



Roundtable discussions are a great opportunity to review, discuss, question and learn best practices with credit professionals of countless experience and backgrounds, across various industries and company sizes. It is a great opportunity to network with other credit professionals that you can later reach out to regarding the roundtable discussion or other related credit processes or circumstances. They are equally beneficial to both the newer and the more experienced.

–Chuck Levy, CCE
Credit Manager
Fabick CAT

2017 Ohio

July Lunch Roundtable Discussion

TRAINING YOUR CREDIT TEAM

Moderator: Amy L. Trevino, CCE / McNaughton-McKay Electric Company

Training is more than a class or a seminar...it is everyday development and support.

- ▶ Identifying training needs
- ▶ The tools needed for training – do we have clear credit policy and process documents? A Dashboard?
- ▶ How to motivate the team for training opportunities – get their buy-in
- ▶ Succession planning and training ahead of the curve
- ▶ “Daily” training techniques – observation, peer support, hints to help the team look at something in a new way
- ▶ Using a Training Calendar to hold yourself accountable to provide your team topics for the year that they can expect to be covered
- ▶ Training a new hire and also “re-training” a seasoned professional
- ▶ The 70:20:10 model - 70 percent of learning happens through experience, such as daily tasks; 20 percent through conversations with other people, such as coaching; and 10 percent through traditional training courses.

Thursday, July 20

11:30 a.m. - 1:30 p.m.

Location:

McNaughton-McKay Electric Company
355 Tomahawk Drive
Maumee, OH 43537

Cost per Meeting

\$30 members, \$60 non-members. One coupon per person is valid. Lunch included.

Attendance at this roundtable discussion is worth .2 Continuing Education Units/CCE Recertification points

Name _____ Designation(s) _____ Member# _____
Please write your name as you would like it to appear on your name badge.

Company _____ Address _____

City _____ State _____ Zip _____ Phone _____ Fax _____

E-Mail _____ Mobile _____ Do you accept text messages? Yes No

Online registration is available on www.nacmgreatlakesregion.com

- Check enclosed**—(payable to NACM Connect) mail to: 3005 Tollview Drive, Rolling Meadows, IL 60008
- Please invoice me:**
 Credit card—Pay by phone upon receipt of invoice: 1.800.935.6226
 Check—Mail upon receipt of invoice.
- Coupon—Limit one coupon per person.**



All payments must be received one week prior to meeting date.

Cancellation Policy: Cancellations must be received in writing via fax, email or mail no later than one week prior to the meeting date to qualify for a full refund. Cancellations received later than one week prior to the meeting date DO NOT qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored. If you have any questions, please email info@nacmconnect.org.

Email this form to registration@nacmconnect.org. You will be invoiced shortly.