



Get More Mileage Out of Quick Bits  **EDGE**
• Education • Development • Growth • Essentials

TeleCourse: October 19, 2010 Coaching & Performance Management

11:00 a.m. – 1:00 p.m. EST

Speaker: Mike Neill

This session is designed for “working” managers who need to develop the performance of their staff. Coaching, Training, Learning points will include:

- The characteristics of an effective coach
- How coaching and management differ
- How to identify the cause of problem performance and how to effectively confront these problems

The challenge associated with shifting from management to coaching.

Speaker: Mike Neill is the President and founder of Michael Neill & Associates, Inc. Additionally Mike is one of the most sought after speakers in the Credit Union industry where he is known for his straight forward, humorous approach. Mike was the Vice President of Southern Federal Credit Union and held responsibilities of Marketing/Training/Business Development and Branch Operations during his tenure.

Location: Via Telephone (11:00 a.m. to 1:00 p.m. EST)

Educational Investment: \$159.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

*****You must be registered for this session to hear the audio-recorded version and receive handouts.*****

AUDIO ARCHIVE! Can't tune in today? This session will be available on-line for **30** days after activation.

To enroll, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to mzelinsky@njcul.org**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.