

# COMPELLING LEADERSHIP WORKSHOP

July 23<sup>rd</sup> & 24<sup>th</sup>, 2024

STAFFORDS PERRY HOTEL, PETOSKEY, MI



# CU INNOVATE AGENDA

## TUESDAY, JULY 23<sup>rd</sup>, 2024

<b>8:30am – 9:00am</b>	<b>Continental Breakfast</b>
<b>9:00am – 11:00am</b>	<b>Industry Trends and Service Innovation</b>
	Learn how great service creates healthy organizations, increased revenue and how to better serve our membership through innovation.
<b>11:15am – 12:00pm</b>	<b>Creating a Service-Minded Culture</b>
	Discuss internal and external service and building trust in a member service relationship
<b>12:00pm – 12:45pm</b>	<b>Lunch</b>
<b>12:45pm – 3:15pm</b>	<b>Creating an Ownership and Accountability Culture</b>
	Discussion on how to engage teams and create a proactive team.
<b>3:30pm – 4:00pm</b>	<b>Empowering Your Staff to Become Legendary</b>
	Discover techniques for unlocking your staff's potential.

## WEDNESDAY, JULY 24<sup>th</sup>, 2024

<b>8:30am – 9:00am</b>	<b>Continental Breakfast</b>
<b>9:00am – 11:00am</b>	<b>Communication Excellence</b>
	Discover techniques to better communicate at every level of your organization.
<b>11:15am – 12:00pm</b>	<b>Going from “We are too busy.” to Getting It All Done!</b>
	Discover techniques to get the team to move from a mindset of we can't to creating a culture of “WE CAN.”
<b>12:00pm – 12:45pm</b>	<b>Lunch</b>
<b>12:45pm – 3:30pm</b>	<b>Building a Plan of Action for Execution</b>
	Attendees develop their plan of action from the workshop
<b>3:30pm – 3:45pm</b>	<b>Developing Accountability Partnerships</b>
	People will find an accountability partner to make sure that this workshop is gaining long term impact at your credit union.