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CUES Customized Leadership Development Program for PSCU Concludes

MADISON, Wis.— The inaugural [CUES Strategic Leadership Development Program](#), a customized leadership development program formed with [PSCU](#), the nation’s premier payments credit union service organization (CUSO), has concluded.

Launched in January 2021, the 12-month PSCU Bold Effective Leaders Program focused on a group of diverse emerging leaders at PSCU and provided intensive leadership development designed to build the CUSO’s leadership pipeline and prepare these candidates for future senior leadership positions. In all, twelve PSCU employees completed the program.

Developed and facilitated by [CUES Consulting](#) in collaboration with [Sankofa](#), PSCU’s African American business resource group, the program combined many proven leadership development tools, including [eCornell](#) and [Harvard ManageMentor](#) courses.

“We were excited to work with PSCU on this important initiative. As an industry leader, they recognize the value of talent development and the importance of building a strong pipeline of future leaders. The CUES Strategic Leadership Development Program has helped both of our organizations in delivering on our commitments to diversity, equity and inclusion,” said Christopher Stevenson, CAE, CIE, SVP/Chief Learning Officer.

Live online sessions featuring industry leaders and prominent subject matter experts, virtual courses, and independent study modules focusing on critical leadership skills were vital aspects of the program. CUES included many check-in points throughout the year, assuring all participants stayed on-task.

“At PSCU, we want to make sure that our leadership pipeline is full—that we have our future leaders ready to go. CUES helped us achieve that goal with the PSCU Bold Effective Leaders Program,” said Marvin York, VP, Contact Center Member Engagement at PSCU. “Nurturing our future leaders, helping them to grow and blossom, will help us collectively achieve a stronger

future. We also look forward to sending other up-and-coming leaders through the program in the future.”

York was recently featured on [CUES Podcast](#); listen to [Building Bold, Effective Black Leadership At PSCU, an interview with Marvin York](#).

“The PSCU Bold Effective Leaders Program gave us the opportunity to form connections with senior leaders from throughout our organization, something that may not have happened without the program,” said Sheila Porter, VP, Enterprise Program Management at PSCU. “As an added benefit, program participants were from all parts of our organization, so we also made connections and formed common goals with colleagues we don’t always have the opportunity to interact with.”

Discover more about the [CUES Strategic Leadership Development Program here](#), and more about CUES Consulting at [cues.org/CUESConsulting](#). Learn more about CUES at [cues.org](#), and visit [pscuh.com](#) for more about PSCU.

About PSCU

PSCU, the nation’s premier payments CUSO, supports the success of more than 1,900 credit unions representing nearly 7 billion transactions annually. Committed to service excellence and focused on innovation, PSCU’s payment processing, risk management, data and analytics, loyalty programs, digital banking, marketing, strategic consulting and mobile platforms help deliver possibilities and seamless member experiences. Comprehensive, 24/7/365 member support is provided by contact centers located throughout the United States. The origin of PSCU’s model is collaboration and scale, and the company has leveraged its influence on behalf of credit unions and their members for more than 40 years. Today, PSCU provides an end-to-end, competitive advantage that enables credit unions to securely grow and meet evolving consumer demands. For more information, visit [pscuh.com](#).

About CUES

CUES is the leading talent development solutions provider for credit unions in North America. We educate, develop and support credit union CEOs, executives, directors, and emerging leaders through partnerships with premier business schools, live and online events, digital learning, networking, and premium content. With over 35,000 members and growing, we measure success one leader at a time.

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