



# METRO WEST CHAPTER PRESENTS

## FRONTLINE EXCELLENCE IN ACTION

With Stacie VanDenBerghe of CU INNOVATE



Join us for an engaging session aimed at empowering frontline team members in their roles and unleashing the ripple effect it can create at your credit union. Discover how empowerment influences service delivery, enhances branch recognition, and fosters long-term organizational improvements. Renowned expert Stacie VanDenBerghe will lead the discussion, offering insights, motivation, and practical tools to help participants realize their full potential.

This session will delve into key areas including service excellence, technology integration, professional development, conflict resolution, and stress management/self-care. With over two decades of experience in collaborating with credit unions to drive growth and excellence, Stacie VanDenBerghe is uniquely positioned to guide participants toward success. Don't miss this opportunity to elevate your frontline team's capabilities and foster a culture of empowerment and growth within your organization.

**Thursday, May 16<sup>th</sup> from 6 p.m. - 8 p.m.**

**Wayne County Community College District  
Downriver Campus  
21000 Northline Rd  
Taylor, MI 48180**

*Dinner from Red Robin will be provided; options available in RSVP invite.*

**Cost is \$60 per attendee · RSVP [here](#) by May 1<sup>st</sup>**

Please make checks payable to: **Metro West Chapter of Credit Unions**  
Submit check, registration form, and list of attendees to:

University of Michigan Credit Union  
c/o Minal Kamat  
340 E Huron St Ste 100  
Ann Arbor, MI 48104

Please include name of credit union, contact person name, phone & email and number of people attending with check payment.

**Questions?** Please contact Minal Kamat at 734.255.9906, or email at [mkamat@umcu.org](mailto:mkamat@umcu.org)  
Catherine Soltis at 734.548.3668, or email [csoltis@umcu.org](mailto:csoltis@umcu.org)