

ScreenSteps for Credit Unions

The World's First Knowledge Operations Platform

Most credit unions rely on tribal knowledge to run their business. Even if some documentation exists, employees are still asking supervisors and co-workers for answers when they get stuck.

This leads to long onboarding times, inconsistent performance, overwhelmed employees, and burnt-out supervisors.

How do credit unions escape tribal knowledge? With the ScreenSteps Knowledge Operations Platform.

What is a Knowledge Operations Platform?

A Knowledge Operations Platform is a tool that allows you to operationalize your knowledge by making it findable and followable.

[Knowledge Operations Platform](#)

How does a Knowledge Operations Platform help your credit union?

A Knowledge Ops Platform helps your credit union move from relying on tribal knowledge to guided knowledge. That translates to:

- + Faster training & onboarding
- + Smoother change management
- + Fewer questions & mistakes
- + Consistent member interactions

Why do credit unions need a Knowledge Ops Platform?

Credit union employees deal with a high degree of complexity and change. When credit unions rely on traditional training methods to teach these complex changes, information gets lost, mistakes are made, and trust is lost.

How does a Knowledge Operations Platform help your credit union?

- + Easily handle complex and changing procedures
- + Reduce the need for memorization
- + Build trust internally and externally

4 ways credit unions use a Knowledge Ops Platform

1. Capture knowledge faster with rapid authoring tools
2. Make knowledge findable, followable, and scannable
3. Onboard and train employees faster and more efficiently
4. Introduce a new way of learning and working: the Find & Follow Framework

[Find & Follow Framework](#)

How does a Knowledge Operations Platform help your credit union?

- + Create a Google search experience for every employee question
- + Roll out new software and systems without missing a beat
- + Onboard and train new employees faster
- + Increased employee independence and consistency
- + Decreased escalations to supervisors and managers

Customer Testimonial

"This platform has been a real game-changer in transforming the way we create and transfer knowledge. It's helped us to grow our employee expertise and know-how to create a remarkable member experience."

Alaska Delaire — Information Technology Support Specialist, connectFirst Credit Union

Schedule a Demo

ScreenSteps + WISCUB Demo