



REGISTER AND PAY
EARLY AND SAVE!!!

2016 BRANCH MANAGERS' KNOWLEDGE EXCHANGE

Join other Credit Union Branch Managers at the 3rd Annual, live-in, Knowledge Exchange offered exclusively by Level Five. This event focuses on the important and key issues facing Branch Managers.

The Knowledge Exchange offers opportunities to engage in thought-provoking discussions, share knowledge, experiences and strategies in a challenging and open environment.

Working together to find implementable solutions that can be quickly implemented and networking is a key component of the exchange.

THIS YEAR'S TOPICS INCLUDE:

- Employee Engagement & Communication
- Coaching For Success
- Incentive Pay and Other Staff Incentives
- Dealing with Challenging Employees
- Risk Management – CUMIS Risk Solutions Group

WHO SHOULD ATTEND

All credit union Branch Managers who are responsible for branch leadership, growth and profitability, operations, people management, motivation and exceptional member service. The Knowledge Exchange is the most effective way to expand your knowledge and network with your peers.

OCTOBER 19TH, 20TH, 21ST, 2016 – KINGBRIDGE CONFERENCE CENTRE, KING CITY, ON



levelfive.ca

BRANCH MANAGERS' KNOWLEDGE EXCHANGE

WEDNESDAY – OCTOBER 19TH, 2016

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 20TH, 2016

7:30 – 9:00 am	Networking Breakfast
9:00 – 9:45 am	Welcome/Introductions/Open Question
9:45 – 10:30 am	Barb Duffin - CHRP, SHEM Consulting Theresa Mikula - HR Consultant <i>Employee Engagement & Communication</i> <ul style="list-style-type: none">• How do you motivate your staff to achieve success?• What is your vision for your branch and how do you effectively communicate your vision in order to achieve your desired team results?• What are the best practices in strategic leadership?
10:30 – 10:45 am	Nutrition Break
10:45 am – 12:00 pm	<i>Coaching For Success</i> <ul style="list-style-type: none">• What is coaching... continued?• How do you ensure success?• How do you effectively leverage this leadership tool?• Lessons learned from many years of experience leading within an organization that made coaching a key part of the employee experience
12:00 – 1:00 pm	Lunch
1:00 – 2:30 pm	<i>Incentive Pay and Other Incentives</i> <ul style="list-style-type: none">• What is incentive pay?• What are the latest trends?• What does it take to make incentive pay work for you?• How can you use incentive pay within your branch?• Other creative incentives to get results
2:30 – 2:45 pm	Nutrition Break
2:45 – 4:00 pm	Dealing with Challenging Employees <i>Case Studies Included in this Session</i> <ul style="list-style-type: none">• Send us your scenarios before the session and we will provide advice and proven solutions – let's learn from real life examples
4:00 – 5:00 pm	Knowledge Exchange
6:00 – 9:00 pm	Networking Dinner

FRIDAY - OCTOBER 21ST, 2015

7:30 – 9:00 am	Breakfast
9:00 – 9:30 am	<i>Open Question cont'd</i>

9:30 – 10:30 am	Stephanie Reid, Senior Manager TCUBP and Underwriting CUMIS – Risk Solutions Group <i>Employment Practices Liability</i> Brief overview of how your EPL policy works. <ul style="list-style-type: none">• What is a wrongful employment practice under the policy• What the policy provides coverage for Claims Examples <ul style="list-style-type: none">• Recent losses and settlements within the credit union system Interactive case studies <ul style="list-style-type: none">• Review new and surprising employment law trends and how they can affect your branch
10:30 – 11:00 am	Knowledge Exchange
11:00 – 12:00 noon	Closing Remarks
12:00 – 1:30 pm	Wrap Up Lunch

DATE:

October 19, 20, 21, 2016 (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.

EARLY REGISTRATION FEE

Register before Friday, September 30th and Save \$100.00!

\$750.00 + HST = \$847.50

KNOWLEDGE EXCHANGE REGISTRATION FEE:

\$850.00 + HST = \$960.50

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

For more information contact:

Candis Mirtl at 1-905-602-0064 or cmirtl@levelfive.ca

REGISTRATION FORM – 2016 BRANCH MANAGERS' KNOWLEDGE EXCHANGE

Name: _____

Position: _____

Name of Credit Union: _____

Address: _____

Postal Code: _____

Telephone: _____ Fax: _____

Email Address: _____

Email your registration form to cmirtl@levelfive.ca.

Mail payment to:

Level Five Strategic Partners Inc.

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