CUES Consulting
On-site and Virtual Training

Workshop and Session Topics

CUES offers a variety of sessions and workshops to support the development of staff and leaders within your credit union. All workshops can be customized to your needs and can be offered in-person or virtually. If there's a topic you'd like that's not listed, please let us know. We'll be happy to work with you or provide recommendations.

Workshops Categories

Organizational Alignment
These workshops can be presented to the organizational leaders, human resource/talent development staff or as one-on-ones to support any organizational initiatives.

Leadership Development
These workshops can be presented to current or future leaders within your organization.

Individual Development
These workshops can be presented to individuals, teams or the organization.

Team Development
Team sessions are customized to support development focus and team building. Please reach out to discuss your interest and opportunities.

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Organizational Alignment

Senior Leader Impact on Talent Development

People and strategy are top of mind for many executives today. Most leaders recognize that talent has an impact on strategy, but it often doesn't get the attention it needs or deserves. To ensure today's talent can successfully meet the current and future demands and goals, credit unions must not only have a talent development strategy in place, but also leaders that execute and positively impact that strategy. As a leader, what are you doing to drive talent development within your credit union? Are you leveraging the impact you can have to the fullest to ensure your talent strategy is not only in place, but aligns to your credit union's strategy? This session covers - key points for executives to realize their impact on talent development within the credit union.

Impact of Talent Development on Organizational Climate

With the focus many organizations, credit unions included, are putting on talent development, it is important to understand how this work is beneficial. For those in HR and Talent Development, it has always been a challenge to quantify the impact and value add of these initiatives. During this session we will discuss the impact talent development has on your organizational climate including staff engagement, trust and innovation.

Motivate to Innovate

Innovation is a key competency for many organizations but motivating staff to take part in innovation can be a challenge. We must understand how motivation drives innovation and then connect individual motivation to innovation that drives organizational goals, whether it's new product development, creating efficiencies or change management. This workshop will:

- Review common barriers to innovation to understand what might be occurring within your organization.
- Discuss approaches leaders and organizations can take to best motivate individual staff and teams.

Organizational Climate Assessment and Workshop

Complete an organizational climate assessment, the Situational Outlook Questionnaire, to better understand strengths and areas of opportunity within the current work environment to support the organizational strategy. Once completed by the organization, the data is analyzed by a qualified climate practitioner and presented in a virtual workshop to senior leadership to identify actions in support of the overall organizational climate and strategy. The data offers insights into the perceptions staff have of their work environment within ten dimensions, including challenge and involvement, trust, conflict, idea-time, debate, talent development, etc.

Note: There is an additional cost to complete the organizational climate assessment prior to workshop.

Leadership Development

DISC for Leaders, a Personality Style Inventory
Recognize how behaviors and motivations support stronger relationships with colleagues and your team. Within this workshop, individuals will learn to identify the needs and motivations that drive actions and behaviors and recognize the impact our natural tendencies have on leadership aptitude and interactions with staff. Individuals will complete an online self-assessment, receiving a report offering insights into his/her individual blend, strengths and keys for excellence. *Note: There are additional costs for the online assessment.*

Leading High-Performing Teams
As a leader, you are responsible for outcomes and results, but you do so through the achievements and work of others. People are a key piece of any organization, and as a leader, you can provide an environment that builds individuals into a team to achieve those desired results. This session will look at the characteristics of a high-performing team and the role a leader plays in building and leading a high-performing team.

Becoming an Emotionally Intelligent Leader
Emotional intelligence continues to be one of the key skills for successful leaders. This workshop, using the five elements of emotional intelligence (from the MHS EQ-i 2.0), will help leaders identify personal behaviors and actions they can develop that directly impact success in achieving results, making decisions, and influencing others.

Leading Change
We all know the responsibility leaders have in implementing or supporting change within an organization. However, the ability to manage through change yourself and then lead others can be a challenge. This workshop will provide tools and resources to support a leader's ability to guide others through change, including creating a communication plan.

Coaching as a Leader
As a leader, you spend a lot of your time connecting with your staff—but how often do we leverage these as opportunities to coach staff for the future? This workshop will share tips to build coaching skills through listening, effective questioning and providing feedback to make those interactions successful, regardless of the purpose and location.

Feedback Essentials for Leaders
We know what feedback is in the workplace … sharing observations about job performance or work-related behaviors. Leaders provide feedback to recognize individuals, build on successes and identify opportunities for development all with the purpose of helping an individual and team succeed and grow. Even though feedback is crucial to our interactions and success as individuals and organizations, it can be difficult to provide well. This session will share tips and tools to give effective feedback and how to receive feedback to build stronger relationships and interactions.

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Individual Development

DISC, *a Personality Style Inventory*
Recognize how behaviors and motivations support stronger relationships with those around you. Within this workshop, individuals will learn to identify the needs and motivations that drive actions and behaviors and recognize the needs of others to adapt communication styles to create better working relationships. Individuals will complete an online self-assessment, receiving a report offering insights into his/her individual blend, strengths and keys for excellence. *Note: There are additional costs for the online assessment.*

Emotional Intelligence
Explore the five elements of emotional intelligence (from the MHS EQ-i 2.0) to leverage your ability to recognize and manage your emotions in yourself and others. Within this workshop, individuals will build greater self-awareness and identify actions to help enhance relationships, address conflict and manage stress.

Giving and Receiving Feedback
Feedback is a valuable tool in developing ourselves, developing others and building stronger relationships. Within this workshop individuals will practice crafting a supportive and actionable feedback message and discover how to respond to feedback given to you.

Leading without Direct Authority
This multi-session workshop focuses on the skills needed for those in a lead or senior role, who lead without the authority of a management title. This workshop will provide insight to staff to help them:
- *Understand Yourself:* Better understand themselves, using the DISC Personality Inventory and developing stronger emotional intelligence
- *Effective Communication:* Develop effective communication techniques through discussion around conflict management and how to give and receive feedback
- *Manage Change:* Manage through change and communicate to others

Managing Through Change
All change, whether big or small, is a disruption to our status quo and can be hard on individuals and teams. Our ability to recognize the impact we have on change can help us to be more adaptable and move successfully through a change process. This workshop will provide tools and resources to support an individual's ability adjust to change whether it is welcomed, unexpected or unwanted.