

2010 ANNUAL MEETING  
 Location: Marriott Burbank  
 Dates: February 10th and 11th, 2010

**Sailing toward a Bright Future – How HR and Training Leading the Way**

<b>Activity – Day 1</b>	<b>Speaker</b>	<b>Topic</b>	<b>Time</b>
Opening Remarks/Icebreaker	Lisa Pesta		9:15 - 9:30
Speaker #1	Diana Dykstra	The Future for Credit Unions	9:30 - 10:30
Speaker #2	Kathleen Ronald	The Space Clearing Factor	10:30 - 12:00
Lunch			12:00 - 1:15
Speaker #3	Barry Jolette	World Council of CUs	1:15 - 2:15
Speaker #4	Angela Ratzlaff	Demo of Facebook & Forum	2:15 - 2:45
Break			2:45 - 3:00
Speaker #5	Tom Asacker	Consumer Relationship Branding	3:00 - 4:30
Ending Remarks	Rebecca Nixon		4:30 - 4:45
Break			4:45 - 6:00
Reception/ Vendor Night			6:00

<b>Activity – Day 2</b>	<b>Speaker</b>	<b>Topic</b>	<b>Time</b>
Annual Meeting	Lisa Pesta		9:30-10:00
Speaker #1	Neil Goldman	Net Promoter Score	10:00 – 12:00
Lunch			12:00 – 1:00
Speaker #2	Richard & Co.	HR Game Show	1:00 -2:00
Break			2:00 – 2:15
Speaker #3	Michele Patterson	Managing Employees in Difficult Economic Times	2:15 - 3:45
Ending Remarks			3:45– 4:00