

# FREE TCUL Local Training Sessions Coming to Beaumont – May 12, 2009!

*Mark your calendars and be sure to register by May 1<sup>st</sup>.*

This FREE day of training, provided by Texas Credit Union League, offers educational opportunities for your entire staff. Register all that can come...remember the training is at NO COST to your credit union!

## SCHEDULE

**9:30 am – 10:00 am**      **Registration & Networking**

**10:00 am – 11:30 am**      **#1 Robbery & Kidnapping**  
Marie Russ, League Representative  
Texas Credit Union League

Let's face it, a robbery can happen at your credit union at any time. Make sure your staff is trained on what to do during and after the crime. This session reviews procedures and responsibilities the credit union must follow and provides forms that each employee can use to help identify weapons, the perpetrator, and to record important information. The session also includes the important do's and don'ts in a hostage situation.

**Who should attend:** Presidents, Management Team, Front Line Staff, and anyone responsible for security in the credit union.

**11:30 am – 1:00 pm**      **Lunch – On your own**

**1:00 pm – 2:30pm**      **#2 Leveraging Exceptional Service to Sell the Credit Union**  
Dean Borland, AVP  
OnBalance

Credit unions provide good, sometimes great, service. So, why don't credit unions have a greater share of their members' business? In this session you will explore how benchmark companies leverage exceptional service into business success. Leveraging service into sales is not easy but there are lessons to be learned by those willing to make the commitment. Would you like to have a greater share of your members' wallet?

**Who should attend:** Presidents, Management Team, Member Service Leaders, and Front-Line Staff.

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**FivePoint FCU  
4401 Hwy. 73 - 2<sup>nd</sup> Floor  
Port Arthur, TX 77642  
(409) 962-8793**

## Registration Information (League affiliated credit unions only)

There is no fee to attend. However, registration by May 1<sup>st</sup> is necessary for an accurate count of attendees for seating and handouts. Non-registered walk-in attendees will be seated after registered attendees and only if seating is available. On-site substitutions are welcome without prior notice.

Credit Union Name & ID # \_\_\_\_\_

Credit Union Address \_\_\_\_\_

Person Completing Form \_\_\_\_\_

Email and Phone # \_\_\_\_\_

### Please register the following:

Name	Circle Session(s) attending	
	#1	#2
	#1	#2
	#1	#2
	#1	#2
	#1	#2
	#1	#2
	#1	#2

<p><b>Continuing Professional Education Credits (CPE) for CPAs</b> Certified Public Accountants (CPAs) may earn up to 3 continuing professional education credits (CPE) for the 2009 Local Training in Beaumont. No advanced preparation or prerequisites are required. For more details, contact Training &amp; Events at (800) 442-5762, ext. 6630 or (469) 385-6630.</p>	<p><b>Questions?</b> Contact Texas Credit Union League Training &amp; Events ● (800) 442-5762, Ext. 6630 or (469) 385-6630 ● Email: cbalsells@tcul.coop</p>
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### Two Convenient Ways to Register

<p>Online <a href="http://www.tcul.coop/training_events">www.tcul.coop/training_events</a></p>	<p>Fax 24/7 (469) 385-6730</p>	
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