

Meeting Learning Objectives *with* **ROBUST TRAINING SOLUTIONS**



CLIENT SPOTLIGHT:

grow financial
federal credit union

Industry: Financial Services

Segment: Credit Union

Employee Size: 580 employees

Assets: \$2.43 Billion

Website: www.growfinancial.org

OUR STORY

The year was 1955, to be exact, and some of the civilian employees of MacDill Air Force Base in Tampa, FL, decided a credit union was needed to provide financial services for base personnel. It was a pretty good idea, considering banks didn't pay much attention to the military community back then. So a broom closet in an office building was cleared out, and a credit union was born - MacDill Air Force Base Federal Credit Union.

Timing, as they say, is everything. Our credit union grew right along with the booming Sunbelt, and as we opened new stores and welcomed new people from all walks of life, our original name was not such a good fit anymore. We had become, well, more. More to the members and communities we served. That's when we made the change to Grow Financial, a name that really defines what we're all about. Helping our members grow. Personally. Professionally. Financially.

**So there you have it, our story.
And after 60 years, we think it's just beginning.**

Overview

With nearly 600 employees and 26 stores across Florida and South Carolina, Grow Financial Federal Credit Union [Grow] understands the value of keeping employees engaged both personally and professionally. Through its training department aptly named the People Development Group, the credit union focuses on providing comprehensive training to new and existing employees - whether it be mentoring, coaching, leadership development or regulatory compliance training.

The organization leverages partners, such as **OnCourse Learning**, and develops its own internal programs to provide their employees with the best training resources possible.



Training Challenges & Needs

The biggest challenge Grow faces when it comes to training is allowing their employees enough time to do the required training. As with many financial institutions, depending on the employee's role, upwards of 20 courses can be required to be taken in a year's time. It becomes extremely important that training programs are developed to keep the learner's attention, allowing them to retain the information being taught.

Additionally, Grow strives to provide their learners with training programs that address how they learn best. Understanding that their learners have different learning styles, Grow needs training partners that can provide blended learning solutions.

Another requirement Grow has for its training partner is the ability to customize curriculum based on the needs of their learners. For example, if through mentoring it is discovered that there is a training deficiency or an area of interest an employee would like to explore, Grow needs to have the ability to propose a package of courses to that learner.

“ Our biggest challenge is allowing employees the time to complete their required training.

*With training solutions from **OnCourse Learning**, our employees can view training modules at their own pace, which keeps their attention and allows them to better retain the information that is critical to do their jobs effectively.*

Marsha F.

AVP People Development Group



How We Helped

After careful consideration of competitive offerings, Grow chose OnCourse Learning's regulatory compliance training designed specifically for Credit Unions.

OnCourse Learning's online training allows Grow training administrators to map out the number of hours it will take to get through the required training, and schedule it throughout the year. Plus, instead of employees needing to do in person training or view a recording of live training, employees can view the eLearning modules at their own pace – keeping their attention and allowing them to better retain the information presented.

To support those Grow employees who may be deficient in areas or looking to improve certain skill sets, **OnCourse Learning's expansive library of over 600 courses** offers administrators the ability to customize a package of courses based on course titles to best fit those employees' needs.

To help Grow provide their employees with training that complements how they learn best, OnCourse Learning offers eLearning solutions in a variety of formats such as **engaging videos, microlearning, webinars and other learning styles.**



Success and Future Plans

All in all, OnCourse Learning was able to help Grow meet two major training goals they had set out to achieve:



Provide engaging and flexible training that employees can take at their own pace.



Provide learners with the tools they need to learn and grow, in a format that best suits their learning style and allows them to flourish in their career.

Grow continues to look toward the future and invest in its people. What's more, the company is pleased with the growing employee engagement rate they receive for their training program.

“ *The regulatory compliance content that OnCourse Learning provides has significantly improved over the past few years.*

Marsha F.

AVP People Development Group

Get Started Today!

To learn how OnCourse Learning's regulatory compliance and professional development eLearning solutions can help your financial institution, visit [OnCourseLearning.com/ComplianceTraining](https://www.oncourselearning.com/compliance-training)

