



Check It Out!

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CUCBC Information Centre newsletter

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** Staying informed **

This issue of the quarterly Information Centre newsletter focuses on our **book collection**. No matter how “wired” the world becomes, books are still a vital source of timeless information.

Take a look at the **Hot Topics** page for some resources you can use to help in situations where you need to negotiate a settlement. They happen more frequently than you might think!

In our continuing review of other Central departments, **Treasury** is featured in the Spotlight on... section for this issue. On page 2, read all about the broad range of responsibilities they handle for both the BC and national CU system.

On May 17, all BC voters will have an opportunity to vote in a referendum on adopting a new electoral system for the province. On page 4, there is information on this proposal, called “**BC-STV**” and some websites that you can visit for more details.

Make your voice heard this spring!

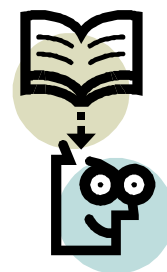
Hooked on books...

Though most of us have access to more electronic information than we know what to do with, books in “hard copy” still hold a special and useful place in our hearts and on our desks. Just as the PC and ATM have not eliminated the need for branches, so books still do have an important role in our lives.

The Information Centre’s collection of over 2,000 books provides a resource for the BC credit union system, covering topics such as employee management, marketing, change management, board governance, leadership, financial management, the co-operative philosophy, credit union history, and much more.

An electronic catalog of all books in our collection is available on the Centre website, Infocentre Online, at <http://infocentre.cucbc.com/>. The catalogue allows you to search for and place requests for books electronically.

We welcome your suggestions of books you think would make a good addition to our collection. Please just send your book ideas to infocentre@cucbc.com.



If you are ever having trouble finding a particular book, or don’t want to purchase it electronically, we would be pleased to purchase the book for you, at a 10% discount, and send the book to you with an invoice.

HAPPY READING!

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Spotlight on...

Treasury

The Treasury Department is a multi-faceted department, supported by a staff of 6 with a broad range of responsibilities including management of system and national liquidity. The department also provides numerous financial products and services to credit unions to assist them in managing their respective balance sheets and operations. Many of the products and services may be accessed through Treasury's web-based treasury deposit system (TDS).

Deposits

Central accepts statutory liquidity deposits as well as surplus liquidity deposits in a variety of currencies. Central also provides structured deposit products to assist in its members' ALM management. The department structures index-linked GIC products for retail distribution by credit unions.

Derivatives

The department provides extensive derivative capabilities to its members, including interest rate swaps and swaptions, forward rate agreements, interest rate caps and floors, bond options, as well as other more complex instruments.

Loans

Treasury, on behalf of the system, raises funds in the capital markets through its commercial paper and medium-term note programs. These funds are used to fund loans to credit unions, which are available from terms of overnight out to 5 years.

Fixed Income Products

As an alternative to deposits, Treasury provides competitive offerings of government, asset-backed and corporate fixed income products. In addition, Treasury buys and sells mortgage packages from and to its member credit unions.

Custody and Pricing Services

Through its participation in the Canadian Depository for Securities (CDS), Central offers efficient and competitive custody services to and

on behalf of its members. Treasury also provides daily valuations of financial instruments to its members.

Foreign Exchange and Precious Metals

The department purchases and sells spot currencies to its members at competitive wholesale rates, and provides forward contracts and currency options. Precious metals may be purchased or sold through Central.

Securitization

In conjunction with Lending Services, the department provides a turnkey solution to the securitization of residential and commercial mortgages, as well as programs to assist the securitization of other assets.

Market Information and Advice

Live and static market data is provided throughout the day on the treasury web-based system. Treasury staff provide investment, trading and asset liability advice to Central's members.

Large Value Transfers

Treasury manages the Large Value Transfer System (LVTS) on behalf of Credit Union Central of Canada. LVTS is a risk control and clearing system for a majority of Canadian dollars exchanged each day. Management involves the careful matching of payment flows to credit resources thereby allowing for same-day settlement of both larger and smaller wire payments.

Investment Services

Treasury is responsible for the investment of approximately \$3.0 billion of system liquidity in short-term bonds and securities. Treasury also provides customized investment management services for a number of entities.

For more information, contact Charles Milne, Associate Vice-President, Treasury and Lending Services at 730-6307 or Monika Robinson, Treasury Administrator at 737-5091 or email treasury@cucbc.com

Hot topics: Negotiating

We negotiate every day in our business and personal life. At work it plays a very important part of any business relationships. Improved communication skills are among the many benefits of becoming a good negotiator. Here are some aides to get you started.

To place your request for any of the following items, e-mail infocentre@cucbc.com. The books listed can be requested through the InfoCentre Online electronic catalog at <http://infocentre.cucbc.com>.

BOOKS AND AUDIO CD'S ON NEGOTIATION

- Audio CD's : The secrets of power negotiating, Dawson, Roger – 1987. Roger Dawson is an internationally recognized expert in persuasion, negotiation, and helping people get what they want in life. The set includes 5 compact discs, a workbook and flash cards.
- Bargaining for advantage, Shell, G. Richard – 1999. This book provides a realistic & powerful framework for business and consumer negotiations that will help everyone from the inexperienced, to the seasoned veteran.
- Getting Past No, Ury, William – 1993. A guide to successful negotiation shows readers how to stay cool under pressure and stand up for themselves without provoking opposition.
- Getting to yes: negotiating agreement without giving in, Fisher, Roger – 1981. The author has developed a simple and straightforward five-step system for how to behave in negotiations.

WEBSITES ON NEGOTIATION

- The Negotiation Institute is the longest running negotiation skills seminars and training organization in the world. On their web site you can find free articles and a page on how to read body language when you are negotiating. <http://www.negotiation.com/>
- Stitt Feld Handy Group teach, practice, conduct research and publish in the field of Alternative Dispute Resolution (ADR) and Negotiation. Test your negotiation skills with four free interactive games, as well, try a free course demonstration . http://www.sfhgroup.com/negotiation_game.asp
- The Internet's resource guide for negotiation. This site offers links to other related web sites for negotiation and links to websites for effective negotiation training. <http://www.weagree.ca/>

ELECTRONIC PERIODICAL ARTICLES ON NEGOTIATION

- "Striking a deal with a difficult negotiator", Lawrence Susskind, Harvard Business School working knowledge.com, February 14, 2005. How to deal with the most difficult breed: the apparently irrational negotiation partner. <http://hbswk.hbs.edu/item.jhtml?id=4632&t=negotiation>
- "Prepare to Negotiate by Asking the Right Questions", Gibson Bob, Negotiationresources.com, 2005. To increase your chances of achieving the most favorable outcome, it's imperative that you plan ahead to negotiate. <http://www.negotiationresources.com/articles/asking.html>
- "Visit the Electronic Articles page on the Corporate Information Centre's website for three more articles on negotiation - <http://infocentre.cucbc.com/electronicarticles.shtml>

Interested in knowing more, or would you like information with a specific focus? Just ask and we will be pleased to gather information just for you. Our contact numbers are on the following page.

BC-STV: what's that??

BC-STV is the Single Transferable Vote system proposed to reform the BC electoral system. British Columbians will have a chance cast their vote on the proposal in a referendum vote held during the May 17 provincial election.

A Citizens Assembly, consisting of 160 randomly chosen voters from each riding in BC, met during 2004, with the mandate from the provincial government to assess models for electing BC MLAs and to recommend whether the current model should be retained or another model adopted. The Citizens Assembly recommended the BC-STV system as the best option for electoral reform in BC.

Proponents say that the BC-STV voting system is easy to use, gives fair and proportional election results, effective local representation and more power and greater choice to voters.

On May 17, BC voters will have the chance to cast their vote on the following referendum proposal...

Should British Columbia change to the BC-STV electoral system as recommended by the Citizens' Assembly on Electoral Reform?

Check out the following websites to help you make an informed choice on May 17...

*** The provincial government Referendum Information Office website**

www.gov.bc.ca/referendum_info

*** The Citizens Assembly BC-STV website**

www.bc-stv.ca

*** The Pro BC-STV website**

www.stvforbc.com

Contact us – please!

The Corporate Information Centre is here to assist you in working for your credit union's success.

Here's how you can reach us...

Credit Union Central of British Columbia
CORPORATE INFORMATION CENTRE

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2nd floor, near the stairs

Hours: 8:30 a.m. - 4:30 p.m. Monday-Friday

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A two-page Information Centre services overview is available, in print or on the Centre website. Check it out!

To request a copy of the services overview or information about any Centre service, just e-mail infocentre@centralonline.com.