



ABOUT THE PROGRAM

“CIBP Global Network” is a program targeted for CIBP’s members’ employees at any hierarchical level and focused on building a network, the practice of a language (English, Spanish, French, Portuguese, and others) and on the sense of belonging to something bigger. You belong to an international hub of employees of cooperatives and popular banks that work to develop their communities and empowering their population, with knowledge and access to financial resources.

GAPS

As you know, CIBP’s members are on different continents, and it means that we have cultural and social differences that we should pay attention to.

We can manage those differences following the recommendations:

- Do not inquire about personal questions, for example, age, weight, marital status, or sexuality.
- Do not use sexist, racist, or xenophobic expressions to describe something or Some situation. If you are talking about a case that happened about something sexist, racist, or xenophobic, attempt to explain it very carefully.
- Do not ask for confidential information about their work.

You will receive general data about who you will meet. We advise that you google the country of your contact, the culture, and his/her bank/cooperative.

The person you will meet is a stranger now but not an enemy. Use your effort to connect with the person you will talk to. Find something that you both like, for example. Try to be polite and also friendly, so smile.

GAPS



GUIDEBOOK

You have been selected to join the CIBP's hub of networking and sense of belonging of the credit cooperative system.

To prepare yourself, we gathered some information that can be helpful, please pay attention to this guidebook's tips, stay open to another's person life and tell us about your experience.

CIBP

Something you should know about before anything else

The Confédération Internationale des Banques Populaires (CIBP) is the first international organization that brings together Popular and Cooperative banking players from five continents.

Since 1950 we share insights, take great care of our trusted business network, inspire strategic & cutting-edge thinking, and conduct research around the globe.

Today we gather 9 members, divided by continent:

North America

Canada – Desjardins

South America

Argentina – Banco Credicoop

Brazil – Sicoob

Chile – Coopeuch

Europe

Austria – Volksbank Wien | ÖGV

Belgium – CPH Banque

France – Groupe BPCE | FNBP

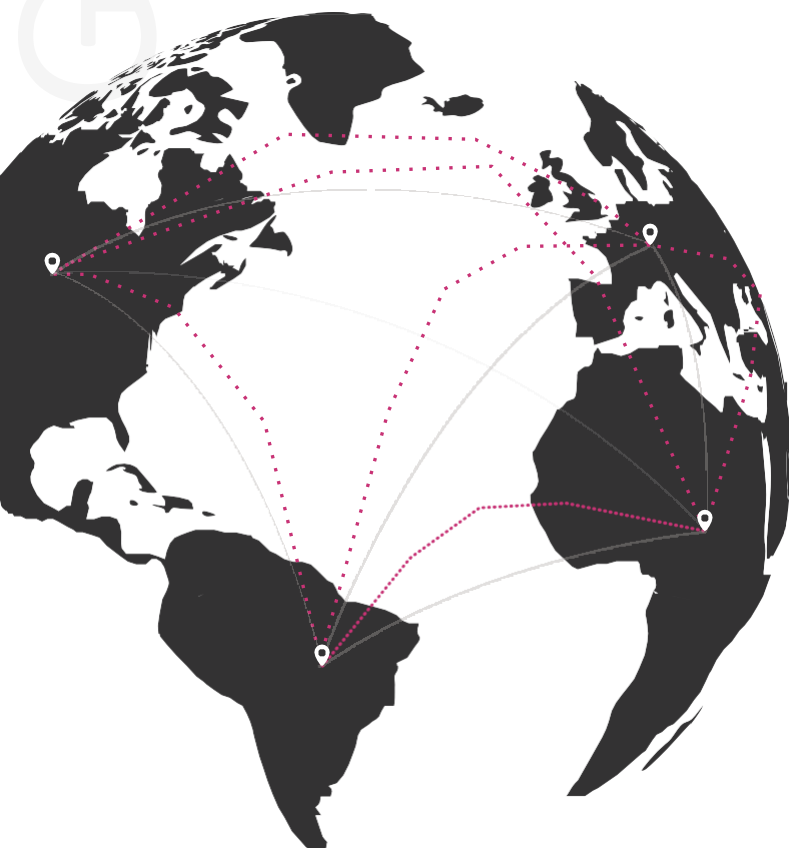
Germany – BVR | DZ BANK

Africa

Morocco – Banque Centrale Populaire du Maroc

You can find more information at your website www.cibp.coop and our annual report published here: <https://www.cibp.coop/we-belong-2/>

GUIDEBOOK





WHAT TO DO BEFORE THE MEETING

Start having contact with the language will be used at the meeting. You can use the internet in your favor: explore podcasts, songs, movies, books, news, even youtube videos. The more you approach it, the better it will be for you to understand different accents and train your listening skills.

Prepare some notes with key words that will make you remember how to talk about a subject. Also, do some research about your organization

- How many employees do they have?

- How many branches do they have?

- How is the market share (choose an index as assets, deposits, credit)?

- How many citizens does your country have?

- Where is the capital of your country?

- If you don't live in the capital, how far away is your city (in kilometers and flying hours)?

An hour before the meeting, look for a place that you will not be interrupted. Where is quiet and comfortable for you. Confirm if your Wi-Fi connection is good, robust, and stable.

Also, make sure that your image in the camera is acceptable, and your broader context can be disclosure - otherwise, use a virtual background.

Bring with yourself your notes, a cup of water or something else to drink - and, depends on time, it better if you have some snacks too.

Five minutes before the appointment, connect and wait for your partner in this program.



WHAT TO DO DURING THE MEETING

If you feel that the conversation is halted, you can use one of the hints below to continue the conversation:

- Tell me about your hobbies. When did you start to do it?
- Tell me about your favorite food. How do you prepare it?
- Where do you live, do you have any typical cultural event? How does it work?
- What are the cultural events where you live? Tell me how it is.

If you get kicked out of the meeting, take a deep breath, and connect again.

If your partner gets disconnected, take a deep breath, and wait for him/her to connect again.

Remember: you are trying to build a network connection with this person so ask for his/her:

- Institutional e-mail;
- LinkedIn contact.

what to do
during the
meeting





WHAT TO DO AFTER THE MEETING

Write an e-mail to your contact thanking him/her for spending time with you. Tell him/her how you feel about the interactions that you did - say something good.

If you feel comfortable, share your personal contacts (whatsapp, instagram, facebook, personal e-mail, etc.).

When you receive an e-mail, try to reply as soon as possible. If you don't feel comfortable to share your personal contacts with your new friend, don't worry and reply saying thank you and what you think about the meeting.

Also, CIBP's staff wants to know your feedback:

- What do you think about the initiative;
- How do you feel about your participation in the CIBP GLOBAL NETWORK;
- How was your experience;
- What can be improved;
- Any other thing you want to address to CIBP's staff.

What to do
after the
meeting

