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.

**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.

**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.

**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.

**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.

All events begin at 10:00 AM CT

Register for a webinar
Visit the LRC
November 2023

**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.

**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?

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

**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.

**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.

All events begin at 10:00 AM CT

Register for a webinar

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**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.

**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.

All events begin at 10:00 AM CT

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