



CUR Collection Resource

Newsletter Exclusively for Credit Unions

October 2020



Whether you are battenning down for a storm, buttoning up for the cold, or basking in unseasonably warm weather, this year is rolling toward it's final sigh.

Finding the silver linings in the 2020 experience will help with brainstorming for the new year. Enjoy the newsletter.

Silver Linings from the Pandemic



For companies, governments, households, and multilateral institutions navigating this unsettling period, the basic task is the same: to overcome pandemic-induced disruptions in ways that also emphasize the silver linings of the crisis."

[Read](#) about 6 silver linings from The Guardian

Collection Success Series **STABLE**

S = Success Story T = Tactics A = Adapting B = Building L = Learning E = Energize



STABLE is the word for 2020 articles.

Lessons Learned - Trust, Loyalty, Convenience

This year has credit unions analyzing everything with a new perspective. Face-to-face interactions with members, a cornerstone of the credit union business model, has been limited and may be

permanently changed. Most credit unions are taking fresh looks at policies and procedures, staffing criteria and branch maintenance.

[Read](#) article

As Staff Returns **Create** a Healthy Workplace



Silver lining! Long term improvement in workplace hygiene.

Positive change has come from COVID - a focus on employees' health and wellbeing. Employers need to prioritize to create a happier and healthier workplace.

Interesting [article](#) from Thrive Globalxplore here.

October Collection Tip - Simple Ideas that Make a Difference

Face your day with a positive mindset, after all your job is to help people! Below are some tips on establishing routines that are extremely effective:

- Be prepared, review every file thoroughly before making the call - especially the notes.
- Note incomplete areas of the file. Make sure to fill in gaps during the call.
- Use a consistent structure in your calls and although there may be a lot to cover, keep it as simple as possible.
- Let the member know that you care for their well-being by hearing certainty and confidence in your voice.
- Use positive language and validating phrases such as "I can definitely look into this", or "I appreciate you sharing that with me".



Fun Party Treats

Easy party ideas and fun *recipes* for cookies, crowd-pleasing punch, main *dishes* and more.

[Get inspired.](#)

