

June 2023

COACHING SKILLS**Coaching: Strengthening People Skills**

Dig deeper into "people skills," which are critical for effective coaching and will pay dividends not only during your coaching journey, but also beyond the professional realm.

THURSDAY
08**ULEND ACADEMY SERIES****ULEND: Putting it All Together**

Part 5 of the ULEND Academy series will cover how to personalize the experience to the unique needs of the member and present the solution. Come ready to participate and apply the skills you've learned in a culminating interactive activity.

TUESDAY
13**PRODUCT KNOWLEDGE****Debt Protection**

Brush up on your knowledge of Debt Protection and explore the details that make your product a unique benefit to members.

THURSDAY
15**MEMBER FOCUSED EXPERIENCES****Offering Personalized Options**

It's one thing to make an offer to your member; it's another to make a personalized offer. Learn skills to get to know your member, to better understand their needs and goals so you can share personalized options in a way that connects to them.

TUESDAY
20**PRODUCT KNOWLEDGE****Mechanical Repair Coverage (MRC)**

We'll cover 3 need-to-know tips, explore essential on-the-job resources, and answer your questions about MRC.

THURSDAY
22**All events begin at 10:00 AM CT****Register for a webinar****Visit the LRC**

July 2023

**COACHING SKILLS****Coaching Skills in Action:
Establish Goals, Build Trust & Ask
High-Impact Questions**

Want to have richer, better conversations? It starts by understanding the situation. Doing so requires active listening that builds trust and questions that guide your employee to identify a broad-level goal.

**THURSDAY
13****ULEND ACADEMY SERIES****Start & Connect – Building a
Strong Foundation**

Part 1 of the ULEND Academy series focuses on utilizing the information available to better understand your members' needs and social connections to enhance your interactions. Let's build great member experiences from the ground up.

**TUESDAY
18****PRODUCT KNOWLEDGE****Credit Insurance**

Alongside your Product Sheet, review all the essential information about Credit Insurance and get your questions answered.

**THURSDAY
20****ULEND ACADEMY SERIES****Uncovering Member Needs**

Part 2 of the ULEND Academy series dives into shifting from transactional to consultative through questioning strategies, identifying members' life stages, and uncovering their goals.

**TUESDAY
25****PRODUCT KNOWLEDGE****Guaranteed Asset Protection (GAP)**

Join us to learn the what, why, when, and how of your GAP product. We'll review essential features of the product and answer questions you may have.

**THURSDAY
27****All events begin at 10:00 AM CT****Register for a webinar****Visit the LRC**

August 2023

COACHING SKILLS**Coaching Skills in Action:
Identify Behaviors**

Identifying behavior change needed in others is easier than identifying it in ourselves. Together, we'll walk through how to get employees to recognize their own needed behavior change and create objectives to accomplish their goal.

**TUESDAY
08****ULEND ACADEMY SERIES****Understanding Credit Report
Basics & Beyond**

Part 3 of the ULEND Academy series digs deep into credit reports and scores. Do your members understand what their score means? Do you know the real story behind that number?

**THURSDAY
10****PRODUCT KNOWLEDGE****Debt Protection**

Brush up on your knowledge of Debt Protection and explore the details that make your product a unique benefit to members.

**TUESDAY
15****ULEND ACADEMY SERIES****Getting Creative to Meet
Member Needs**

Part 4 of the ULEND Academy series explores the basics of underwriting, understanding risks, and how to use compensating factors to build a loan that will be approved. Together, let's find more ways to say "Yes" to helping members.

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September 2023

COACHING SKILLS**Coaching Skills in Action:
Overcoming Obstacles**

Learn and practice creating safe spaces and open communications to help your employee identify obstacles, find their root causes, and put steps in place to overcome them.

**THURSDAY
14****ULEND ACADEMY SERIES****Putting it All Together**

Part 5 of the ULEND Academy series will cover how to personalize the experience to the unique needs of the member and present the solution. Come ready to participate and apply the skills you've learned in a culminating interactive activity.

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October 2023

COACHING SKILLS**Coaching Skills in Action:
Action Plans**

Collaborating with employees to create and implement their action plan, along with the development of measurements for accountability, will be the topics presented during this session.

**THURSDAY
12****ULEND ACADEMY SERIES****Start & Connect – Building a
Strong Foundation**

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November 2023

COACHING SKILLS**Coaching Skills in Action: Feedback**

Giving feedback can be hard and sometimes a little scary. Yet the benefits are abundant. To set you up for success, we will practice with real-world examples so you can gain experience providing relevant feedback with empathy.

THURSDAY
02**ULEND ACADEMY SERIES****Understanding Credit Report Basics & Beyond**

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TUESDAY
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December 2023

COACHING SKILLS

Coaching: Strengthening People Skills

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THURSDAY
07

ULEND ACADEMY SERIES

Putting it All Together

Part 5 of the ULEND Academy series will cover how to personalize the experience to the unique needs of the member and present the solution. Come ready to participate and apply the skills you've learned in a culminating interactive activity.

TUESDAY
12

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[Register for a webinar](#)[Visit the LRC](#)