



Check It Out!

Volume 2, Issue 3

CUCBC Information Centre newsletter

September 2003

Happy CU Day

It's time for **Credit Union Day** - the perfect time to celebrate the contributions that credit unions and co-ops make to their communities year-round. Read about this year's Credit Union Day theme - *The Heart of our Communities* - on page 2.

We are all part of a community in our workplace. This newsletter issue focuses on fostering **healthy working "communities,"** through good communication and positive action. Take a look at page 3 for some helpful resources.

Most of us have a favourite way of coping with stress at work - **and we would like to hear yours.** As outlined on page 4, send us your ideas for "de-stressing" at work. Your suggestion may **win a soothing prize!**

Continuing our review of services provided by other departments at Central, this issue looks at the range of **facts, figures and statistics** available from the Economics Department - check it out on page 3. **Happy reading!**

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The Joy of Journals!

Do you find that there is never enough time to do the reading that you would like to do, in order to stay informed and aware? Three services offered by the Information Centre can help. Care to know more? Read on...

- A new *Electronic Articles* service is the latest feature on the Information Centre website, at <http://infocentre.cucbc.com>. The Electronic Articles web page will provide links to three new articles, updated monthly, which you can read at your computer.
- *Fact Finder* is a listing of 12 new articles, distributed with each bi-weekly issue of the system newsletter, *Central Notes*. You can request paper copies of any article; more than 11,000 *Fact Finder* articles were requested last year. The electronic version of the *Fact Finder* listing features an electronic request function. You will find it at the end of each *Central Notes*
- New issues of the approximately 100 journals in the Centre's collection route to requesters throughout the system. This service is suitable for those journals that are not time-sensitive because it can take quite a while for an issue to reach you. Full details are available in the Periodicals section of the InfoCentre Online at <http://infocentre.cucbc.com>.

Is it time to curl up with a good magazine?

Spotlight on ...

ECONOMICS DEPARTMENT

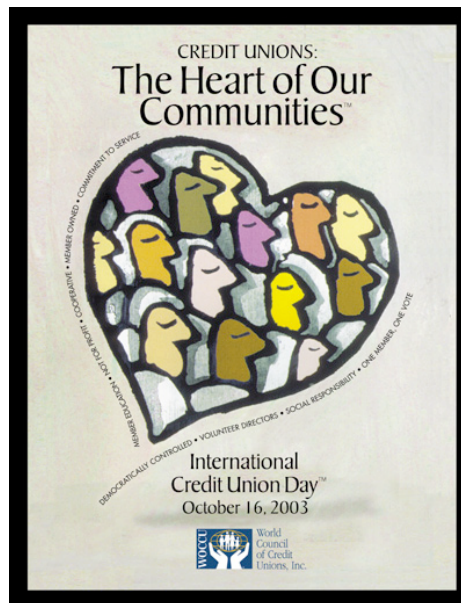
Central's Economics Department analyzes, **forecasts and reports** on economic and financial trends, dispersing its findings in publications such as the *Weekly Economic Briefing*, the *Economic Analysis of BC*, the *Monthly Interest Rate Forecast*, and *Strategist* reports.

The team provides a broad complement of **issue-focused materials**, including housing market information (sales, prices and construction data), regional labour market conditions, financial performance indicators (financial statistics and analysis of the system, peer/asset groups and individual credit unions), plus a variety of additional economic information.

The *Interest Rate Survey* – a bi-weekly online bulletin – provides deposit and lending rates offered by other financial institutions. As well, the department produces the *Regional Mortgage Rate Discount* report.

In addition to being a familiar and respected presence in the media, **Central's Chief Economist, Helmut Pastrick**, is a popular speaker at conferences and meetings, where he deals authoritatively with economic matters in presentations tailored to client requirements.

For further information on the many services provided by department members, visit the website at <http://economics.cucbc.com> or contact Judy Wozencroft at (604) 737-5014 or e-mail jwozencroft@cucbc.com.



Celebrate CU Day!

Did you know that the third week of October is Co-op Week? Each year International Credit Union Day is celebrated on the Thursday of that week. The dates for Co-op Week in 2003 are October 12-18, and **Credit Union Day is October 16.**

This is the opportunity for Canadian co-operatives and credit unions to celebrate the fact that they have collectively helped to build this country and the contributions made at home and abroad. This year's theme, *The Heart of our Community*, puts the spotlight on the vital role that credit unions play in their communities.

A report on credit union community involvement was released in September by Central's Marketing Department. To obtain a copy, contact Janine McInnes at (604) 730-6451.

For background on the history of Credit Union Day, visit the CU Day section of Information Centre online (<http://infocentre.cucbc.com>).

On October 16, join with the 112 million credit union members worldwide in celebrating our special day!

Hot topics: The healthy workplace

This year's HR-ACUTE Conference, held in late October for credit union HR, Training and Development professionals focuses on the "Intelligent Organization", meaning one in which employees can grow, learn and be well, while helping the company succeed. For reading on this topic, you might want to take a look at some of the materials listed below.

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

BOOKS ON THE HEALTHY WORKPLACE

□ Toxic emotions at work, Peter J. Frost -- The HR-ACUTE conference key-note speaker looks at how compassionate managers handle pain and conflict in the workplace.

□ The living workplace, Ann Coombs – A very readable short book on fostering workplace soul, spirit and success in the 21st century.

WEBSITES ON COMMUNICATING AT WORK

□ Cooperative Communication Skills website – This website features articles and a free downloadable copy of the "Seven Challenges" workbook, which can help readers communicate more successfully.

<http://www.coopcomm.org/index.htm>

• Anger Management Toolkit website – The "Coping with your co-workers or boss" page might come in handy sometime!

<http://www.angermgmt.com/coworkers.html>

□ The Self Growth website – The communications section of the website, focusing on a variety of self-improvement topics, provides electronic articles to help you get your message across, including cross-cultural communication, public speaking ideas and more.

<http://www.selfgrowth.com/comm.html>

PERIODICAL ARTICLES ON COMMUNICATION

• "Enhancing communication skills", Liz Hughes, Women in Business, September/October, 2003, 21.

• "Communicate better", Catherine Cox et al , Credit Union Management, January, 2002, 6.

• "The two sides of communication", Bryan Ochalla et al, Credit Union Management, May, 2003, 6.

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.

“De-stressing” at work

As much as you may enjoy your job, there are always stresses to be dealt with in the workplace. Pack a few of these simple ideas in your workbag to help you cope with tensions that can arise in any workplace.

These suggestions are from the **Work & Money** section of the MochaSofa website at www.mochasofa.ca.

- *Always running late?* Try setting your watch or clocks five minutes ahead to help you be on time, even when you are short on time.
- *A little short of cash?* Set aside a container in your desk for extra loonies and twonies. You will be surprised how much money you will have in just a few weeks, for lunch out or a special treat.
- *Exhausted in the middle of the day?* A quick walk outside, or a series of stretches at your desk can work wonders.



Do you have a favourite way to relieve tension and re-energize at work? E-mail your ideas to infocentre@cucbc.com, and your name will be entered in a draw to win a “de-stressing” basket, filled with soothing goodies.

In the Information Centre, our favourite way to relax is with a Kundalini yoga class offered once a week at lunchtime here at Central by a former Khalsa Credit Union Director. If you would to know more about this kind of yoga at work, please contact us. Other possibilities include: bringing in treats to share on special occasions or “just because”; written thank-you notes to colleagues; or flowers placed in a shared area.

What’s your favourite way to remind yourself and colleagues of what a great place you work in? We all are eager to hear...

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

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2nd floor, near the stairs

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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@cucbc.com.