

FEBRUARY 2023



COACHING SKILLS *Explore Phase*

Coaching Skills in Action: Identify Behaviors

Identifying behavior change needed in others is easier than identifying it in ourselves. Together, we'll walk through how to get employees to recognize their own needed behavior change and create objectives to accomplish their goal.

THURSDAY
09

ULEND ACADEMY SERIES *Consultation – Part 2*

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
14

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
16

ULEND ACADEMY SERIES *Structure the Loan + Underwriting*

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
21

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
23



All events begin at 10:00 a.m. CT

[Register for a Webinar](#)

[Visit the LRC](#)

MARCH 2023

COACHING SKILLS *Explore Phase*

Coaching Skills in Action: Overcoming Obstacles

Learn and practice creating safe spaces and open communications to help your employee identify obstacles, find their root causes, and put steps in place to overcome them.

THURSDAY
09

ULEND ACADEMY SERIES *Present Solutions & Close with Purpose*

ULEND: 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
14

PRODUCT KNOWLEDGE

Credit Insurance

Alongside your [Product Sheet](#), review all the essential information about Credit Insurance and get your questions answered.

THURSDAY
16

MEMBER FOCUSED EXPERIENCES

Offering Personalized Options

It's one thing to make an offer to your member; it's another to make a personalized offer. Learn skills to get to know your member, to better understand their needs and goals so you can share personalized options in a way that connects to them.

TUESDAY
21



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
23



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APRIL 2023

COACHING SKILLS *Collaborate Phase*

Coaching Skills in Action: Action Plan

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
13



ULEND ACADEMY SERIES *Social Savvy + Plan & Prep*

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. This webinar will help you build great member experiences from the ground up.

TUESDAY
18

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
20

ULEND ACADEMY SERIES *Consultation – Part 1*

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
25

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
27



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MAY 2023



COACHING SKILLS *Follow-up Phase*

Coaching Skills in Action: Feedback

Identifying behavior change needed in others is easier than identifying it in ourselves. Together, we'll walk through how to get employees to recognize their own needed behavior change and create objectives to accomplish their goal.

THURSDAY
11

ULEND ACADEMY SERIES *Consultation – Part 2*

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TUESDAY
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PRODUCT KNOWLEDGE

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THURSDAY
18

ULEND ACADEMY SERIES *Structure the Loan + Underwriting*

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.

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THURSDAY
25



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JUNE 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
08

ULEND ACADEMY SERIES *Present Solutions & Close with Purpose*

ULEND: 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
13

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
15

MEMBER FOCUSED EXPERIENCES

Offering Personalized Options

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TUESDAY
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