

September 2021

SEPTEMBER 14 @ 1 p.m. (CT)

Office Hours Q&A: Guaranteed Asset Protection

Join lenders across the country, and get Guaranteed Asset Protection questions answered LIVE by a panel of experts. [Save My Seat](#)

SEPTEMBER 16 @ 1 p.m. (CT)

Understanding Products Through a Cultural Lens

Today, meeting the diverse needs of your employees, members, and community through the products and services you offer is a priority for any organization. Your offerings should be inclusive and authentically represent the multiple dimensions of financial vulnerability, cultural awareness, and understanding. Join us on our multicultural journey as we explore actionable ways to promote lending, insurance, and wealth management products to your current and future members. [Save My Seat](#)

SEPTEMBER 21 @ 1 p.m. (CT)

Member Focused Conversations, Part 1

Discuss payment protection benefits and ways to identify members' needs. [Save My Seat](#)

SEPTEMBER 22 @ 1 p.m. (CT)

Member Focused Conversations, Part 2

Explore best practices and the process to uncover members through asking purposeful questions and offering personalized solutions. [Save My Seat](#)

SEPTEMBER 23 @ 1 p.m. (CT)

Member Focused Conversations, Part 3

Practice answering common questions and utilizing resources to help members make confident decisions. [Save My Seat](#)

SEPTEMBER 29 @ 1 p.m. (CT)

Offering Protection Post Application

Learn how to assess your credit union's digital experience and apply that knowledge when you interact with members post application. [Save My Seat](#)



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lending tools and resources

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October 2021

OCTOBER 6 @ 1 p.m. (CT)

Office Hours Q&A: Mechanical Repair Coverage

Join lenders across the country, and get your Mechanical Repair Coverage questions answered LIVE by a panel of experts. [Save My Seat](#)

OCTOBER 12 @ 1 p.m. (CT)

Member Focused Conversations, Part 1

Discuss payment protection benefits and ways to identify members' needs. [Save My Seat](#)

OCTOBER 13 @ 1 p.m. (CT)

Member Focused Conversations, Part 2

Explore best practices and the process to uncover members through asking purposeful questions and offering personalized solutions. [Save My Seat](#)

OCTOBER 14 @ 1 p.m. (CT)

Member Focused Conversations, Part 3

Practice answering common questions and utilizing resources to help members make confident decisions. [Save My Seat](#)

OCTOBER 21 @ 1 p.m. (CT)

Addressing Concerns

Learn how to continue the conversation and provide the member the information they need to make their own informed decision. [Save My Seat](#)



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November 2021

NOVEMBER 3 @ 1 p.m. (CT)

Office Hours Q&A: Credit Insurance

Join lenders across the country, and get your Credit Insurance questions answered LIVE by a panel of experts. [Save My Seat](#)

NOVEMBER 9 @ 1 p.m. (CT)

Member Focused Conversations, Part 1

Discuss payment protection benefits and ways to identify members' needs. [Save My Seat](#)

NOVEMBER 10 @ 1 p.m. (CT)

Member Focused Conversations, Part 2

Explore best practices and the process to uncover members through asking purposeful questions and offering personalized solutions. [Save My Seat](#)

NOVEMBER 11 @ 1 p.m. (CT)

Member Focused Conversations, Part 3

Practice answering common questions and utilizing resources to help members make confident decisions. [Save My Seat](#)

NOVEMBER 23 @ 1 p.m. (CT)

Performance Coaching

Uncover the root cause of your employee's performance gap, and apply strategies for improved performance. [Save My Seat](#)



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