

# SCHEDULE OF EVENTS

## Monday • October 6, 2008

11:00 a.m. – 5:00 p.m.

12:30 p.m. – 2:00 p.m.

Members United Corporate FCU golf tournament to benefit NYCUF

### Concurrent Education Sessions:

- *Satisfaction: Worthless; Commitment: Priceless—Developing Loyalty with Your Members*  
Jeff Rendel, Rising Above Enterprises
- *Creating a Lending Machine*  
Tim Harrington, CPA
- *Selling in a Service Environment*  
Tom Glatt, Continental FCU

2:10 p.m. – 3:30 p.m.

### Concurrent Education Sessions:

- *Protect Your Capital at the Capitol—The Corporate Leader's Role in Creating Political Influence*  
Jeff Rendel, Rising Above Enterprises
- *Innovation: Now an Essential Tool for Credit Unions*  
Tim Harrington, CPA
- *Creating A Strategic Technology Plan...Getting Past the Numbers*  
Tom Glatt, Continental FCU

3:40 p.m. – 5:00 p.m.

### Concurrent Education Sessions:

- *Your Credit Union, Your Community and Your Competitive Advantage*  
Jeff Rendel, Rising Above Enterprises
- *Fraud: How to Spot it, How to Stop it*  
Tim Harrington, CPA
- *The High Performance Director*  
Tom Glatt, Continental FCU

5:30 p.m. – 6:30 p.m.

CUPAC VIP reception (by invitation only)

6:30 p.m. – 7:30 p.m.

Welcome reception

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## Tuesday • October 7, 2008

7:15 a.m. – 9:00 a.m.

General breakfast

8:00 a.m. – 11:00 a.m.

Opening ceremony, awards ceremony and general session

11:00 a.m. – Noon

### Keynote Presentation

Alison Levine, *Daredevil Strategies*

Noon – 1:00 p.m.

Buffet lunch in exhibit hall

Noon – 4:00 p.m.

EXPO in exhibit hall

4:00 p.m. – 5:00 p.m.

Premier sponsor/CEO/manager reception (invitation only)

5:00 p.m.

CUPAC auction and cocktail reception

6:00 p.m.

*Elements* party with the Flying Mueller Brothers

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## Wednesday • October 8, 2008

7:30 a.m. – 9:30 a.m.

Exhibit hall open

Breakfast, booth raffle prize announcements, CUPAC 50/50 raffle, grand prize announcement

10:00 a.m. – 11:30 a.m.

### Concurrent Education Sessions:

- *The Young Adult Market—Strategies to Fuel Growth*  
Kris Wickline, CUNA Mutual Group
- *Teaching 101: Tips for Venturing Into the Classroom*  
Tony Schilling, New York Credit Union Foundation
- *Finding Your Way through the Student Loan Maze*  
Timothy Bruculere, Members United Corporate FCU