Continued'</i> <ul style="list-style-type: none">• Steps to implementing the Relationship Selling model• Lessons learned about the model over 5 years...hear<ul style="list-style-type: none">• What has worked• The pitfalls to avoid in order to implement the model successfully <p><i>You will have a great opportunity to ask questions of our guest Financial Advisor who is immersed in the culture</i></p>
4:00 – 5:00 pm	Knowledge Exchange
6:00 – 9:00 pm	Networking Dinner

FRIDAY - OCTOBER 23RD, 2015

7:30 – 9:00 am	Networking Breakfast
9:00 – 10:00 am	<i>Open Session</i> <ul style="list-style-type: none">• Managing Staff through Change• Tenured Employees• Getting and Keeping Staff Engaged at Work• A Branch Managers role in 5 years
10:00 – 11:00 am	Knowledge Exchange
11:00 – 12:00 noon	Closing Remarks
12:00 – 1:30 pm	Wrap Up Lunch

DATE:

October 21, 22, 23, 2015 (program ends at 1:30 pm)

LOCATION:

Kingbridge Conference Centre

Visit the website at www.kingbridgecentre.com for more information

12750 Jane Street, King City (Toronto), Ontario L5B 1A3

Telephone: 1-800-827-7221

MEETING/HOTEL ACCOMMODATION PACKAGE:

\$616.00 + taxes = \$696.00

- *Your package costs include: 2 nights' accommodation, 2 full breakfasts, 2 buffet lunches, 2 dinners and continuous nutrition breaks, free parking, use of all facilities and high speed wireless internet..*

KNOWLEDGE EXCHANGE REGISTRATION FEE:

\$850.00 + HST = \$960.50

EARLY REGISTRATION FEE

Register before Friday, October 2nd, and Save \$100.00!

\$750.00 + HST = \$847.50

Make cheque payable to Level Five Strategic Partners Inc. in the amount of **\$1,543.50 OR \$1,656.50**

For more information contact:

Candis Mirtl at 1-888-311-3030 ext. 236 or cmirtl@levelfive.ca

REGISTRATION FORM – 2015 BRANCH MANAGERS' KNOWLEDGE EXCHANGE

Name: _____

Position: _____

Name of Credit Union: _____

Address: _____

_____ Postal Code: _____

Telephone: _____ Fax: _____

Email Address: _____