

Comprehensive Training Components

Your training from Credit Union National Association (CUNA) has these key components built in to increase competence and confidence of the learners.



- **Skill Practice:** Time in the training room is focused on practicing the skills, rather than learning about concepts. Participants are actively engaged in the learning through video examples and exercises, written exercises, strategizing and situational skill practices. This gives participants a chance to gain hands-on experience and confidence with the new skills they've just learned.
- **Coaching:** Participants receive individual coaching from the trainer, in addition to reactions and suggestions from the other participants. This creates a model for behavior change and for skill improvement within the training environment. It also ensures participants' ability to use the skills and strategies effectively once they are back on the job.
- **Workbooks:** Participants receive individual workbooks for each module they attend. The workbooks contain information, examples, exercises, and worksheets which support the in-class training, and make great on-the-job reference material.
- **On-the-Job Implementation Tools:** Participants receive assignments to complete on the job after each session. In addition, each program has included On-The-Job Action Plans for participants to complete. This makes an excellent review tool for managers plus serves as an immediate coaching and reinforcement opportunity after the training.
- **Desk-Display Cards:** Participants receive key skills and action steps condensed to self-standing, wallet-sized flashcards for use on a desk or teller counter as a reminder and guide in applying their new skills.
- **Follow-up:** The training is scheduled in a way that provides for follow-up on the final session(s). In addition to the review done at that time, participants will also build on the information they have learned and applied.

■ For information about how to bring this training system to your credit union, visit: training.cuna.org/cml or call 800-356-9655 ext. 4235



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