



What We Learned in 2020 That Will Shape the Future of Credit Unions

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Who Is Quantum Governance, L3C?

- Quantum Governance, L3C is a low profit, limited liability service organization **dedicated to the public good.**
- We are **one of the first such “hybrid” organizations in the United States.**
- We work with primarily with **credit unions and nonprofits** but have done extensive work with foundations, associations, and corporations.
- We work **100% at the Board, CEO/ Executive Director & Senior Staff levels.**

Governance
Consulting,
Advice &
Counsel

Keynote
Presentations,
Workshops &
Seminars

Assessments,
Research &
Knowledge
Building

Strategic
Planning,
Retreats &
Facilitation



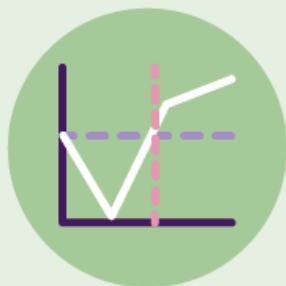
2020 in Review...

- **COVID-19**
- **Social Justice & Unrest**
- **Financial Downturn**
- **Record Breaking Natural Disasters**

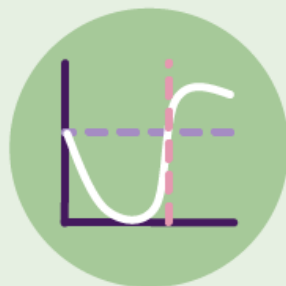


NatWest
Markets

Coronavirus impact The 5 shapes of economic recovery — which will it be?



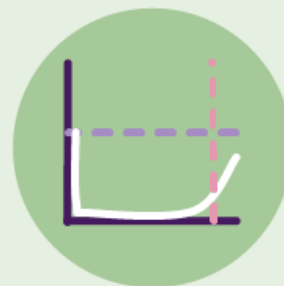
“V-shaped”
rebound



“U-shaped”
rebound



“W-shaped”
rebound



“L-shaped”
rebound



“Swoosh/tick/
italicised V-shaped”
rebound



Be strategically nimble.

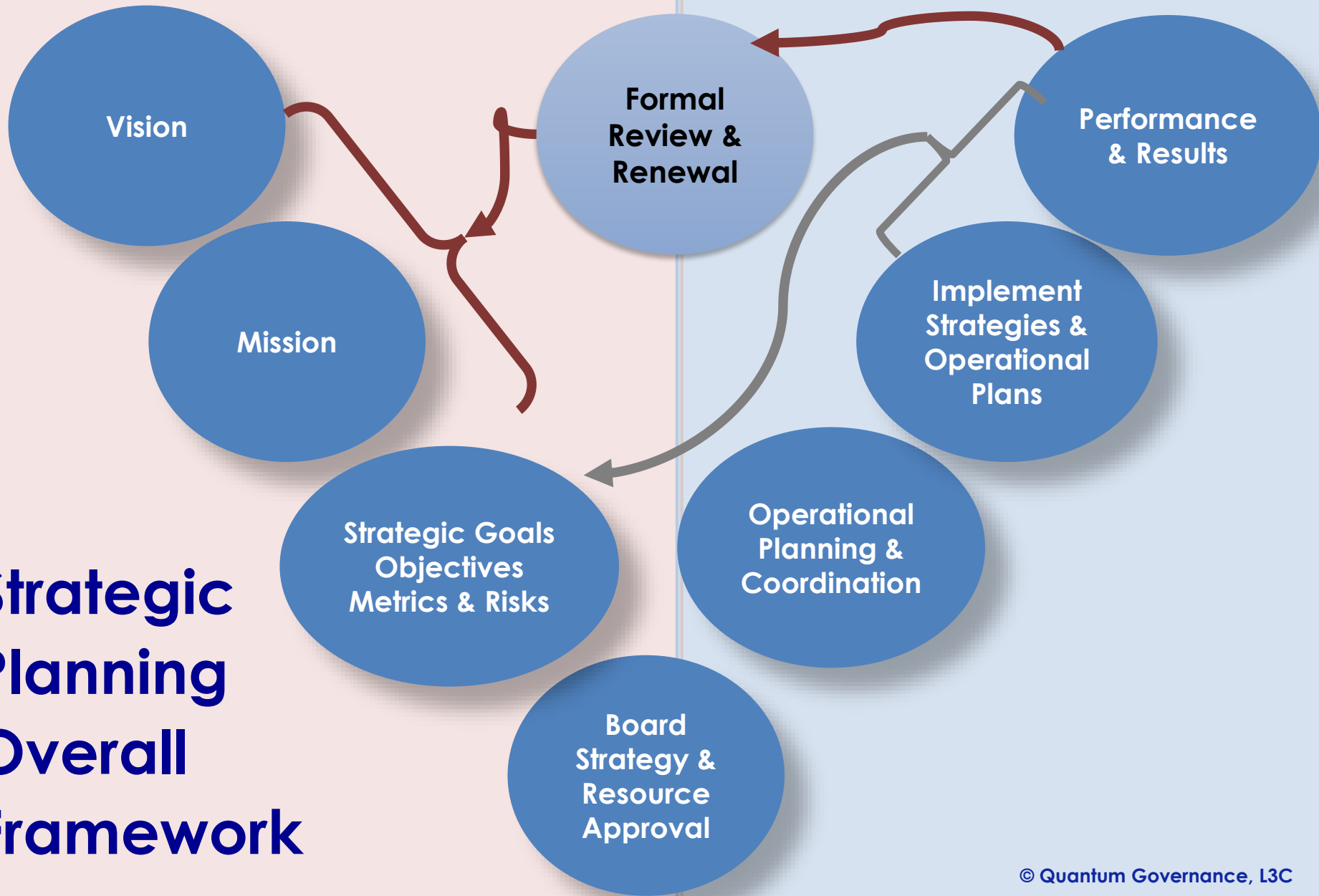
Rio2016 



Strategy is an ever-evolving, ongoing attempt to determine the most effective approach – the best pattern of behavior – to achieve the credit union’s mission.



Strategic Planning Overall Framework



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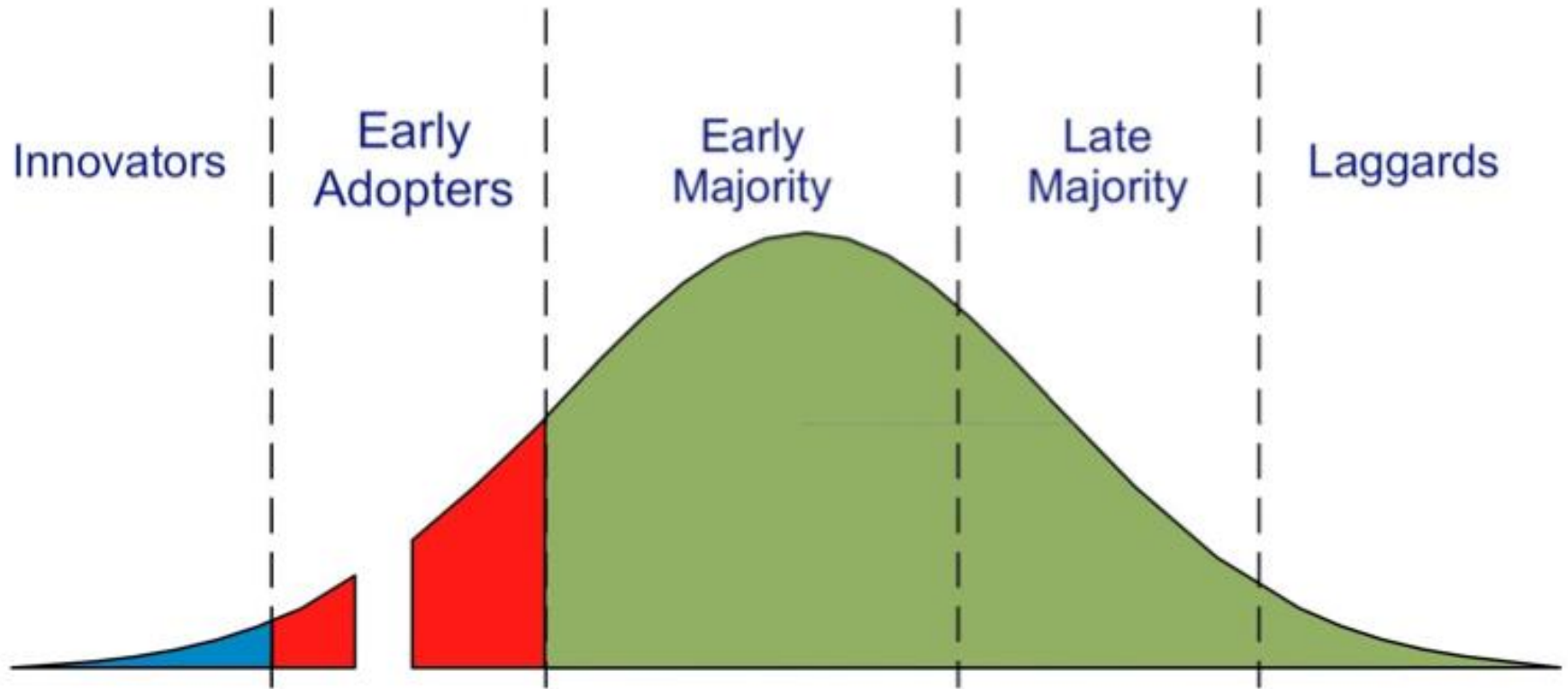
Board & Mgmt. in Constructive Partnership

Management

Accelerated Digital Growth.



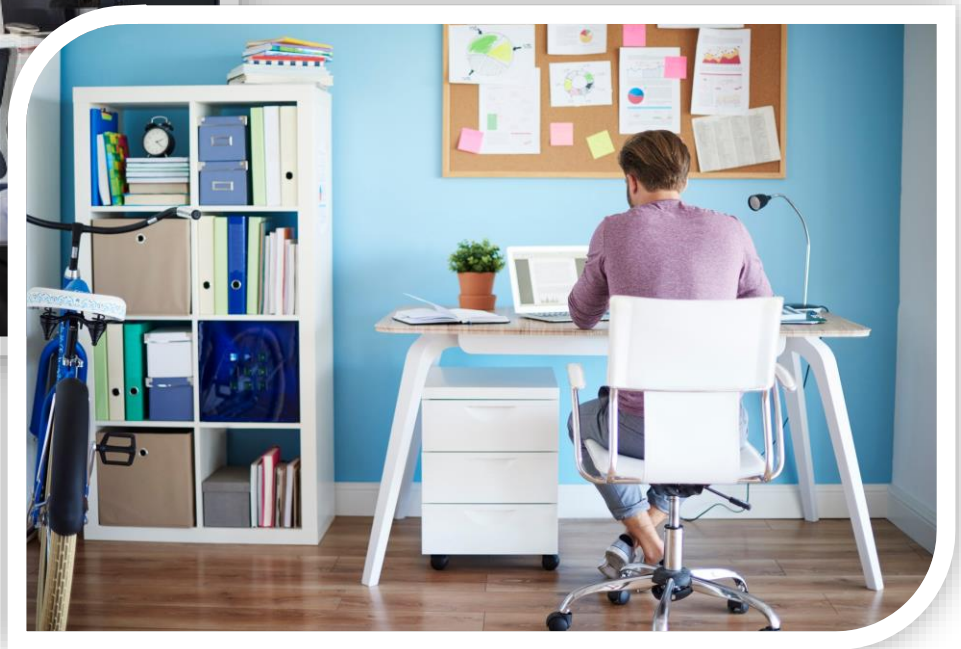
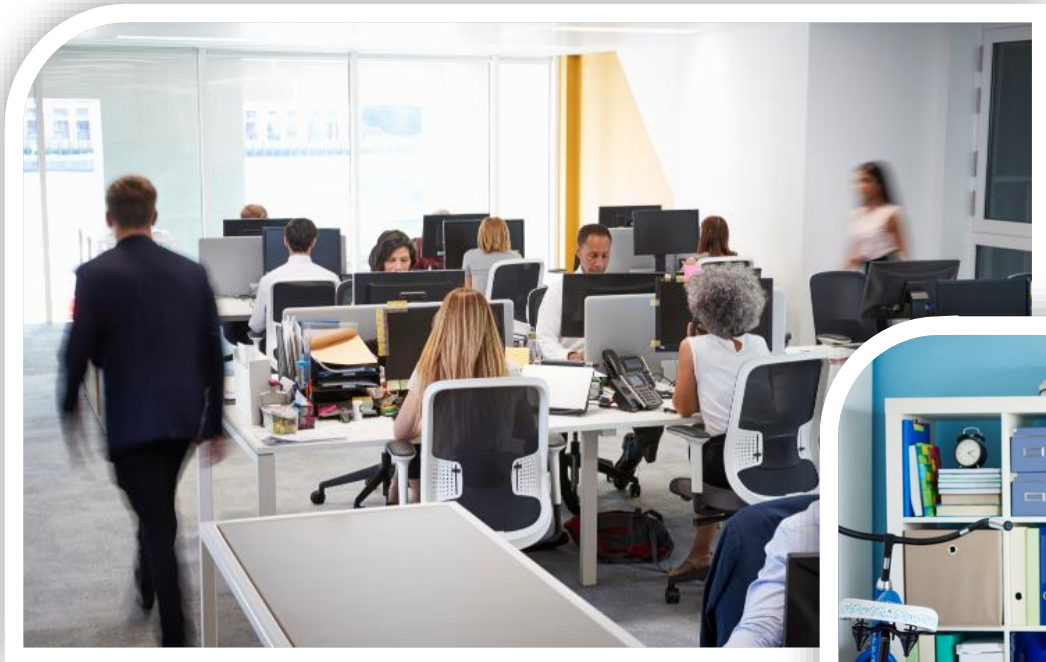
Technology Adoption Curve



Communication has evolved.



Redefining Community.

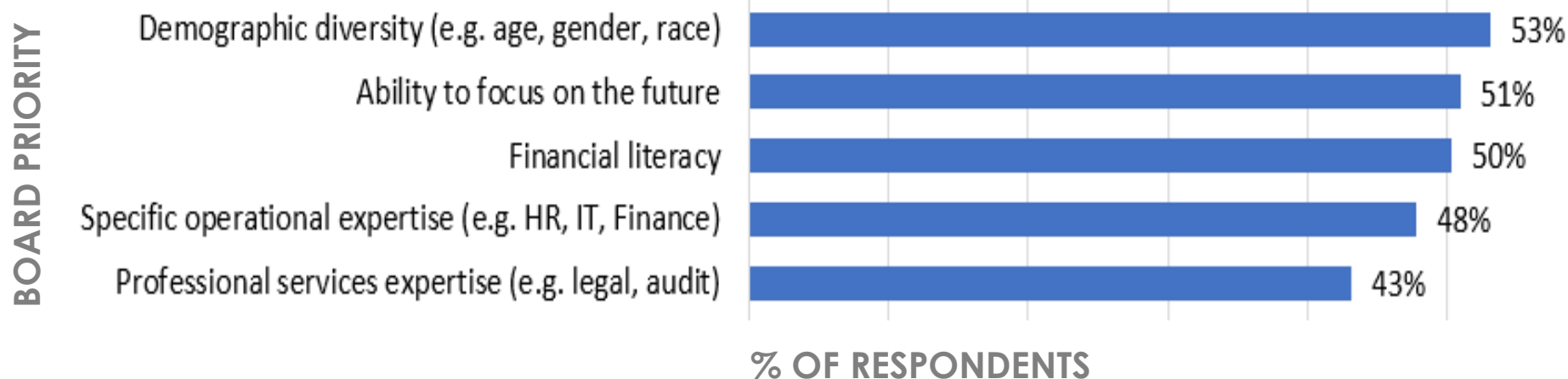




Valuing Diversity.



What are the highest priorities when recruiting new board members? (n=320)



Resource: *The State of Credit Union Governance, 2020 Report*



Equity...

Embracing, celebrating and respecting the essential worth of all people and ensuring that our common humanity is honored.

Diversity...

Getting a genuine – and expansive – mix of people at “the leadership table” or within a group. It does not sacrifice quality or competence on your Board. Indeed, it is designed to enhance it.

Inclusion...

A shared understanding to authentically listen, to actually hear and justly value what people have to offer, contribute and say

Are We (Sometimes) Overthinking It?



Vision & Mission.





VISION is the inspirational articulation of an intended future state, impact or the results of an organization's purpose and work.

MISSION is the work it carries out to achieve its vision and, at the same time, that which characterizes it as different from other organizations.



Thinking Ahead...

- ❑ We need to be as strategically nimble as we were operationally nimble.
- ❑ Advance your thinking around communications and community in a time of accelerated digital growth.
- ❑ Foster greater awareness and the realization of diversity.
- ❑ Clarity regarding vision and mission are ever more important to your success.

Thank You
For All That You Do!

And...
Happy Holidays to
you, your colleagues,
and your loved ones!



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