

BUILDING 'MEMBER CHAMPIONS'

Going Beyond Your Member's Expectations



Service

SERVICE is what sets credit unions apart from banks.

Marketplace changes continuously pressure credit unions to raise service levels far beyond our member's expectations. The **Building 'Member Champions'** one-day, interactive workshop, provides the skills, tools and knowledge to meet these service challenges.

MARCH 6TH, 2012 • HOMEWOOD SUITES & HAMPTON INN, TORONTO, ON

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THE LEARNING INSTITUTE

a division of Level Five Strategic Partners Inc.

BUILDING 'MEMBER CHAMPIONS' WORKSHOP

WHO SHOULD ATTEND

Credit Union employees including, managers, supervisors and those employees responsible for serving members, referring business and/or achieving sales targets.

FACILITATOR – SHELAGH MCGRATH

Shelagh McGrath holds a Master of Distance Learning from Athabasca University, a Bachelor of Arts (Honors) degree and Diploma in Adult Education from St. Francis Xavier University, Antigonish, Nova Scotia. Prior to starting her own consulting business and working with Level Five, Shelagh held the position of Senior Manager, Program Development for CUSource, Credit Union Knowledge Network. She was a credit union employee for many years and is well known on both a provincial and national level. Shelagh has delivered hundreds of educational and professional development programs and is recognized as an exciting and dynamic speaker.

WHAT RESULTS CAN YOU EXPECT?

- Improved Member Service
- An Increase in Member satisfaction
- Tools to increase Member loyalty
- Engaged and Motivated employees
- Improved sales and bottom line results
- A personal plan



THE WORKSHOP WILL FOCUS ON:

- Your role
- Personal presence, power and passion
- Powerful listening skills
- Uncovering member needs
- New strategies to turn referrals into sales
- Relationship selling techniques
- Team selling follow-up approach
- Putting your signature on your job

DATE:

Tuesday, March 6th, 2012 - 9:00 am to 4:30 pm

REGISTRATION FEE + DAY MEETING PACKAGE:

\$375.00 + HST = \$423.75 + \$65.00 = \$488.75

REGISTRATION FEE INCLUDES:

Breakfast, lunch, 2 refreshment breaks and handout material

LOCATION: Homewood Suites & Hampton Inn

5515 Eglinton Avenue West
Toronto, ON M9C 5K5

TELEPHONE: 416-646-3000

SAVE \$50.00 per person when you register 3 or more.

TO REGISTER:

Return the completed registration form to:

Jan Hall, National Training Coordinator

Level Five Strategic Partners Inc.

27-4444 Eastgate Parkway, Mississauga, ON L4W 4T6

Telephone: 905-602-0644 Ext. 0

Fax: 905-602-0063

Email: jhall@levelfive.ca

BUILDING MEMBER CHAMPIONS WORKSHOP REGISTRATION FORM

Name: _____

Credit Union Position: _____

Name of Credit Union: _____

Address: _____

_____ Postal Code: _____

Telephone: _____ Fax: _____

Email Address: _____

Cheque Enclosed: \$ _____

Please make cheque payable to Level Five Strategic Partners Inc.

 **LEVELFIVE**
strategic partners inc.