



Small-Medium Asset Size (\$0 Million to \$500 Million)-**\$1,499.00**

Large Asset Size (\$500 Million +)-**\$1,999.00**

Program Curriculum
Modules
Coaching for Performance
Effective Delegation
Leadership
Strategic Thinking
Team Building
Employee Accountability
Leadership Brand

**About the Course: Leadership College:**

Now, more than ever, there is a pressing demand for strong leadership. Given the accelerated pace of change, leaner staffing and the challenges posed by economic and regulatory pressures, there's only so much that cost-cutting and technological advancements can achieve in terms of success.

LSCU Leadership College is a highly immersive management development program, facilitated by ServiStar Consulting. The course concepts were developed alongside Filene Research Institute and customized exclusively for LSCU members. LSCU Leadership College will take managers and transform them into confident, competent, high-performing leaders who will develop their leadership style, deploy core coaching skills, and maximize employee engagement and performance

**Who Should Attend:** New, Existing, or Emerging Leaders at all Levels

## Agenda:

### Virtual – Kick off Call

**Wednesday, April 17, 2025**

- Program overview, introductions, what to expect
- Pre-Program Survey Assessment
- Breakout groups and introductions
- Q&A

### In Person– Leadership College Session I

**April 29-30, 2025-Atlanta, GA**

**May 6-7, 2025-Birmingham, AL**

**May 13-14, 2025-Tampa, FL**

**(Attendees will only attend the in-person location chosen during registration for this session dates)**

#### **Locations:**

##### **Birmingham, AL**

Legacy Community Federal Credit Union  
100 Corporate Ridge Road, Suite 200  
Birmingham, AL 35242

##### **Atlanta, GA**

Atlanta Postal Credit Union  
400 Tradeport Boulevard  
Suite 401  
Atlanta, GA 30354

##### **Tampa, FL**

Sun Coast Credit Union  
6536 E. Hillsborough Ave.  
Tampa FL, 33610

*(This is a new location that GPS may have trouble with. If you are sent to Suncoast original location, it is located just across and down a block from our building at 6801)*

**Coaching for Performance:** Understand the three disciplines and three distinct coaching styles of an effective leader. The key behaviors of an effective coach. Four critical coaching behaviors. Identifying the cause of underperformance. How to coach to the four performance types. Differentiate the characteristics of management and leadership.

**Effective Delegation:** Identify what, when, why, and how to delegate effectively. Discover why work is not happening and address concerns.

**Leadership:** Encourage open communication and sharing of ideas with exercises and experiential activities.

**Strategic Thinking:** Why strategic thinking is critical to your success as a leader. The strategic thinking gap that exists in most financial institutions and why. The types of strategic thinkers. How strategic thinking is different from strategic planning. How strategic masters differ from strategic thinkers.

### Virtual – Leadership College Session II

**Thursday, June 5, 2025**

**Team Building:** Recognize the fundamentals of the team-building process, communication styles, listening and learning skills, and why teams become dysfunctional.

**Employee Accountability:** Accountability drives performance. Practice multiple best practices that enhance team performance and productivity of employees.

### Virtual – Leadership College Session III

**Wednesday, July 9, 2025**

**Employee Motivation:** Creating and maintaining a motivational environment while developing and encouraging empowerment.

**Change Management:** Identify what, when, why, and how to delegate effectively. Discover why work is not happening and address concerns.

**In Person-Leadership College Session IV**  
**Monday, August 18, 2025-Point Clear, AL**  
The Grand Hotel Golf Resort & Spa  
One Grand Blvd.  
Point Clear, AL 36564

**Leadership Brand:** Identify and study the Five Leadership Voices and develop a Leadership Brand.

### About the Instructor:

**Mike Neill** *Chief Learning Officer & Founder, ServiStar*



Mike is the Chief Learning Officer and founder of ServiStar Consulting, which is celebrating its 25<sup>th</sup> anniversary of serving Credit Unions. Mike is one of the most sought-after speakers in the Credit Union Movement, published researcher and author. Mike and ServiStar work with credit unions teaching them how to become more profitable through outstanding leadership, culture, and Member Experience. ServiStar clients have won multiple NAFCU Credit Union of the Year Awards. Additionally, many of the top-rated credit unions in sales and member experience have been ServiStar Clients.

Prior to starting ServiStar in 1998, Mike worked as a senior executive where he led the credit union to a number two ranking, in member product penetration. Mike has an undergraduate degree in Organizational Development and is certified as an Executive Coach by the International Coaching Federation.

#### **Books by Mike:**

- Creating and Maintaining a Credit Union Sales and Service Culture
- Coaching for Performance.

#### **Published Research, Filene Research Institute**

- Attributes and Skills Common Among High Performing Credit Union Managers
- Attributes and Skills Common Among High Performing Credit Union Sales and Service Performers.