

January 7, 2008



Happy New Year HRD Network friends!

How to Keep Your Employees Happy

The loss of a good employee comes at a steep cost. It affects your company's member service and employee morale. Plus, it brings the added expense of recruiting, hiring and training a replacement.

More and more businesses are focusing on employee retention. Here are some tips for keeping your employees happy – and on your payroll:

- ✦ *Ask your employees what motivates them.* What perks would they like? What would make them feel appreciated? How can you help them meet their career goals?
- ✦ *Take care of the basics.* Make sure employees have the tools they need to get the job done, and that they have a comfortable working environment.
- ✦ *Express your appreciation.* It only takes a few minutes to send a nice thank-you note with movie tickets, or a small treat. Be sure to select a gift that matches the employee's personal likes and interests.
- ✦ *Make them proud.* Give employees logo'd travel mugs, desk accessories and portfolios they can use with pride. Consider rewarding your staff with attractive awards, plaques or clocks they can display in their work area.
- ✦ *Give employees the opportunity to grow.* Provide monthly/quarterly "lunch and learns" or other training classes. Give attendees nice notebooks and pens imprinted with your company logo.
- ✦ *Build loyalty and morale with an ongoing recognition program.* One hospital gives employees tokens for going above and beyond. These tokens can be collected and redeemed for a variety of rewards, including electronics jewelry and clothing. The program is saving the hospital \$2 million in turnover costs – every year! Fortunately, it's fairly simple to make employees feel valued.

Don't forget to read your InfoExchange to the very

end! Your Membership Renewal Form and the HR Professional of the Year Nomination Form are attached at the bottom.

"People with goals succeed because they know where they're going."

~ Earl Nightingale: Author, *The Strangest Secret*, Lead the Field

BROWNBAG UPDATES

Here are upcoming HRD Network Brownbags:

Central California Area

Contact Shonna Shearson at Kern Schools FCU (661) 833-7944 or shonna.shearson@skfcu.org for information on the next scheduled meeting.

Inland Empire Area

Contact Emily Pearl at Service Plus CU (909) 680-1998 x104 or eppearl@servicepluscu.org for information on the next scheduled meeting.

Long Beach/South Bay Area

Contact Diane Jarecki at LBSFCU (714) 893-5111 x5205 or djarecki@lbsfcu.org for information on the next scheduled meeting.

Los Angeles Area

When: **Friday, January 25, 2008**

Time: TBA

Where: Los Angeles Police FCU, 16150 Sherman Way, Van Nuys, CA 91406

Speaker: Michelle S Patterson

Topic: Employment Legal Update

RSVP: Janet Gaspard at LA Police FCU (818) 779-3316 or jgaspard@lapfcu.org.

Orange County Area

When: **February 2008**

Contact Courtney Lynch at Wescom CU (888) 493-7266 x4653 or clynch@wescom.org for information on the next scheduled meeting.

Sacramento Area

When: **Monday, January 14, 2008**

Time: Lunch time TBA

Where: TBA

Topic: Roundtable

RSVP: Jenee Rawlings at Yolo FCU (530) 669-6321 or jrawlings@yolofcu.org.

San Diego Area

Contact Jose Ng at USA FCU (858) 831-8100 x511 or

ing@usafed.org for information on the next scheduled meeting.

San Francisco Bay Area

Contact Dawn Smith at San Mateo CU at (650) 562-1276 or dsmith@smcu.org for more information on the next scheduled meeting.

Southern Nevada Area

Contact Ann Johnson at Silver State Schools CU (702) 697-8025 or amj@silverstatecu.com for information on the next scheduled meeting.

Trainers Network (Southern California)

When: **Friday, January 25, 2008**

Time: 11:00am-1:00pm

Where: CNCUL – RMJ Building

RSVP: Kate McPike at the California Nevada Credit Union League (909) 581-3434 or katem@ccul.org.

Mark your calendar and plan to join your colleagues at these **FREE** brownbag meetings!

Responsible for maintaining the Credit Union's Quality Service Standards. Handles IRA transactions, deceased accounts and reporting of the sales of negotiable instruments. Prepares Loan month end reports. Education: High school diploma, GED or equivalent required. Training and Experience: Prior banking/financial services experience including lending and new accounts. Required License and/or Documentation: Notary License.

LAPFCU offers an exceptional benefits & compensation package! All positions are based in Van Nuys unless stated otherwise. In addition to the related experience required for each position, candidates with experience in financial background are preferred. MS Office skills required. To apply, please send resume, salary requirements and position applied for to: Los Angeles Police Federal Credit Union, Human Resources/Job Code HRDN, Fax: 818/782-9356, email: Jobs@LAPFCU.org. For more information, visit our website: www.lapfcu.org EOE

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HRD NETWORK INFORMATION EXCHANGE

The next Info Exchange will be sent out on Monday, January 7, 2008. Any information or job posting needs to be submitted by the Friday before. Thank you and please send your information to Nanette Dalo of Allied Healthcare FCU at ndalo@ahfcu.org.



JOB LISTINGS



**LOS ANGELES
POLICE
FEDERAL CREDIT UNION**

16150 Sherman Way • Van Nuys, CA 91406 • 818/779-3316

The Los Angeles Police FCU (\$650M) is seeking:

Branch Representative

Under general supervision, but in accordance with established policies and procedures, provides a variety of member service functions, such as interviewing members who submit applications for consumer loans, evaluate member loan requests and makes sound loan decisions, within established policies and lending authority; processing share, checking and loan transactions; cashing checks, selling money orders and travelers cheques; processing mail, maintaining account records, etc. Is responsible for providing a high quality of customer service, cross-selling Credit Union services and balancing the department's daily activities and totals.

Business Relationship Officer

Kern Schools Federal Credit Union has been serving the financial community since 1938. With over \$1.7 billion in assets, KSFCU is a rapidly growing credit union committed to world-class service.

The Business Relationship Officer is a newly created sales position that solicits and develops personal and business relationships for the purpose of improving and expanding credit union membership. The position has the responsibility of increasing membership penetration, recruiting, cultivating, and maintaining relationships with Primary Sponsor Group (PSG) and Select Employee Groups (SEGs). Ideal candidate will possess initiative, a competitive drive, and the ability to stay focused on results. A compensation package will be structured to meet the needs of the right candidate.

To apply, please send resume, salary requirements and position applied for to: Kern Schools Federal Credit Union, Human Resources, PO Box 9506, Bakersfield, CA 93389, Fax: 661/396-4478, www.ksfcu.org.

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At Point Loma Credit Union, we value offering a great work environment to our team. We also provide excellent benefits, including a 401k plan with match, Medical, Dental, Vision, Life insurance and Tuition Reimbursement. Eligible employees also receive discounts on some PLCU products, loans and services.

Branch Manager

Point Loma Credit Union is seeking a Branch Manager for our San Diego/ Catalina location. We are seeking a take-charge Manager with at least 2 years of prior proven supervisory experience in a credit union or banking environment. The successful candidate will be comfortable achieving and maintaining membership and sales goals for the credit union while managing a successful team. Must have a thorough knowledge of branch operations. Consumer and real estate loan experience highly preferred.

Financial Services Officer-Full Time Floater

Point Loma Credit Union is seeking a qualified FSO to serve the North San Diego County area. This is a full time regular position that will float among our North County branches as needed. The position is based out of our Carlsbad Branch. The successful candidate will possess prior credit union or banking experience in new accounts, loans, credit products and cash handling. Must have prior experience in a sales-driven environment and be comfortable achieving goals as defined by the credit union. This position also assists the Branch Manager with basic supervisory duties of the Branch as needed. The ability to be flexible while providing excellent member service is essential.

PLCU has been serving our communities since 1948, and we offer a great work environment! PLCU is a great place to work. Please see our website at PLCU.com for more information. You may submit your resume, with salary requirements, to HRD@plcu.com.

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Assistant Vice President/Branch Manager (New Branch in Atascadero!)

Located on the beautiful California Central Coast, SESLOC Federal Credit Union, with \$438 million in assets, is seeking an individual to oversee and manage branch operations, ensuring compliance and the highest quality standards and service. Maintain highly motivated staff, providing mentoring and coaching in support of the growth and development of assigned staff. Must possess in-depth knowledge and experience with all service aspects of the branch operation, combined with demonstrated record of leadership skills and committed member-focused service. B.A. from a four (4) year college or University; or Business school and/or five (5) years in a financial institution supervisory role; or equivalent combination of education and experience required. Five or more years (5) of financial institution experience required, new accounts, and operations. Lending preferred.

SESLOC offers an excellent benefits package and competitive wages.

Please send your application, resume, cover letter, and salary history to:

SESLOC Federal Credit Union
11491 Los Osos Valley Road
San Luis Obispo, CA 93405
www.SESLOC.org

[121007-020108]



*"Cheers to a new year and another chance
for us to get it right."
~ Oprah Winfrey, actress, TV host, publisher*



Happy New Year

SAVE THE DATES... 2008

**for the HRD Network's
22nd Annual Conference
February 20–22, 2008
Pasadena, CA**

And

**Semi-Annual Conference
September 17-18, 2008
San Diego, CA**

“Where People and Ideas Meet”

Dear HRD NETWORK MEMBER,

For those of you who have not renewed your membership, the HRD NETWORK would like to extend to you this invitation to renew your membership and continue your networking experiences with the many credit unions that belong to the HRD NETWORK.

Since 1986, CEOs, Managers, Vice Presidents, HR and Training professionals have met on a regular basis to participate in our programs and activities.

By renewing your membership in the HRD NETWORK, you tap into resources that contribute to your credit union's success. Our Association provides opportunities to meet, network with and learn from a wide cross-section of credit union leaders, human resources and training professionals.

We also partner with select HR and Training suppliers. These Associate Members come with the highest of recommendations and provide you with trusted, reliable resources when you need them.

Our membership currently extends to over 100 credit unions throughout California, Nevada, Utah, Washington and Oregon. The HRD NETWORK is committed to continuing to provide valuable opportunities to learn and exchange best practices.

ADDITIONAL BENEFITS INCLUDE:

- *Access to resource list in the MEMBERSHIP DIRECTORY.*
- *White Page-Information Resource Kit*
- *Free LAWROOM.COM SUBSCRIPTION (a web-based employment law resource service for human resource information).*
- *INFORMATION EXCHANGE/JOB PLACEMENT EMAILS (enables members to share information and applications).*
- *Access to REGIONAL BROWN-BAG MEETINGS (lively discussions encompassing issues facing our credit unions).*
- *Attendance and participation in our ANNUAL AND SEMI-ANNUAL CONFERENCES which provide keynote speakers and interactive workshops.*
- *Recognition AWARDS AND SCHOLARSHIPS.*

Your HRD NETWORK membership provides your credit union access to all benefits for any participating member of your staff.

ANNUAL MEMBERSHIP DUES ARE AS FOLLOWS:

\$395.00 Credit Union-Asset base over \$100MM

\$295.00 Credit Union-Asset base under \$100.00MM

\$395.00 Associate Membership (vendors/non-credit union members)

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If you would like information on how to place an ad with the HRD Network,
Call Nanette Dalo (562)933-0378 * FAX (562)933-0921 * email: ndalo@ahfcu.org
****PLEASE SEND REQUESTS OF 200 WORDS OR LESS BY FRIDAY AT NOON****
All members of our Job Placement Service are Equal Opportunity Employers M/F/D/V.



\$1195.00 Passport Membership (includes all fees and reservations for both 2008 Conferences at a discounted rate)

Contact us today if you have any questions!

*Gwen White
HRD Associate Member
Advantage Group Staffing
800-695-7599
gwhite@addstaffing.com
www.hrdnetwork.org*

HRD NETWORK

STIMULATING GROWTH • PROMOTING EDUCATION • SHARING IDEAS • CREATING VALUE



2008 Membership Renewal Form

Yes! I would like to be an HRD Network member in 2008!

Your Name _____ Title _____

Credit Union / Organization _____

Asset Size _____ Number of Locations _____ Headcount (FTE) _____

Mailing address _____

Email address _____ Phone number _____

Total to remit:

Passport membership \$ _____
(annual dues + pre-payment for 2 educational conferences) or

Annual dues only \$ _____

Names of co-workers to appear in HRD Network Directory (add \$25 per additional person)

Name _____ Position _____ \$ _____

Name _____ Position _____ \$ _____

Total \$ _____

I wish to pay by:

Check payable to HRD Network (enclosed)

Credit card (Visa or MasterCard)

Card type (Visa or MC) _____ Name _____

Card number _____ 3 Digits _____ Expiration Date _____

Signature _____

Please remit by mail or fax to:
HRD Network, c/o, San Mateo Credit Union, PO Box 910, Redwood City, CA 94064.
Fax 650-364-1703



December 2007

Dear HRD Network Member:

Please share your success with us!

Recognizing valuable people is good for morale and demonstrates a commitment to making a difference. That

Is why the Board of Directors for the HRD Network urges you to take a moment to **nominate an HR Professional at your credit union as a candidate for the Virginia Baldauf Human Resources Professional of the Year Award**, the HRD Network's prestigious annual salute to a deserving HR leader.

The objective of this award is to recognize an HR professional (and, indirectly, his or her credit union) for making a significant contribution to his/her credit union, the credit union industry, and/or the HR profession. This contribution might involve introducing a program, initiative or cutting edge technological advancement to:

- Address an important HR issue or opportunity for your credit union or the industry
- Achieve an enhancement in organizational efficiency, performance or cost management
- Make a significant contribution in HR related to teaching, research or community service

Nominations will be judged based on the importance of the HR issue or opportunity addressed, the innovative Nature of the action taken, and the tangible results derived.

The individual you are nominating must be primarily responsible for the HR function within your credit union or another HRD Network-member credit union.

Please complete the nomination form below and submit it to Nanette Dalo, HRD Network Director, c/o Allied Healthcare FCU, PO Box 93124, Long Beach, CA 90809 by **January 25, 2008**. The winner will be announced on **February 22, 2008** during the Annual Meeting portion of the HRD Network 2008 Annual Conference in Pasadena, CA.

We encourage you to take this opportunity to nominate a deserving HR professional!

Sincerely,

Lisa Pesta
HRD Network President
Meriwest Credit Union

2007 HR Professional of the Year Official Nomination Form

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<i>NOMINEE</i>	Name: _____ Title: _____ Phone: _____ Credit Union Name: _____ Address: _____
<i>NOMINATOR</i>	Name: _____ Title: _____ Phone: _____ Credit Union Name: _____ Address: _____

Please include all requested information and limit your nomination to two pages in total. You can submit your completed nomination as follows:

- MAIL** *Nanette Dalo / HRD Network*
 Allied Healthcare Federal Credit Union
 P.O. Box 93124, Long Beach, CA 90809-3124
- FAX** *(562) 933-0921*
- EMAIL** *Nanette Dalo at Email: ndalo@ahfcu.org, HRD Network, Board of Director*

NOMINATIONS MUST BE RECEIVED NO LATER THAN JANUARY 25, 2008
A WINNER TO BE ANNOUNCED AT THE ANNUAL MEETING IN
PASADENA, CA ON FRIDAY, FEBRUARY 22, 2008

Answering the following questions will help the Selection Committee give full consideration to the person you are nominating:

1. Describe the HR situation, problem or opportunity the nominee helped address and the environment in which this Situation existed.
2. Describe the actions taken by the individual to merit this nomination and the general time frame in which these actions were taken.
3. What were the outcomes/results of these actions and how did they make a difference?
4. What key measures were used to determine and measure success?
5. What key attributes were demonstrated by the nominee through this process? Select three or more of the following and give examples of how the nominee demonstrated them: (Provide specific examples)

<i>Leadership</i>	<i>Teamwork</i>	<i>Risk-taking</i>	<i>Creativity & Innovation</i>
<i>Vision & Focus</i>	<i>Communication</i>	<i>Interpersonal</i>	<i>Skills Development</i>
			<i>Ethics</i>