

# 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.

OCTOBER 16<sup>TH</sup>, 2013 • HOMEWOOD SUITES & HAMPTON INN, TORONTO, ON

**TLi**

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 – CANDIS MIRTL

Candis is the Director of The Learning Institute at Level Five. She is responsible for course development, delivery and promotion of practical approach schools, workshops and seminars for professionals in the credit union system.

## WHAT RESULTS CAN YOU EXPECT?

- Improved Member Service
- Enriched member satisfaction
- A toolbox to increase member loyalty
- Engaged and motivated employees
- Increased sales and bottom line results
- A personal development 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:

Wednesday, October 16<sup>th</sup>, 2013 - 9:00 am to 4:30 pm

### REGISTRATION FEE + DAY MEETING PACKAGE:

\$395.00 + HST = \$446.35 + \$50.00 + HST = \$502.85

### REGISTRATION FEE INCLUDES:

Breakfast, lunch, 2 refreshment breaks and course 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](mailto:jhall@levelfive.ca)

## BUILDING MEMBER CHAMPIONS WORKSHOP REGISTRATION FORM

Name: \_\_\_\_\_

Credit Union Position: \_\_\_\_\_

Credit Union Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Cheque Enclosed: \$ \_\_\_\_\_

Please make cheque payable to Level Five Strategic Partners Inc.

**LEVELFIVE**  
strategic partners inc.