



2018 EDUCATIONAL OPPORTUNITIES CALENDAR

- ▶ **seminars**
- ▶ **webinars**
- ▶ **conferences and conventions**



2018 EDUCATIONAL OPPORTUNITIES CALENDAR



JANUARY						
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FEBRUARY						
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MARCH						
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APRIL						
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JUNE						
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PROGRAM

DATE

LOCATION

JANUARY

Unlocking Your Team's Potential to Achieve Results	11	TH	Webinar
From Flat to Fantastic	16	T	Webinar
Mortgage Loan Origination Compliance	17	W	Webinar
Hot Button Examination Issues	18	TH	Webinar
Mortgage Loan Servicing Compliance	24	W	Webinar
Conducting a Physical Security Review	25	TH	Webinar
Defy Marketplace Gravity! Succeed No Matter What This Economy Does.....	30	T	Webinar
Home Mortgage Disclosure Act (HMDA) Compliance.....	31	W	Webinar

FEBRUARY

Merchant Data Breaches	6	T	Webinar
Recipe for a Well-Blended Multigenerational Team.....	8	TH	Webinar
Legal Update Seminar	13	T	Ontario
	14	W	Glendale
	15	TH	Hawthorne
	16	F	Anaheim Hills
	20	T	Fresno
	21	W	Sacramento
	22	TH	Santa Clara
	23	F	Oakland
Turning Financial Literacy into Loan Opportunities.....	13	T	Webinar
Credit Card Compliance	14	W	Webinar
How to Give Performance Feedback: Secrets of Highly Effective Criticism & Discipline.....	15	TH	Webinar
Tomorrow's Leaders Were Hired Yesterday.....	20	T	Webinar
The Do's & Don'ts of ACH Dispute Handling	21	W	Webinar
Making the Most Out of Your First Encounter with a New Member.....	22	TH	Webinar
CUNA Government Affairs Conference	2/25-3/1	SU-TH	Washington, D.C.
Smart Phone Lending and the Demise of Paper Loans.....	28	W	Webinar

MARCH

Turn Up the Volume on Members' Voices	6	T	Webinar
Why CUSOs Should Be Part of Your Credit Union's Future	7	W	Webinar
The Path to Presenter.....	8	TH	Webinar
Account Administration Seminar	13	T	Ontario
	14	W	Glendale
	15	TH	Anaheim Hills
	20	T	Fresno
	21	W	Sacramento
	22	TH	Santa Clara
Best Practices in Data Privacy & Cybersecurity.....	13	T	Webinar
Managing Multiple Priorities: Work Smarter, Not Harder	20	T	Webinar
Key Elements in an ACH Risk Management Program	21	W	Webinar
Loan Officer 101.....	22	TH	Webinar
Responding to Federal Levies.....	27	T	Webinar
Responding to Federal Subpoenas.....	28	W	Webinar

APRIL

Finding and Securing the Future: The World in 2030	4	W	Webinar
Credit Union SACTOWN 10.....	8	SU	Sacramento
CEO Roundtable	9	M	Sacramento
Government Relations Rally.....	9-10	T	Sacramento
Fundamentals of ACH	10	T	Webinar
Dormant Accounts & Escheat Procedures	18	W	Webinar
Payments Fraud	24	T	Webinar
Getting a Grip on Change.....	25	W	Webinar

PROGRAM

DATE

LOCATION

MAY

Writing Policies & Procedures	2	W	Webinar
Sexual Harassment Awareness & Prevention Training for Managers & Supervisors	8	T	Webinar
Sexual Harassment Awareness & Prevention Training for Non-Management Staff.....	8	T	Webinar
Compliance Management Case Studies	9	W	Webinar
Cross Selling Your Lending Services	15	T	Webinar
Say it With Backbone, Not Bite: Assertiveness Skills for Success.....	16	W	Webinar
Drama Free Meetings	22	T	Webinar
Deceased Member Accounts	23	W	Webinar
Computer Security & Social Engineering for the Non-Techie	24	TH	Webinar
Member Experience—Consumer-Centric Strategic Advantage	30	W	Webinar
Cross Selling Your Deposit Services.....	31	TH	Webinar

JUNE

Employment Practices for Managers & Supervisors, Part 1.....	5	T	Webinar
Generational Money Chatter	6	W	Webinar
Plan Now for Cyber Attacks.....	7	TH	Webinar
Employment Practices for Managers & Supervisors, Part 2.....	12	T	Webinar
Effective Vendor Contract Negotiation, Review, & Management	13	W	Webinar
Membership & Account Ownership	14	TH	Webinar
Employment Practices for Managers & Supervisors, Part 3.....	19	T	Webinar
I'm NOT a Salesman!.....	20	W	Webinar
Lead Where You Stand.....	21	TH	Webinar
Employment Practices for Managers & Supervisors, Part 4.....	26	T	Webinar
Skip Tracing.....	27	W	Webinar
Becoming Digital: Building a Mobile-First Credit Union	28	TH	Webinar

JULY

Western CUNA Management School.....	8-20	SU-F	Pomona, CA
Outbound Calling: How to Increase Engagement, Revenue, & Retention.....	11	W	Webinar
Introduction to Check Payments.....	12	TH	Webinar
Open More Doors—Close More Sales	17	T	Webinar
Trusts & Other Fiduciary Accounts	18	W	Webinar
Compliance for Opening Accounts Online.....	25	W	Webinar
"No Panic" Presentation Skills.....	26	TH	Webinar

AUGUST

Responsibilities of the Beginning Security Officer	1	W	Webinar
Understanding the National Credit Union Share Insurance Fund (NCUSIF).....	2	TH	Webinar
Principles of a Great Loan Interview	7	T	Webinar
Snipers, Steamrollers, & Chronic Complainers: Dealing with Difficult People	15	W	Webinar
Bank Secrecy Act (BSA) Compliance for Lenders	21	T	Webinar
Bank Secrecy Act (BSA) Compliance for Frontline Staff.....	22	W	Webinar
Bank Secrecy Act (BSA) Compliance for BSA Officers	23	TH	Webinar
Principles of Evaluating Consumer Risk (Underwriting)	28	T	Webinar
How to Sell Your Credit Union: Creating Your Elevator Speech	29	W	Webinar

Note: Schedule and locations are subject to change. Other events may be added throughout the year. Please contact your Leagues' website at www.ccul.org for up-to-date information.



JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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SEPTEMBER

IT Audit101 – The Basics	6	TH	Webinar
Regulatory Update Seminar	11	T	Ontario
	12	W	Glendale
	13	TH	Hawthorne
	14	F	Anaheim Hills
	18	T	Fresno
	19	W	Sacramento
	20	TH	Oakland Area
Hiring the Right Fit	12	W	Webinar
Responding to California Subpoenas.....	13	TH	Webinar
Responding to California Levies.....	13	TH	Webinar
ACH Exceptions, Government Payments, & Deceased Account Holders	18	T	Webinar
Ten Steps to Attract New Members & Loans	19	W	Webinar
Effective Inter-Generational Communication with Management or How to Talk to a Boomer.....	26	W	Webinar

OCTOBER

The 10 Worst Excuses for Not Listening	3	W	Webinar
Deploying Remote Access Securely	4	TH	Webinar
Power of Attorney.....	10	W	Webinar
The Sales Coach	11	TH	Webinar
Emerging Intellectual Property Topics.....	18	TH	Webinar
Motivation, Incentive & Cooperation.....	24	W	Webinar

NOVEMBER

REACH 2018 and Chapter Forum, Loews Hollywood Hotel.....	6-10	T-SA	Hollywood
Sexual Harassment Awareness & Prevention Training for Managers & Supervisors	15	TH	Webinar
When Social Media Attacks	20	T	Webinar
Compliance Rules for Frontline Staff	29	TH	Webinar

DECEMBER

Growth Strategies for Credit Unions.....	5	W	Webinar
Best Practices for Serving the Underserved.....	11	T	Webinar

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