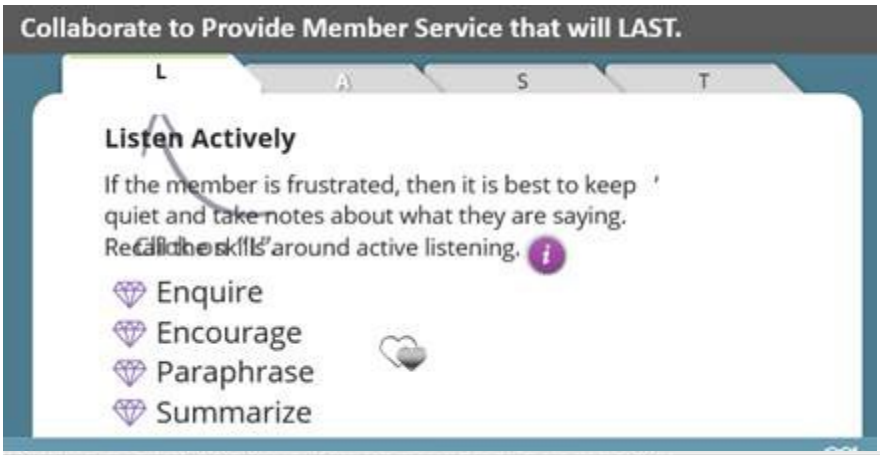
From: Sarah C. Mosley
To: David E. Kolmer
Subject: RE: Review New e-Learning Module
Date: Wednesday, December 16, 2020 8:12:57 AM

Hi David!

I took the course and loved Marah Sosley I got to the name and was like “WHAT? Oh yea!” It was great lol below I just have 2 screen shots of different things. The first one, when you click on the tabs, the “Click the L” in the background stays there; it just makes the bottom line a little difficult to read. And the second one, the confused question cuts off. And on the Marah/Accounting one there were 2 answers that said “to double check, let’s make sure the member received proper credit”. But that’s it! I loved it



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From: David E. Kolmer <DEKolmer@NeighborsCU.org>
Sent: Monday, December 14, 2020 11:13 AM
To: Denise Brady <dbrady@neighborscu.org>; Brian V. Campbell <BVCampbell@NeighborsCU.org>; Cortney Roberts <CRoberts@neighborscu.org>; Barbara Foster <bfoster@neighborscu.org>; Sarah C. Mosley <SCMosley@neighborscu.org>; Kimberly Adeyinka <KAdeyinka@NeighborsCU.org>; Jaime Derecskey <JDerecskey@NeighborsCU.org>
Cc: John V. Evangelista <JVEvangelista@NeighborsCU.org>; Rosanne Gramling <rgramling@neighborscu.org>; Kendra Martin <KMartin@NeighborsCU.org>; Kyle Stockman <KStockman@NeighborsCU.org>
Subject: Review New e-Learning Module

Team,

If you have the capacity this week, please review the new eLearning you helped design called ***DE-ESCALATE MEMBER CONVERSATIONS***

https://CUNACPD.sumtotal.host/core/pillarRedirect?relyingParty=LM&url=app%2Fmanagement%2FLMS_ActDetails.aspx%3FActivityId%3D212303%26UserMode%3D0

I would like to set a deadline for feedback of 12/18/2020.

- This new module was developep by analizing the PowerPoint training titled "***How to Respond to an Angry Member***",
  and could also be called ***"Provide Member Service that will LAST"*** if we all agree that is a better title**.**

All the best,
David.

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