

CONTENTS

Program Schedule

September 13

PLENARY

Plenary 1	The Community Mutual Story Speakers: <ul style="list-style-type: none">• Mr. Kevin Dupe, Chief Executive Officer, Community Mutual Ltd., Australia• Mr. Peter Creagan, Senior Manager, Consumer Lending, Wealth Management and Insurance, Community Mutual Ltd., Australia
Plenary 2	The Savings and Credit Cooperative Movement of Nepal Speaker: <ul style="list-style-type: none">• Mr. Rishi Raj Ghimire, Vice President, Nepal Federation of Savings and Credit Cooperative Unions Ltd. (NEFSCUN), Nepal
	Breakout Sessions (15:30 – 17:00)
Breakout 1-1	Attitude is Everything: Personal Qualities that Constitute Effective Leaders in Credit Union Speaker: Ms. Carol Poulsen, Chief Information Officer (CIO), The Co-operators, Canada
Breakout 1-2	Social Responsibility of Credit Unions to Serve the Poorer Members in the Communities Speaker: Mr. Ken Doleman, Chief Executive Officer, Northern Savings Credit Union, Canada
Breakout 1-3	Winning Youth Marketing Strategies Appropriate for your Credit Union Speaker: <ul style="list-style-type: none">• Mr. Mark Dixen, Director, WAW Credit Union, Australia• Mr. Joe Azzi, Advisor, Select Credit Union Ltd., Australia

September 14

Plenary 3	Lessons from the Financial Crisis for a New Approach to Investment Speaker: Mr. David Richardson, Executive Manager, World Council of Credit Union
Plenary 4	The Federated Credit Union System for Asia Speaker: Mr. Sylvain Barrette, MBA, Program Manager, Développement international Desjardins (DID), Canada
Breakout Sessions (11:00-12:30)	
Breakout 2-1	Organizational and Personal Values: How Leaders Put Values in Action Speaker: Dr. Dianne McGrath, Director, WAW Credit Union, Australia
Breakout 2-2	Social Performance Management – How it works in the Credit Union Speaker: Mr. Sylvain Barrette, MBA, Program Manager, Développement international Desjardins (DID), Canada
Breakout 2-3	AgriFinance: Credit Unions Focusing on the Socioeconomic Empowerment of Farmers Speaker: Dr. Nara Hari Dhakal, Project Coordinator/Rural Finance Sector, Development Specialist/Rural Finance Sector Cluster Program ADB, Ministry of Finance, Nepal
Breakout Sessions (14:00 – 15:30)	
Breakout 3-1	Your Leadership Skills: The Critical Competencies for Success in Leadership Speaker: Mr. Brian Bennett, Chief Executive Officer, Encompass Credit Union Ltd., Australia
Breakout 3-2	Delinquency Revealed: Taking Tough Verdict to Control Loan Delinquency in Credit Unions Speaker: Mr. Peter Challis, General Manager, WAW Credit Union, Australia
Breakout 3-3	Member Retention: Driving Credit Union Relevance by Giving Members Lots of Reasons to Stay Speaker: Mr. Mark Worthington, Chief Executive Officer, Select Credit Union, Australia
Plenary 5	Money is not an End, Gross Happiness of Members Matters Speaker: Mr. Andrew So, Secretary General Association for International Business Ethics, Hong Kong, and Founding President of ACCU
Plenary 6	Forum Recommendations Moderator: Mr. Ranjith Hettiarachchi, Chief Executive Officer, Association of Asian Confederation of Credit Union, Thailand.