

# Video Transcript Oscar Torrealva AMP Takeaways

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By Oscar Torrealva, CEM

## **Oscar Torrealva, CEM 00:13**

One of one of the things that I enjoy about working at First Commonwealth is the growing career development opportunities available to its employees, and steady support from our executive team. 2022 is an example of investing its people as I attended the CUES Advanced Management Certification.

## **Oscar Torrealva, CEM 00:30**

I have two takeaways. You know, one is the, you know, developing and communicating strategy was definitely one of the most engaging topics, we had the opportunity to experience how these concepts are applied to real life, I did find much value in hearing a fresh perspective on the strategy from credit union leaders were also performing exercises that help reinforce that concept.

## **Oscar Torrealva, CEM 00:52**

In my current role, you know, working in the contact center, I want to identify those opportunities for our credit union while navigating through an uncertain and complex environment. I want to listen to understand, not to reply or judge; promote a supportive, collaborate collaborative culture; find opportunities to empower my teams to take more ownership; change their mindset by being, you know, their support the top supporter and a coach, not just a functional manager.

## **Oscar Torrealva, CEM 01:26**

I was also able to share best practices with my peers during our implementation of our ITMs, interactive teller machines, back in 2017, prior to the pandemic, and how we took this channel to the next level by educating our members and staff. We increase our daily transaction count from 30 daily interactions to 250.

## **Oscar Torrealva, CEM 01:48**

Thank you for letting me share my experiences with CUES Advanced Management Certification, and I encourage you to take this valuable certification. It will be beneficial for your own development. It will be beneficial for you for your career, and this is a great opportunity to take your organization to the next level.