

Carolyn M. Warden
Certified Credit Union Executive
Coaching & Consulting

Carolyn Warden helps credit unions and management staff reach their full potential by providing financial and operation analysis, coaching those who supervise to elevate their ability to get work done by working through others, and transforming the consumer experience in organizations enrolled in Service University which she founded in 2004.

Warden has experienced credit union operations from all sides of the management desk. She started in the visitor's chair as an NCUA examiner. Quickly she learned that if she really wanted to know what she was talking about she needed to switch to the other side of the desk. She has been CEO & CFO of four credit unions with assets ranging from medium to super-sized.

She was under the desk for a while, pulling cables as a trouble shooter and education director for a large CU data processing firm. Somehow she found the time to be Director of Research and Information for the NJCUL, and co-author a number of books and articles about credit unions. Warden earned the Certified Credit Union Executive (CCUE) designation in 1997.

Carolyn has taught CUNA Schools, for numerous leagues and did a stint in Eastern Europe for WOCCU. Her credit union clients range from chartering groups to over \$1 billion in assets, and are located from New York City to Alaska and Hawaii. She coaches her clients by providing information and identifying options, as well as training them to implement change with minimal stress and incorporating fun!

When not traveling, Carolyn enjoys her Victorian home, gardening, and fundraising for children's charities. She is a member of Toastmasters International and has won awards for her inspirational speeches on Credit Unions' role in Creating World Peace.

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