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Credit Union Association

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Webinar Name & Presenter

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- 12 Fundamental Audit Steps to Strengthen Internal Controls
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- Turning Credit Union Financial Statements into Useful Ratios & Trends
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- Advanced Endorsement: POAs, Businesses, Trusts & More
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- Credit Union Bylaws: Understanding & Assessing Your Governance Documents
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- Enterprise Risk Management: The Roles of the Board & Supervisory Committee
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- Performance Management: A Seasoned Supervisor's Guide
Presenter: Diane Reed
- Social Media Content Strategies for Visibility & Positioning of Your Credit Union Online
Presenter: Eric C. Cook

- Monitoring Employee Work-Related & Personal Social Media: Should We? How? Is it Legal?
Presenter: Nancy Flynn
- You're the New HR Officer, Now What?
Presenter: Kay Robinson
- Credit Union Basics for New Employees Part 1: Financial System, Deposit Operations, Lending
Presenter: Ann Brode-Harner
- Credit Union Basics for New Employees Part 2: Regulatory Issues, Exams, Audits
Presenter: Ann Brode-Harner
- Understanding the Board's Role in Cyber Security Risk
Presenter: Jackie Marshall
- HR Danger Zones: Regulations, Requirements & Best Practices to Keep You Out of Trouble
Presenter: Kay Robinson
- Safe Deposit Issues: Drilling, Unpaid Rent, Death & Unclaimed Property
Presenter: Elizabeth Fast
- Exercising the Right of Setoff on Deposit Accounts & Loans
Presenter: Elizabeth Fast
- Telephone Consumer Protection Act: What You Need to Know About the New Requirements
Presenter: Steven Van Beek
- Teller Development: Managing Dual Control & Limits
Presenter: Molly Stull
- Top 10 Ways to Improve Skills as a Supervisory Committee
Presenter: Dean Rohne
- Creating a Consumer Lending Machine: Products, Concepts & Strategies
Presenter: Tim Harrington
- Managing Absenteeism & Leaves of Absence
Presenter: Kay Robinson
- Conducting the Annual Physical Security Review
Presenter: Barry Thompson
- Hiring in the Digital Age: What Every HR Manager Need to Know About Social Media
Presenter: Eric Cook
- Prospect-to-Member Sales Techniques
Presenter: Tim Tivis
- Product Terms Part 1: Modifying Existing Product Terms & Fees Including Timing, Content & Requirements for Change-in-Term Notices
Presenter: Steve Van Beek
- Compliance Officer Training: Risk Assessments, Monitoring & Testing
Presenter: Molly Stull
- Manufactured & Mobile Home Lending Standards & Eligibility: Origination, Underwriting & Loan Closing Guidelines
Presenter: Jim Smith

- Risks & Precautions for Endorsements & Other Negotiable Instruments
Presenter: Mary-Lou Heighes
- Product Terms Part 2: Establishing New Product & Service Controls
Presenter: Brian Vitale
- 15 Errors to Avoid When Conducting Internal Investigations
Presenter: Barry Thompson
- Saving for Education: Coverdell & College Savings Plans
Presenter: Frank LaLoggia
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**Instructions and materials will be emailed.
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Questions? Please contact Jaquetta Ward at 602-371-2238.

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