

How DE Changed My Life

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I attended the Credit Union Development Education (DE) Training in 2000, and at the time I was working as the Business Development Manager at Capital Credit Union Ltd. Within 2 years of graduating the DE Program, I had worked my way up to my current CEO position.

Since graduation of DE, I have been a Vice Chair of ABCUL, a Board member of WOCCU, and the first CU Professional to sit on the Council of the world's oldest and only Royally Chartered Banking Institution as a Lay Member. I now serve as an Adviser to a member of the British Royal Family and sit on an advisory Board to the British Banking Regulator. In December 2016, I was awarded an OBE by the Queen for her dedication to services for people with fewer financial choices.

None of these accomplishments would have been possible had I not gone through the DE Program. This was the catalyst that gave me the confidence to step outside of my "box" and dedicate my career to credit unions and helping people. DE provided me with the passion, compassion, and desire to change people's lives and the lessons I have learned from DE have helped me every step of the way in my career.

Because of the DE Program, I believe that I am more conscious of the importance of giving all staff a helping hand to be the best they can be. Education, good mentors and opportunities played a key role in my career, and I want all of my staff to have the same opportunities that going through the DE program provides. I also believe that DE training taught me to listen, learn and use the knowledge to help those members that need an extra helping hand.



Since attending DE Training in 2000, I have never stopped my involvement with the program. In fact, I set up and facilitated DEUK from 2004-2010. I also set up and facilitated DEEU from 2010 – 2013, mentored ADE 2014, facilitated ADE 2015-2016, and I have mentored for DE at least 8 times. DE has provided me with the opportunities to travel to many different countries, represent my country on the WOCCU Board, meet political leaders, and I have been able to promote the credit union

movement nationally and internationally.

I have been blessed to have worked with, been mentored by, and supported by some of the most amazing Development Educators of our time. The program brings out the best in people, more importantly however, it gives us a platform to work together, support each other, and maximize opportunities to make change for the better and to do the right thing. The people helping



people philosophy is part of our credit union DNA, our culture and every decision we make. DE Training has helped to remind us of this every day and has brought me to where I am right now in my credit union career.

My goal today, as a CEO, is to ensure that every staff member, volunteer, and director of my credit union has the same access to this great program. Capital Credit Union has more Development Educators on our board and staff team than any other credit union in Britain today. The DE Program provides a great platform to develop and retain quality staff and volunteers, and also help those wanting to go even further, like I did.

DE changes people, it changes organizations and it provides a tool box to help us be the best we can be.