

December 2017



CUR Collection Resource

Newsletter Exclusively for Credit Unions

Outlook Tips

Create a new item from your clipboard.

Try this tip: Copy any text to your clipboard, then in Outlook press Ctrl-V. Outlook creates a new message with the text already pasted.

Festive Cooking



Cookies to decorate. Christmas dinner ideas. Party traditions like pudding and cake. Looking for some new ideas?

[Click here](#) for recipes that inspire.

Collection Training

2018 is booking up. Don't miss an opportunity to schedule a Building The

As the holiday season is upon us, we find ourselves reflecting on the past year and those who have helped to shape our business. It's been quite a year for us all! We hope that 2017 has been just as memorable for you, your colleagues and your loved ones. We look forward to working with you in the years to come.

As in prior years, we include a link to [printable gift tags](#), just in case you forgot to pick some up!

Please enjoy the newsletter!

5 Predictions for Banking in 2018

Some New Ideas, Some Old Ideas



In 2018, the market will begin to see more 'branches of the future,' a new spin on what it means to be a brick and mortar financial institution." (Getty Images)

[Click here](#) for an article from *U.S. News & World Report*

Foundation Training Class for your credit union, [contact your Client Service Representative](#)

Participant comment:

"I appreciate your encouragement, for the direction and changes I want to make in the collection department. It was money well spent! You helped me more than you realize and for that, I am grateful."



It's all about sharing! If you have a tip or success story about department efficiency, office morale, or a best practice [tell us about it here](#).

WELCOME
New Credit
Unions



[Welcome to the Credit Unions that have joined the CUR/LSC Family](#)

 [Follow us on LinkedIn](#)

[Visit our website](#)

BUILDING THE FOUNDATION INFORM For Collection Success

Our word for the 2017 has been **INFORM**, each letter represented the topic of a Newsletter article.

I=Information You Should Have

N=Need to Know- Managing Information

F=Forming a Team with Positive Group Dynamics

O=Outsourcing, the New Norm

R=Resolving Discord with Members

M=Managing the Outcome is the last in this series

[Click here](#) to read the article. The articles can also be found on the [website](#).

CUR/LSC Cookie & Bar Contest



Throughout the year, CUR/LSC sponsors fun employee events. The annual Holiday Cookie and Bar Contest is a favorite. Employees enter their recipe and create enough for a team of judges to taste and choose the winner. A tough choice, but a winner must be chosen. Congratulations to all that participated.