

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

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
17**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
19**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
24**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
26**All events begin at 10:00 AM CT****Register for a webinar****Visit the LRC**

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

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?

TUESDAY
07

PRODUCT KNOWLEDGE

Credit Insurance

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

THURSDAY
09

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.

TUESDAY
14

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
16



All events begin at 10:00 AM CT

[Register for a webinar](#)

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December 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
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
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