



Check It Out!

Volume 10 issue 2

Central 1 Information Centre newsletter

April 2011

May we help?

This quarterly newsletter is designed to help familiarize you with the services offered by the **Central 1 Corporate Information Centre** for the staff and directors of Central 1 Credit Union and the affiliated credit unions.

InfoCentre Online, at <http://infocentre.central1.com>, provides an introduction to all of the Centre services. There is an online request function for many of them.

For example, you can request print materials through our online **catalogue**. The **Publications** section of our website features listings of new additions to the library collection in **Book Ends**. The Publications page also links to the **Fact Finder** listing of new articles as well as **Executive Book Summaries**. All these listings feature an electronic request function, with requests filled for materials within one business day.

On page 2, read about how some employers help their employees look forward to coming to work – almost -- every day. Find out why Community Savings and Windsor Family credit unions have been chosen as two of **Canada's Best Workplaces** for 2011!

Have you heard about... Pecha Kucha?

Pecha Kucha (meaning "chatter" in Japanese) is a presentation format developed as a tool for sharing ideas and information in a more creative way. The presentation structure requires that there be just 20 slides, each being on screen no more than 20 seconds, with commentary by the presenter lasting less than 7 minutes. Developed in 2003 by two architects living in Japan, Pecha Kucha is well used in the arts community and gaining interest for business use, as well. View a video by Daniel Pink about this presentation style and giving a demonstration of it at <http://www.youtube.com/watch?v=9NZOt6BkhUg>.

Annual report time

What do you think about as spring approaches? In the Information Centre, our springtime thoughts often turn to a seasonal product -- annual reports!

Financial institution annual reports are an important part of our library collection and provide a valuable historical resource as well as current information. The **Reports** section on *Infocentre Online* contains pages with links to 2010 annual reports as they become available. Archived pages link to 2008 and 2009 reports, as well.

Our print annual report collection includes:

- Current annual reports for all British Columbia credit unions and many Ontario credit unions.
- Canadian Credit Union Central reports;
- Five years of reports for larger credit unions in other provinces ;
- Reports from other organizations affiliated with the Canadian credit union system, including the Centrals
- Current reports from major Canadian banks; and
- An archive of older British Columbia credit union reports.

We appreciate receiving **two copies** of credit union annual reports for our collection, as they become available. B.C. credit union annual reports can be sent to the Corporate Information Centre through the databag system. Ontario credit union reports can be directed to the attention of Janet Daniel in the Central 1 Mississauga office.

Our **Annual Reports** webpage, in the Reports section of our website, will be blossoming as more 2010 annual reports are released later this spring.

Canada's Best Workplaces

The 2011 listing of Canada's Best Workplaces – not surprisingly – includes a number of employers from the credit union system. **Community Savings Credit Union** in BC, **Windsor Family Credit Union** in Ontario and **SaskCentral** are among the organizations chosen for their innovative workplace practices.

An insert in the April 12 *Globe and Mail* provides details on the Best Workplaces program and survey process, which started 25 years ago and is now conducted in 40 countries. To read about the process and this year's winners visit <http://www.greatplacetowork.ca/>.

Nine key management practices for building a culture or trust include the following suggestions for increasing innovation, productivity and collaboration in the workplace:

1. **Inspiring** – Employees learn and understand how their job has meaning for the organization and for society, beyond earning a salary and making a profit for the business.
2. **Speaking** – Management goes to great lengths to be open and transparent, offering access to information across the board, enabling and encouraging employees to contribute beyond the scope of a narrowly defined job.
3. **Listening** – Clear and open systems for incorporating people's ideas, for including people in decision-making and for airing concerns and grievances are prevalent.
4. **Thanking** – Management recognizes and rewards good work and extra levels of effort; strives to create a climate of approval.
5. **Developing** – Focus is on nurturing individuals' gifts to foster personal growth and development as well as offering job-specific training.
6. **Caring** – A multiplicity of systems and programs are in place for creating a caring environment for the individual and his or her family.
7. **Hiring** – Focus on hiring for potential and character of the person, rather than primarily on skill set. New employees are welcomed and assimilated into the team with orientation programs.
8. **Celebrating** – Celebrations of both personal milestones and company successes are built into the way people work together.
9. **Sharing** – Employees share in the fruits of their labour in a variety of ways; rewards are egalitarian in nature.

Contact us – please!

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

Here's how you can reach us...

Central 1 Credit Union

CORPORATE INFORMATION CENTRE

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2nd floor, next to the stairs

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For further information about our services, visit the About Us section of the Information Centre website.

