



CU SPARK TANK

September 29 & 30 | Bossier City, LA

AGENDA

September 29

- **11:30 AM – 12:30 PM** Registration & Lunch *(Event Center A)*
- **12:30 PM – 1:00 PM** General Session: Trash on the Table - Departmental Empathy Breakout *(Event Center A)*
- **1:15 PM – 2:00 PM** Breakout Sessions #1
 - **Compliance:** Update on New Compliance Laws & Regulations *(Event Center A)*
 - **Branch Operations:** Train the Trainer: Sales Training *(River Room)*
 - **Call Center:** Train the Trainer: Sales Training *(River Room)*
- **2:00 PM – 2:45 PM** Breakout Sessions #2
 - **Compliance:** Roundtable *(Event Center A)*
 - **Branch Operations:** Roundtable *(River Room)*
 - **Call Center:** Roundtable *(Delta Room)*
- **3:00 PM – 4:00 PM** Spark Tank Intro
 - Every credit union faces challenges, and in this session, your group will take on one. You'll be presented with a real-world issue and work together to develop a solution or action plan you can take back with you. *(Event Center A)*
- **4:00 PM** Conclusion *(Event Center A)*

September 30

- **8:00 AM – 9:00 AM** Breakfast *(River Room)*
- **9:15 AM – 10:00 AM** Breakout Sessions #3
 - **Compliance:** Deep Dive into Regulation E *(Event Center A)*
 - **Branch Operations:** Deep Dive into Regulation E *(Event Center A)*
 - **Call Center:** Best Practices for Handling Fraud *(Delta Room)*
- **10:15 AM – 11:00 AM** Breakout Sessions #4
 - **Compliance:** Overview of Compliance Operations Tool: Infosight 360 *(Event Center A)*
 - **Branch Operations:** Managing Member Expectations *(River Room)*
 - **Call Center:** AI in Call Centers *(Delta Room)*
- **11:15 AM – 12:00 PM** Spark Tank Final Touches *(Event Center A)*
- **12:00 PM – 1:00 PM** Lunch *(Event Center A)*
- **1:15 PM – 2:30 PM** Spark Tank Presentations *(Event Center A)*
- **2:30 PM** Conclusion *(Event Center A)*