



WORLD CREDIT UNION CONFERENCE  
**GLASGOW, SCOTLAND**  
17-20 JULY 2022



# POCKET AGENDA

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WORLD CREDIT UNION CONFERENCE  
GLASGOW, SCOTLAND  
17-20 JULY 2022

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OF CREDIT UNIONS**

# CONFERENCE APP



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17-20 JULY 2022

## DOWNLOAD THE MOBILE APP

Access the schedule, venue maps, exhibitor information, session descriptions, speaker biographies and more.

### TO DOWNLOAD THE APP:

- 1 Visit the Apple App Store or Google Play Store and search “2022 WCUC.”
- 2 Your login is the email address you used to register for the conference and the initial password is WCUC2022 (case sensitive).

### Need App Support?





Visit the App Support Desk at Registration in Hall 2 during Registration Hours.





## SATURDAY, 16 JULY 2022

- 2:00 pm – 6:00 pm Registration Open (*Hall 2*)
- 4:00 pm – 5:00 pm Global Women's Leadership Network Reception (*Gala Foyer*)

## SUNDAY, 17 JULY 2022

- 8:00 am – 6:00 pm Registration Open (*Hall 2*)
- 8:30 am – 12:00 pm Global Women's Leadership Network Forum (*Hall 1*)  
- 1:30 pm – 2:30 pm First Time Attendee Meet & Greet (*Crowne Plaza Hotel Mariner Bar - Located in the Lobby*)
- 3:00 pm – 4:00 pm Opening Ceremony (*Clyde Auditorium*)  
- 4:00 pm – 5:30 pm Welcome Reception - Drinks and Light Appetizers (*Hall 4*)
- 6:30 pm – 9:00 pm Dinner with Strangers\*\* (*Offsite*)

## MONDAY, 18 JULY 2022

- 8:00 am – 4:00 pm Registration Open (*Hall 2*)
- 9:00 am – 10:30 am General Session (*Clyde Auditorium*)  
- 10:30 am – 11:30 am Networking Break With Coffee and Tea (*Hall 4*)

### Innovation & Solution Showcase Presentation

10:40 am – 11:00 am: Ukraine's War: Challenges & Bravery of the Credit Union Movement in Ukraine

► *Agenda and room locations are subject to change.*

\*\*Registration available at Activities Desk (unless sold out)

## MONDAY, 18 JULY 2022 *Continued*

### 11:30 am – 12:15 pm **BREAKOUT SESSIONS**

- Financial Education: A Driver for Digital Financial Inclusion (*Clyde Auditorium*) **ES PT**
- Nurturing Better Regulatory Environments (*Lomond Auditorium*) **ES PT**
- How Implicit Bias Disrupts Team Performance (*Hall 1*) **PT**
- Managing the Risks of Digitalization: Cybersecurity for Credit Unions (*M1*) **PT**

### 12:15 pm – 1:45 pm Lunch in the Solution Center (*Hall 4*)

### 1:45 pm – 2:30 pm **BREAKOUT SESSIONS**

- Mastercard Services for Credit Unions: Partnering for Inclusion (*Clyde Auditorium*) **ES PT**
- Connecting the Credit Union Mission to Diversity and Inclusion (*Lomond Auditorium*) **ES PT**
- Sustainable Finance – Opportunity or Regulatory Burden? (*M1*) **PT**

### 2:45 pm – 3:30 pm **BREAKOUT SESSIONS**



- Boosting Financial Inclusion Through Credit Unions (*Clyde Auditorium*) **ES PT**
- Demanding More Achievement in Cybersecurity (*Lomond Auditorium*) **ES PT**

► *Agenda and room locations are subject to change.*

*\*\*Registration available at Activities Desk (unless sold out)*

**ES** Translation provided in Spanish **PT** Translation provided in Portuguese

## MONDAY, 18 JULY 2022 *Continued*

- Voices of Youth: Expanding Relevance Through Professional Development, Entrepreneurship and Community Engagement (M1)  

3:45 pm – 5:00 pm World Council's AGM (Hall 1)  

## TUESDAY, 19 JULY 2022

8:00 am – 4:30 pm Registration Open (Hall 2)

9:00 am – 10:30 am General Session (Clyde Auditorium)  






10:30 am – 11:30 am Networking Break in Solution Center (Hall 4)

### Innovation & Solution Showcase Presentations

10:40 am – 11:00 am: How to Create An Award- Winning Digital Service

11:05 am – 11:25 am: Learning How to Center Diversity

11:30 am – 12:15 pm **BREAKOUT SESSIONS**

- Adopting Fintech: Challenges and Lessons for Improving the “Customer Experience” at Credit Unions (Clyde Auditorium)  
- Amplifying Your Credit Union's Purpose Through Sustainability: Best Practices in Starting or Advancing Your Journey (Lomond Auditorium)  
- Refocusing Your Portfolio on Women: A Business Case From Senegal (Hall 1) 

► *Agenda and room locations are subject to change.*

*\*\*Registration available at Activities Desk (unless sold out)*

 Translation provided in Spanish  Translation provided in Portuguese



## TUESDAY, 19 JULY 2022 *Continued*

- Leveraging Data for Business Value and Better Outcomes (M) <sup>PT</sup>

12:15 pm – 1:45 pm Lunch in Solution Center (Hall 4)

### 1:45 pm – 2:30 pm **BREAKOUT SESSIONS**

- Ideation, Innovation, and Inclusive Design (Clyde Auditorium) <sup>ES PT</sup>
- More Than a Credit Union: Empowering Our Immigrant Members to Make the Most of Our Financial Products and Services (Lomond Auditorium) <sup>ES PT</sup>
- Hot Topics in Credit Union Governance (Hall 1) <sup>PT</sup>
- Small Credit Unions & Technology: Innovation for Growth (M) <sup>PT</sup>

### 2:45 pm – 4:00 pm **WORKSHOPS**

- Digital Transformation to Scale Micro Finance (Lomond Auditorium)
- Storytelling for Your Personal and Professional Mission Statement (Hall 1) <sup>ES PT</sup>
- Cybersecurity Awareness for Financial Services (Forth)
- A Key Competency for Leaders: Strategic Thinking (M) <sup>PT</sup>

6:00 pm – 11:00 pm Stirling Castle Gala Dinner\*\* (Offsite)

► *Agenda and room locations are subject to change.*

*\*\*Registration available at Activities Desk (unless sold out)*

<sup>ES</sup> Translation provided in Spanish <sup>PT</sup> Translation provided in Portuguese



## WEDNESDAY, 20 JULY 2022

8:00 am – 1:00 pm Registration Open (*Hall 2*)

8:30 am – 9:30 am

### BREAKOUT SESSIONS

- Developing Global Digital Solutions for Credit Unions (*Clyde Auditorium*) **ES PT**
- Best Practices for Global Women's Leadership Network Sister Societies (*Lomond Auditorium*) **ES PT**
- Strategic Resilience (*Hall 1*) **PT**
- Economic Resiliency and Regeneration - The Financial Cooperative Super Power (*M1*) **PT**

9:45 am – 10:30 am

### BREAKOUT SESSIONS

- Rethinking Your Payments Strategy to Meet Member Expectations (*Clyde Auditorium*) **ES PT**
- Post Pandemic Challenges for Credit Unions (*Lomond Auditorium*) **ES PT**
- Community Development – Driving Financial Inclusion (*Hall 1*) **PT**
- Empowering the Next Generation of Leaders (*M1*) **PT**

10:45 am – 12:15 pm General Session (*Clyde Auditorium*) **ES PT**

12:30 pm – 4:00 pm Credit Union Visits\*\* (*Offsite*)

6:00 pm – 11:00 pm Closing Night Celebration (*Hall 3*)

➤ *Agenda and room locations are subject to change.*

\*\*Registration available at Activities Desk (unless sold out)



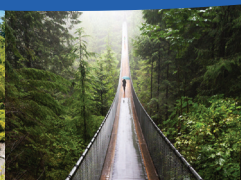








WORLD CREDIT UNION CONFERENCE  
**VANCOUVER, CANADA**  
23-26 JULY 2023



HOSTED BY:



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