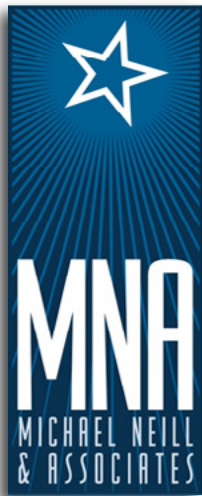


Becoming a Member Champion

How to overcome objections to effectively develop long-term relationships with your member

Real service is exceptional. It's beyond what is expected. If we live out the purpose of a credit union, "improving the financial lives of our members," it perfectly defines exceptional service.



Michael Neill,
Guest Speaker

Mike is the President and founder of Michael Neill & Associates, Inc., and the author of two books, *Creating and Maintaining a Credit Union Sales and Service Culture*, and *Coaching for Maximum Performance*. Mike also is the author of the most popular research work in the history of The Filene Research Institute, *Attributes Common Among High Performing Managers*. Additionally, Mike is one of the most sought after speakers in the Credit Union Movement.

March 11, 2014

9:00 AM - 12:30 PM

1607 E. Big Beaver Rd
(Just west of the San Marino Club)
Troy, MI 48083

Networking breakfast is from 9:00 AM to 9:30 AM and Mike Neill presents from 9:30 AM to 12:30 PM

Registration

Early Bird: Just **\$60** per person!
(By Feb. 14)

Or, **\$75** per person
(Feb. 15 - 28)

Send check payable to:

Oakland County Chapter
Attn: Tina Dix
Our Credit Union
3070 Normandy
Royal Oak, MI 48073

E-mail Mike questions beforehand for answering after the presentation!
mike@michaelneill.com

A joint chapter event presented by:



Oakland County Chapter
Of Credit Unions





Oakland County Chapter
Of Credit Unions



REGISTRATION FOR: **Becoming a Member Champion**

TUESDAY, MARCH 11, 2014
 NETWORKING BREAKFAST 9:00-9:30AM
 PRESENTATION 9:30am-12:30pm
 Commercial Alliance
 1607 E. Big Beaver Road, Troy, MI 48083

Credit Union Name: _____

Attendee names: _____

Total No. of Attendees _____ X \$60 (\$75 after 2/14/2014) = \$ _____ Total amount

Contact Name: _____ Phone No. _____

Make checks payable to: Oakland County Chapter of Credit Unions
 Mail to: Tina Dix, OUR Credit Union; 3070 Normandy, Royal Oak, MI 48073

PLEASE REGISTER BY FRIDAY, FEBRUARY 28, 2014

TAKE ADVANTAGE OF OUR EARLY BIRD DISCOUNT BY REGISTERING BY FEBRUARY 14, 2014