

Symposium Agenda

FEBRUARY 9–13, 2020 | KOHALA COAST, HAWAII | FAIRMONT ORCHID



Sunday, February 9

- 6:30am – 1:00pm » **Optional Event: Deep Sea Sport Fishing** *Separate registration required.*
- 4:30pm – 6:00pm CUES Conference Information Desk
- 4:30pm – 6:00pm Symposium Welcome Reception

Monday, February 10

- 7:00am – 8:00 am Breakfast Buffet
- 8:00am – 8:15am Welcome to Symposium
- 8:15am – 10:00am General Session

Why Motivating People Doesn't Work...and What Does

Susan Fowler, Professor, Executive Leadership Program, University of San Diego, Best-Selling Author

Stop trying to motivate people! Motivating people doesn't work because people are already motivated—but, often in detrimental ways. What matters most is the reason people are motivated.

Based on cutting edge research that explains the true nature of human motivation, Susan poses a dramatic idea—motivation is a skill. Exciting new science provides the understanding for how motivation can be taught, learned, and nurtured as a skill.

In her presentation, Susan will teach you how to activate optimal motivation for yourself and with others. She asks you to consider how embracing this compelling paradigm of motivation can transform the quality of people's work—and life—experience.

Susan reveals best practices for increasing productivity and work passion. Her Optimal Motivation approach provides a field-tested framework and process for helping people discover how their jobs can satisfy the psychological needs—for autonomy, relatedness, and competence—that lead to meaningful and sustainable motivation.

- 10:00am – 10:20am Networking Break
- 10:20am – 12:00pm General Session continues
- 12:00pm Lunch is on your own – or join us for an optional event!
- 12:15pm – 4:15pm » **Optional Event: Waikoloa Whale Watching Cruise** *Separate registration required.*
Sponsored by: CUNA Mutual Group
- 2:30pm – 7:45pm » **Optional Event: Kona Whale Watching Cruise** *Separate registration required.*
Sponsored by: DDJ Myers

7:00am – 8:00am

Breakfast Buffet

8:00am – 9:30am

Breakout Sessions

Becoming a Values-Based Leader

Harry Kraemer, Kellogg School of Management Professor, Former CEO of Baxter, Best-Selling Author

Sometimes “doing the right thing” while also delivering lasting results is difficult for leaders to achieve. Values-based leaders are needed more than ever in today’s economic and political environment.

In a dynamic session that draws on Professor Kraemer’s global experience as the chairman and CEO of Baxter International, and a professor at Northwestern University’s Kellogg School of Management, participants will learn the importance of Four Key Principles (self-reflection, balance, true self-confidence, and genuine humility) in the actions and decisions they make as a leader of their organization.

Negotiations and Influence: *The Art of Working with People and Getting Things Done*

Holly Schroth, Senior Lecturer, Haas School of Business, University of California Berkeley

On the job and in our personal lives, we all need a broad array of negotiation skills to get our solutions accepted and implemented.

Using a simulated negotiation exercise, you’ll be introduced to a toolbox of negotiation skills, and learn how to negotiate more effectively in both collaborative and competitive situations. In the process, you’ll explore your negotiation style, gain a greater appreciation for the importance of planning and preparation, and learn to develop stronger working relationships.

You’ll head home with greater confidence in your ability to negotiate with anyone, anywhere!

Conversational Capacity: *The Secret to Building Successful Teams That Perform When The Pressure Is On*

Craig Weber, Best-Selling Author

Conversational capacity refers to a team’s ability to engage in open, balanced, nondefensive dialogue about difficult subjects and in challenging circumstances.

A team with high conversational capacity can perform well, remaining on track even when dealing with their most troublesome issues. A team lacking that capacity, by contrast, can see their performance derail over a minor disagreement. This capacity isn’t just another aspect of effective teamwork – it defines it.

As our world grows more complex and less predictable, the ability to work together effectively under pressure is a pivotal competence that separates those who struggle from those who succeed. The more challenging the situation we’re facing, the higher the conversational capacity we need to deal with it well.

Drawing on respected research in leadership studies, business management, psychology, and neuroscience, the Conversational Capacity Workshop will show you how to build healthier, more adaptive teams and working relationships. Highly practical, these ideas have been tested and refined in a host of tough organizational settings. The bottom line? They work.

Craig will help you develop skills to help your teams, departments, projects, or institution work smarter, faster, and together under pressure. He’ll show you how to foster responsibly rigorous

teamwork, characterized by less strife and more collaboration; less rigidity and more dexterity; less defensiveness and more learning; and less frustration and more fun.

The Disruptive Leader - The Culture Required to Succeed in the Digital Age

Michael Carter, Executive Vice President, SRM

How do you address the urgent need for digital transformation in the credit union industry and while avoiding reactive options that result in losing, rather than gaining, ground? The art of balance in digital transformation requires a carefully fostered cultural change and a strategic view that stretches past the next vendor renewal. While Uber, Venmo, Airbnb and the largest players can afford to be early adopters and first-to-market, how can small to midsized credit unions rise to the (digital) occasion? Hint: it takes a village.

9:30am – 9:45am

Networking Break

9:45am – 11:00am

Breakout Sessions continue

11:00am – 12:00pm

Open Forum/Round Table Sessions

12:00pm

Lunch is on your own – or join us for an optional event or the golf tournament!

1:00pm

» **Optional Events:** Golf Tournament at Mauna Lani Resort, South Course
Separate registration required.

Wednesday, February 12

7:00am – 8:00am

Breakfast Buffet

8:00am – 9:30am

Breakout Sessions

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12:15pm – 4:15pm

» **Optional Events:** Waikoloa Whale Watching Cruise *Separate registration required.*
Sponsored by: VISA

Thursday, February 13

7:00 – 8:00 a.m.

Breakfast Buffet

8:00 – 9:30 a.m.

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Breakout Sessions Continue

11:00 a.m.

CUES Symposium Concludes – safe travels home!

Optional Event Details

Sunday, February 9

Deep Sea Sport Fishing

6:30am – 1:00pm | \$450/person U.S. | \$575/person Can

Join the captain and crew for the finest sport fishing adventure in Hawaii!

The Big Island offers world-class fishing—you'll find these waters have it all, from small fish ideal for light tackle, to big game trophy fish. There is always at least one gamefish in season, including Pacific blue marlin, striped marlin, Pacific shortnose spearfish, ahi (yellowfin tuna), skipjack, mackerel tuna, mahi mahi (dolphin fish), and ono.

Things to note:

- Did you know bananas are considered bad luck on boats? As such, no bananas will be allowed on board.
- Any fish caught over 100 pounds will stay with the boat and not be cut. Any fish under 100 pounds will be cut and split 50/50 with a maximum of 50 pounds leaving the boat.

Includes a box lunch and refreshments.

Monday, February 10

Waikoloa Whale Watching Cruise*

12:15pm–4:15pm | \$295/person U.S. | \$375/person Can

We'll start this journey from the heart of the National Marine Sanctuary, giving you the opportunity to enjoy a cruise along the famous Kohala Coast, taking in the beautiful mountain views while searching for the playful humpback whales.

These winter visitors migrate 3,500 miles from Alaska, where they spend the summer months feeding, to the warm waters of Hawaii where they mate and have their calves. You'll encounter the humpback whales and experience their amazing behavior firsthand.

Things to note:

- We're sorry, but the boats on the Waikoloa whale watching cruise are not ADA accessible. Please consider the Kona Whale Watching Cruise as an alternative if you need these accommodations.

Includes a buffet lunch and an assortment of beverages.

**Waikoloa Whale Watching Cruise is also available on Wednesday, February 12, 2020.*

Monday, February 10

Kona Whale Watching Cruise

2:30pm–7:45pm | \$295/person U.S. | \$375/person Can

Each year between December and April, more than 8,000 humpback whales journey to Hawaii to breed, calf, and nurse their young. Join us for this rare opportunity to experience this phenomenon firsthand!

On board, you can hear humpback whales singing using underwater hydrophones, and you may even spot spinner dolphins, pilot and sperm whales, manta rays, sea turtles, and more.

Guests will journey 12 miles down the Kona Coast to Captain Cook's monument while a local historian points out over 50 points of interest and historic sites. Discover Hawaii's rich history on this one-of-a-kind dinner cruise. Upon arriving in Kealahou Bay, a Hawaiian-style buffet dinner is served. Listen to live entertainment and watch a gorgeous, tropical sunset on the way back.

Things to note:

- The Kona whale watching cruise is 100% wheelchair accessible. There is a customized loading ramp and a wheelchair accessible restroom.

- Don't forget your camera! You'll have many excellent photo opportunities.

Includes appetizers, a dinner buffet, and assorted beverages.

Tuesday, February 11

Golf Tournament at Mauna Lani Resort, South Course

1:00pm shotgun start | \$295/person U.S. | \$375/person Can

Join us for a one-day golf tournament on the South Course of the Mauna Lani Resort, which offers spectacular mountain and ocean views.

The par-72, 18-hole course is carved through the rugged a'a lava of the prehistoric Kaniku lava flow, and features holes near the coastline. You don't want to miss seeing the signature 15th hole, which is one of the most photographed over-the-water golf course holes in the world.

Your registration fee includes golf, transportation, cart rental, lunch, and prizes. Club rentals are available for \$75 U.S., \$95 Can.

Learn more about the course, maunalanigolf.com.

Wednesday, February 12

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