

Learning occurs over time. You build knowledge and connect that knowledge to your world to succeed on-the-job. This plan outlines key opportunities to learn more so you can do more to help members live happy, healthy financial lives.

Learn My Product

Build what you know about your product(s) so you can confidently explain value to your members.

- Grab your [Product Sheet\(s\)](#)
- Complete [Debt Protection Essentials](#) (~20 minutes)
- Review the [Debt Protection Enrollment Guide](#)
- Register to attend a [Live Q & A Session](#) to get your questions answered

Offer My Product

Connect your product knowledge to real-life member interactions. Focus on ways to uncover member's needs, offer personalized solutions, and build loyalty.

- Complete [Member Focused Conversations](#) (~45 minutes)
- Register and attend [Live Member Focused Conversations Virtual Events](#) to learn more, apply and practice with your credit union peers
- Complete [Member Talk!](#) (~30 minutes).

Address Concerns

- Watch these short conversation demos (~4 minutes each).
 - [It's too Expensive](#) | [I have Plenty of Insurance](#) | [Income Loss due to Disability](#)
- Register to attend the [Live Addressing Concerns Virtual Events](#) for additional opportunities to learn, practice, and apply skills and techniques.

If your credit union offers Credit Insurance, most states require licensing to offer to members. Please review [Licensing Requirements](#) and ensure adequate licensing. Call 800.798.4768 Option 1 or email our [licensing specialists](#) with questions and personnel updates. | CUNA Mutual Group is the marketing name for CUNA Mutual Holding Company, a mutual insurance holding company, its subsidiaries and affiliates. | CUNA Mutual Group Proprietary and Confidential | Further Reproduction, Adaptation or Distribution Prohibited. | 10009510-1220-1222 | © CUNA Mutual Group 2021, All Rights Reserved

Learning never stops.

Continue to explore opportunities available on the [Lending Resource Center](#). On-demand and [Live Virtual Learning Events](#) are updated and added regularly. Own your journey to build knowledge, connect it to your world, and succeed on-the-job.

Know.

What credit union and industry resources are available to build knowledge continuously?

What plan can I put in place to keep myself accountable for building knowledge?

Connect.

Who can help me connect the specifics of our products to our processes and systems?

How can I learn more about members' real needs and connect them to my role?

Succeed.

How will I turn knowledge and connection to success on-the-job?

Who can observe my member interactions and provide me helpful feedback?

*Looking for something you don't see?
Need help finding resources or registering?*

EMAIL US