

## Executive Leadership Institute LLC

Jim Rives (Founder and CEO) created this organization to address the missing art of "Leadership Presence." Society's focus on technology and commerce has forced an out of balance condition of body, mind, and spirit. The result is a stress filled environment lacking purpose or fulfillment. Jim is a Certified Leadership Coach and received an honorary doctorate in recognition of his leadership work with non-profit organizations. He is called upon to assess, develop and facilitate practices that surface the blending of talent and operational goals. He achieves this by drawing upon his experience in both the corporate and non-profit organizations. The results are sustainable and create the culture to source and retain top talent. Clients: Arizona State Credit Union, Arizona Federal Credit Union, Union Bank of California, Capital One Financial Services, and other leading financial organizations.

### ALLIANCES:

#### SR-OD Partners and Management Consulting

Barbara Harsh PhD is a visionary and mission-driven HR and OD executive with history of excellence identifying company challenges and developing customized solutions to advance operational design. Intuitive and highly analytical, translating performance metrics, industry best practices, and staff feedback to devise programs that consistently increase overall quality and efficiency of human capital. Leverage deep expertise with OD tools including Clients: TMP Worldwide, MSI Accountants, KPMG, Deloitte-Touche, Fujitsu BPO, New Century Mortgage, RevolutionWorkforce, Equinox, Nexgenix, Kutir - Government Solutions

#### Pinnacle West Consulting, LLC

Tony Smith PMP (Project Management Professional) has excellent analytical and communication skills. Professional expertise includes strategic planning and project controls. Six Sigma Black Belt trained. Knowledgeable, creative, and an effective team player with proven record of successfully implementing complex projects. Clients: JACMET – Joint Alliance of Companies Managing Education for Technology, Los Alamos National Laboratory, ISF Kaiser International.

**Contact Executive Leadership Institute LLC about your organizational needs and to develop awareness and practices that surface the inner purpose and passion.**



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## Crisis or Opportunities for Credit Unions?

The fundamentals for credit unions have not changed. Today's economic conditions only magnify the difference that Credit Unions can provide to their community/members. It is the time to ensure that you have the best of the best in People, Products, Processes, Perceptions & Possibilities.

Executive Leadership Institute LLC is an objective coach/guide to map the course to a richer member and staff experience. Capture the creativity of your team and release them to rewarding experiences for themselves and your members. Move beyond survival to excelling and moving into the next cycle with better market share and reputation.

See how we can serve as a "cost-effective" partner inside....

**Demand is  
High for  
Authentic  
Transformational  
Leadership**

# MAXIMIZING YOUR CREDIT UNION EXPERIENCE



## Begins with PEOPLE

Now more than ever you need to have the best people on your team and invest in their futures – as well as your Credit Union. Our practices build dynamic teams that understand how to work and play together for mutual success. Interpersonal Communication skills are the foundation to trust, respect, and rapport. One leadership style does not fit all types of people or situations. Our workshops surface the types of leadership styles, competencies, and dynamics essential for your team as they relate to the members.

## PROCESSES

### Do they effectively impact your bottom line?

During the “abundant” years many Credit Unions added new systems and processes with little thought about efficiency. Are they the most efficient way to interact with your members? Executive Leadership incorporates Organizational Development and Six Sigma principles to objectively define, measure, analyze and recommend improvements. The focus is placed upon finding those areas to produce maximum return while not tackling every minute process.

Our approach also looks for areas where you offer the expertise that others may be seeking. The day has arrived when a pooling of resources with like-minded Credit Unions must be considered. Perhaps a new CUSO or an alliance can bring significant improvements in the bottom line – without sacrificing service or reputation. Finally, our work ALWAYS keeps the focus on PEOPLE. They are your most valued asset and in them lies your future!

**CONTACT US TODAY TO DEVELOP A PROCESS IMPROVEMENT PLAN FOR YOUR ORGANIZATION**

**800 571-7070**

[solutions@executiveleadershipinstitute.com](mailto:solutions@executiveleadershipinstitute.com)

## PRODUCTS are Critical

What are you members seeking in products and services at this time? Have you asked them? An objective review of the type of products and services you are offering can guide you to be more effective in today’s economic challenges to your members.



### Chief Financial Officer

“Wow! Well this was an amazing test and result. Pretty much nailed how I felt and who I am. This is a great tool. I love it!”

### Superintendent

“Thanks for your inspirational work!”

## PERCEPTION

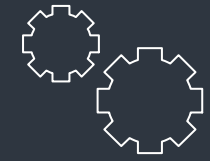
### WHAT DOES THE MEMBER SEE?

Members live in a very challenging time where they are unsure of what to believe or who to trust. Any approach to systems, processes, and products must hold paramount the perspective - and perception – of the members. Our approach incorporates the member into the process to gain key insights, understanding of desires and current perceptions. This input and findings become a vital part of the recommendations for improvement. It ensures not only “buy in” but member excitement as they see how responsive and strong their Credit Union is in guiding their financial futures.



## Create POSSIBILITIES

By taking an inclusive approach with consideration on People, Products, Processes, and Perceptions you will be able to open up a world of Possibilities. Our objective approach works with you, your talented staff and members to surface the best of the best in practices and systems. The focus moves from crisis management to seeing new possibilities.



### Team Building

Learn a variety of new team building practices centered in a purpose. With focus upon practices to build Leadership Presence



### Changing Cultures

What if your culture changed  
FROM  
“I have to go to work”  
TO  
“I get to go to work?”

