Trusts, Power of Attorney and Other Conversations

EMP-LVF-TPOCE01-ELR

A member's standard transaction, one you see every day, may be easy to handle. But what about those more difficult member interactions? When someone presents a Power or Attorney document for an elderly member's account. What do you do? Or a young member arrives to remove funds from their account for a school trip. You pull up the account and note that it is set up *In Trust For*. What now? Or when a potential new member is acting aggressively after you've ask for additional information. Should you be concerned about risk? Where do you start? In this 60-minute eLearning module, you will be introduced to these types of complex member situations. You'll be provided the background information you need to manage the conversation and you will have the opportunity to fine-tune your communications skills so that you preserve the relationship.

Completing this course will equip you to:

- Explain what a trust account is, and when it would be used
- Describe the difference between a revocable and irrevocable trust account
- List the seven common trust accounts seen at a credit union
- Explain the basic concepts of a power of attorney
- Describe the difference between a general, limited or enduring power of attorney
- Explain the risks and differences between setting up a joint account and a power of attorney arrangement.
- Demonstrate the ability to preserve the relationship during difficult conversations
- List the benefits of a needs based approach to difficult conversations
- Spot potential risk when members become aggressive

This is the fourth module of the FSR Start Series. Trusts, Power of Attorney and Other Conversations will include the following four sections:

Section One: Trust Accounts 101

- What is a trust?
- What are the different types of trust accounts?
- Special considerations for trust accounts; deposit insurance, service fees, interest payments and reporting.
- Learn how understanding trust accounts helps avoid difficult conversations

Section Two: Power of Attorney 101

- What are the different power of attorney arrangements?
- What are power of attorney legal principles?
- Steps to take to validate a power of attorney document
- Learn how understanding power of attorney arrangements helps avoid difficult conversations

Section Three: Having Difficult Conversations

- Steps to prepare for a difficult conversation
- How to stay focused on the member needs
- How to preserve the relationship during a difficult conversation
- Know when to seek guidance from your manager

Section Four: Diffusing Difficult Situations

- Things we can say to work through difficult situations
- Things we can do to work through difficult situations
- How to be aware of manipulative behaviour that may put our credit union at risk

Register online

Duration	This course will take approximately 60 minutes to complete, depending on your level of experience and expertise.
Audience	Those who serve members and are required to have foundational knowledge of risk management processes such as financial service representatives and frontline staff as well as those who engage members through outbound contact strategies in order to gain a greater share of wallet.
Features	• Ability to review material as often as you want • Post-lesson quiz lets you test your level of understanding • The course marks complete after achieving a score of 80% on the quiz
More Information	For help with registration or any questions, contact Client Solutions at 1.888.367.1386 or clientsolutions@ccua.com.