

**From:** [Rosanne Gramling](#)  
**To:** [David E. Kolmer](#)  
**Subject:** RE: Review New e-Learning Module  
**Date:** Tuesday, December 15, 2020 7:47:27 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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Content is great!

A few notes on flow and rewording

1. Screen is hard to read. The prior message carried over. Then it does not indicate to click A to move forward.

The screenshot shows a slide from an e-learning module. The title is "De-Escalate Member Conversations" and the subtitle is "Collaborate to Provide Member Service that will LAST." Below the subtitle are four tabs labeled L, A, S, and T. The "L" tab is selected and contains the following text:

**Listen Actively**

If the member is frustrated, then it is best to keep quiet and take notes about what they are saying. **Recall the skills** around active listening.

- ◆ Enquire
- ◆ Encourage
- ◆ Paraphrase
- ◆ Summarize

At the bottom right of the slide is the logo for "neighbors CREDIT UNION Learning & Development". At the bottom of the slide are navigation buttons: a speaker icon, a "PREV" button, and a "NEXT" button.

2. This seems too harsh. Reword?

De-Escalate Member Conversations

Click on each "i" information icon to learn about hints.

**Nice Suit!**  
 You are dressed up! Hey, You look good!  
 ...but are your dressing up your process to  
 provide member service that will **LAST?**  
 Are you able to close your mouth and listen?

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3. Maybe reword? Seems harsh

De-Escalate Member Conversations

Member looks through the glasses and gives a small smile.

**Hey, you can see the account numbers make an educated guess based on previous activity.**

MEMBER: Yes, thank you for listening. I will be alright. I just wanted you to understand what happened.

Choose Your Response

I understand, just to confirm you wanted the funds in the account ending in 1657, correct?

You have two checking accounts, which one did you want?

**Try Again**

LAST

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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?relvingParty=LM&url=app%2Fmanagement%2FLMS\\_ActDetails.aspx%3FActivityid%3D212303%26UserMode%3D0](https://CUNACPD.sumtotal.host/core/pillarRedirect?relvingParty=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 developed by analyzing 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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