

THE EDGE

Providing the highest quality training for current branch managers and team leaders

*Education, Development, Growth, and Enrichment Tools
for Consumer Finance Industry Professionals*

MERCER
UNIVERSITY

SCHOOL OF BUSINESS

July 19-24, 2026
Atlanta, Georgia



SAL CALVIO

*Senior Vice President of Human Resources
Security Finance Corporation of Spartanburg
Chair, THE EDGE Advisory Board*

It is my honor to serve as chair of THE EDGE Advisory Board and I look forward to attending THE EDGE each summer. Having attended the program years ago as a participant, I know firsthand the value the class professors bring and the benefits of networking. THE EDGE Program (Education, Development, Growth and Enrichment) is focused on consumer finance industry fundamentals with fresh content driven by industry professionals. With its strong history of providing education and professional development experiences for the industry's current and future leaders, I readily encourage financial services professionals to send their employees year after year!

The financial services landscape is always changing and leadership remains important to navigate the challenging roads ahead. As a result of participation in THE EDGE program, your future leaders will perform better and have the tools needed to lead for years to come.

Hosted on the campus of Mercer University in Atlanta, GA since 2013, THE EDGE focuses on current business trends. The curriculum is presented by industry leaders and professional instructors at the top of their game and excited to offer quality content considering the current climate facing the consumer finance industry leaving attendees motivated and inspired to proceed as leaders. Each year participants provide outstanding reviews and input to help us build on a strong foundation to offer our best program yet every year!

We say THE EDGE is a great opportunity to "invest in your best" and we mean that. As industry leaders on THE EDGE Advisory Board, my colleagues and I think you'll find this program to be one of the best investments your company will make for its future offering long-term benefit. I encourage you to identify your candidates for THE EDGE and take the first step to empowering them with the knowledge and skills they need to compete in today's market and move your organization to the next level.



JOHN WILSON GORDON, MBA

*Lecturer of Finance
Director of Operations
Stetson-Hatcher School of Business
Mercer University*

As Director of THE EDGE, I could not be more excited for our upcoming 2026 EDGE program! Each year I am impressed with the energy and engagement of the program's participants and instructors. The AFSA Education Foundation (AFSAEF) and Mercer University collaborate annually to offer this high-quality program, and it is slated to be better than ever! This year, THE EDGE will be offered July 19th – 24th. In my director role with THE EDGE, it has been an honor and a privilege to work alongside consumer finance industry leaders and THE EDGE Advisory Board throughout the planning process. Coming from a career in banking, I know firsthand that programs like THE EDGE are invaluable to finance professionals. Our goal is to ensure THE EDGE program is dynamic, relevant, and results in maximum value added for our participants and their employers. THE EDGE participants will learn keys for success as well as best practices from both industry executives and my fellow Mercer faculty.

Program Highlights:

- **Year I courses:** Consumer Lending Types, Collections and Compliance, Rates and Profits, Artificial Intelligence, Performance Management, Communications and Conflict Negotiations, Time Management, Leadership, Financial Services Law, Business Ethics, and Opportunities for Engagement with the AFSA Education Foundation
- **Year II courses:** Financial Statements, Competitive Environment, Employment Law, Monetary and Funding Strategies, Marketing Strategies, Regulatory Compliance, Leadership, Strategic Planning, Being a Great Coach at Work, and Community Relations

THE EDGE will help financial services professionals:

- Broaden knowledge and understanding of the consumer finance industry
- Develop industry-specific analytical thinking and critical thinking skills
- Prepare to advance to the next level within their organization
- Develop management and decision-making skills for newly promoted and aspiring supervisors

For many years, AFSA has been a leader in the industry and continues to provide cutting-edge training through THE EDGE for high-potential managers. The partnership with Mercer University has facilitated a program that cultivates highly skilled leaders who can implement their new knowledge immediately on the job. THE EDGE continues to reach high attendance numbers and outstanding evaluations. We invite you to sign up your high-potential leaders for the 2026 program. This is an excellent opportunity for your people to enhance their knowledge and strengthen their skills. Investing in and developing your human capital is an important move toward obtaining a sustained competitive advantage.

To kick off the week of courses, both the Year 1 and 2 classes will hear from the AFSA Board Vice Chair Rochelle McClanahan, an engaged industry leader who has taken on some high-profile leadership roles within AFSA and her company. Her unique path to a career in financial services is interesting and a reminder that transferable skills can be the secret sauce in life.

Rochelle is currently COO at Brundage Management and served as CFO before that. She is also the Leadership Development Program Steering Committee Chair and a program alum. Additionally, she gives of her time on the EDGE Advisory Board and to the AFSA Education Foundation Board of Directors.

A passionate volunteer, Rochelle serves in her community helping children who have lost a parent and experienced tremendous grief. She is engaged with her own son in college and supports her high school daughter's roller derby and band outings among many other parenting responsibilities!

Rochelle earned her bachelor's degree in Accounting and Economics from the University of Nebraska-Lincoln, an MBA from Meredith College, and a Masters of Jurisprudence from the Texas A&M University School of Law.

EDGE participants are in for a treat during this session as Rochelle shares her own vulnerabilities and path to leadership, giving you hints and advice along the way and a chance to learn more through the concluding Q & A session.

LEADING FROM THE HEART



- Why Leadership Matters
- Different Types of Leaders and Styles
- How You Can Make a Difference as a Leader

ROCHELLE McCLANAHAN | *COO, Brundage Management and AFSA Board Vice Chair*

THE EDGE Advisory Board

SAL CALVIO
Chair, THE EDGE
Advisory Board
Senior Vice President of
Human Resources
Security Finance Corporation
of Spartanburg

RHONDA ASHBURN
Staff Liasion
Executive Director
AFSA Education Foundation

BILLY FULLER
Senior Vice President of
Operations
1st Franklin Financial
Corporation

JOHN WILSON GORDON,
MBA
Director, THE EDGE
Lecturer of Finance
Director of Operations
Stetson-Hatcher School of
Business
Mercer University

GINGER C. BARRETT
Chair of the Board and
Chief Culture Officer
1st Franklin Financial
Corporation

TOM HUDGINS
President & CEO
Western Shamrock
Corporation

JOSHUA C. JOHNSON
President & CEO
Mariner Finance, LLC

ROCHELLE McCLANAHAN
Chief Operating Officer
Brundage Management
Company

BRAD NOEL
Executive Vice President -
Director of Branch
Operations
Republic Finance, LLC

PATRICIA NOTARO
Chief People Officer/EVP
Mariner Finance, LLC

JIM SCHNEIDER
Former Financial
Services Executive
Chair, AFSA Education
Foundation Board

J. DAN WALTERS
CEO
Credit Central, LLC

CELIA WINSLOW
President & CEO
American Financial
Services Association

BUSINESS ETHICS

- Discuss the responsibility of employees to follow sound ethical business practices;
- Review the positive impact that ethical behavior has on a firm and its relationship with customers; and
- Examine ethical decision making in the context of industry issues.

ELIZABETH F. CHAPMAN, Ph.D. |

Learning and Development Lead, Cathy Family Office, Chick-fil-A Corporate

PERFORMANCE MANAGEMENT

- Gain valuable management skills to help identify, retain, and motivate your employees;
- Learn and apply easy six-step process for performance evaluations;
- Discuss methods to strengthen employee performance with positive feedback; and
- Participate in role-playing using the six-step process.

NEYSA LAUX | *Consultant*

NEGATIVE IMPACT OF RATE CAPS

- In an era of rate cap legislation, it is vital to understand the relationship between rates and profits, and what caps would mean to the availability of traditional installment loans.

BRAD NOEL | *Executive Vice President - Director of Branch Operations, Republic Finance, LLC*

COMMUNICATIONS AND CONFLICT NEGOTIATIONS

- Learn to communicate with confidence, assurance, and clarity;
- Speak effectively to one or 100;
- Choose the most appropriate language to get your message across; and
- Coach employees on effective telephone techniques.

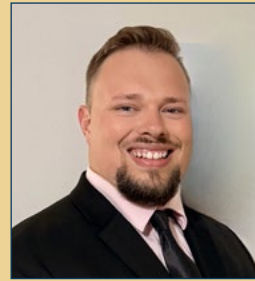
ROBIN SMITH MATHIS, Ph.D. | *Assistant Professor of Organizational and Professional Communication, Kennesaw State University*

FINANCIAL SERVICES LAW I

- Discuss from consumer lender point of view collection practices and issues;
- Discuss UDAAP risks, understand what constitutes UDAAP, and examples of recent enforcement actions; and
- Understand CFBP's role.

JASON ESTEVES | *Attorney, Hudson Cook, LLP*

CLASS PRESIDENT TESTIMONIAL



2025 CLASS PRESIDENT – YEAR I

ROMAN ROBERTS

Branch Manager, Republic Finance, LLC

EDGE Year 1 was a highly valuable developmental and collaborative experience. The program went far beyond traditional learning; it equipped participants with practical, industry-relevant skills while reinforcing the leadership mindset needed to succeed in an evolving finance landscape. Through insights from industry experts, hands-on learning, and meaningful peer collaboration, EDGE provided immediate value that participants could take back to their organizations. From day one, it was clear that EDGE is intentionally designed for individuals who are being prepared to become future leaders within their companies.

One of the most impactful aspects of EDGE was its emphasis on collaboration. Working alongside peers from different companies, roles, and backgrounds broadened my perspective and challenged the way I think about our industry. These interactions sparked conversations that don't typically happen in day-to-day work—conversations around shared challenges, innovative strategies, and long-term goals. That cross-company dialogue strengthened my problem-solving approach and provided insights I can directly apply in my role.

From a company perspective, EDGE delivers a strong return on investment. I left the program with actionable ideas, a stronger understanding of industry trends, and a trusted network of peers I can now rely on as resources. Those benefits don't stay with the individual; they come back to the organization through improved collaboration, fresh thinking, and leadership readiness. In just one week, EDGE helped sharpen my skills and renewed my energy and purpose in the work I do.

Investing in programs like EDGE is essential for companies committed to developing their next generation of leaders. The finance industry is constantly evolving, and EDGE equips participants with the knowledge, perspective, and relationships needed to help their organizations adapt and thrive. The program plays a meaningful role in preparing future leaders to continue advancing safe, responsible, and affordable credit for consumers.

I am genuinely grateful for the opportunity to attend EDGE Year 1. Programs like this exist because companies choose to invest in their people, and I hope my experience serves as one example of the lasting impact that investment can make—both for individuals and for the organizations they represent.

CONSUMER LENDING

- Provide a history of significant federal and state laws and regulations regarding installment lending; (Reg Z, TILA, ECOA, etc.);
- Discuss current regulatory trends, including the potential impact of the Consumer Financial Protection Bureau on consumer lending;
- Discuss the basic components of consumer loan products, including finance charges and fees, credit insurance products, ancillary products, and refunding methods (pre-computation, simple interest, Rule of 78s, etc.); and
- Utilize simulation models to evaluate corporate level and local management's strategies for various types of consumer lending.

JASON KOHLER | *Managing Director of Branch Operations, Mariner Finance*

BASIC CPR FOR TIME MANAGEMENT

- Identify time wasters and develop action plans for dealing with each one; and
- Take a quick look at time-saving strategies to get you on track to getting the most out of every day.

NEYSA LAUX | *Consultant*

INDIRECT LENDING

- Provide history of indirect lending, explain how it differs from direct lending to include application process, assignment, and tier levels;
- Explain how the indirect lending model in its various forms impacts the direct lending business, and
- Discuss how federal and state laws and regulatory agencies can impact the process.

PAT KENNY | *Senior Vice President – Centralized Operations, 1st Franklin Financial Corporation*

LEADING DYNAMIC TEAMS WITH IMPACTFUL COMMUNICATION

- Understand why adapting communication to recipients' preferred styles is essential;
- Learn how to listen and observe to diagnose the best communication approach for any situation; and
- Gain actionable tips and insights for leading dynamic teams effectively.

CHET ENTEN | *Director of Talent Development, Security Finance*

AFSA EDUCATION FOUNDATION OPPORTUNITIES FOR ENGAGEMENT

- Examine the effect of financial education on consumer behavior;
- Learn about the work of the AFSA Education Foundation, including the MoneySKILL® personal finance curriculum and the impact it has on learners' financial knowledge and behaviors; and
- Explore opportunities to promote and deliver financial education within your community.

RHONDA ASHBURN | *Executive Director, AFSA Education Foundation*

THE INTERSECTION OF ARTIFICIAL INTELLIGENCE (AI) AND FINANCIAL SERVICES

- Overview of AI in financial services arena;
- How AI connects to many areas ranging from ethics to leadership; and
- Caution areas and opportunities for engagement.

DAVE BERNARD | *CEO, The Intellection Group (TIG)*

C-SUITE PANEL

Top level leaders in the financial services industry will share their own paths to success including the highs and lows of their journeys, in an intimate panel discussion.



CLASS PRESIDENT TESTIMONIAL



**2025 CLASS PRESIDENT –
YEAR II**

**BOBBY
McLENDON**

**Product Owner II,
Security Finance**

Serving as the AFSA EDGE Year 2 President has been one of the most rewarding experiences of my professional and personal journey. The opportunity to represent my peers and help shape the future of the program has strengthened my leadership skills and deepened my appreciation for teamwork, service, and professional growth. Traveling to Washington, D.C. this past fall to attend the AFSA Annual Meeting and serve as the representative of the 2025 Year 2 class was truly a highlight! Walking through the heart of our nation's capital, and connecting with leaders from across the country, inspired me to continue striving for excellence and to use my voice to make a positive impact in my community and within my organization.

During my time in D.C., I had the privilege of attending many of the general sessions and breakouts, which were hosted by individuals who are leaders within the financial services industry. I was also privileged enough to participate in a panel discussion, alongside the Leadership Development Program President Jasmine Carter and AFSA Education Foundation's Director of Financial Education and Outreach Olivia DiBiase, where we shared insights and perspectives around THE EDGE and MoneySKILL® programs to help emerging leaders within the industry.

Engaging with AFSA members, program participants, and leaders reminded me of the power of collaboration and the shared commitment we all have to advancing education, financial literacy, and leadership development. I am deeply grateful for the opportunity to attend the event, to connect with such remarkable individuals, and to receive recognition as the AFSA EDGE Year 2 President, that symbolizes not only personal achievement but also the collective success of everyone who has supported and believed in THE EDGE program.

The training I received will continue to have a lasting impact on me. Learning how to help others manage financial resources responsibly, while also developing essential leadership qualities such as communications, accountability, and strategic thinking, has prepared me for challenges both inside and outside the workplace. These experiences have strengthened my confidence, shaped my professional outlook, and reinforced the importance of empowering others with the same knowledge and tools. Being part of THE EDGE has been more than an honor, it has been a transformative journey that I will carry with me throughout my career and life.

ANALYSIS OF FINANCIAL STATEMENTS

- Basic overview of financial statements; and
- Obtain an understanding of financial statements and footnote disclosures.

JULIE PETHERBRIDGE, Ph.D.

**Dean and Associate Professor of Accountancy,
Stetson-Hatcher School of Business, Mercer University**

COMPETITIVE ENVIRONMENT

- Examine the changing role of the consumer finance industry;
- Review the role that state and federal legislation and regulation has on a consumer's access to affordable credit; and
- See how the Dodd-Frank Act impacted financial reform and how the Consumer Financial Protection Bureau could affect your business.

CELIA WINSLOW | President and CEO, American Financial Services Association

EMPLOYMENT LAW

- Review federal laws covering such topics as wrongful termination, workplace harassment, and unlawful retaliation; and
- Analyze the effects of legislation and judicial decisions on employee relations.

**TOM BISHOP, J.D. | Chairman of the Board
of Trustees, Mercer University**

MONETARY AND FUNDING STRATEGIES

- Explore sources of funds for financial institutions, including the use of bank lines and securitization; and
- Discuss the financial and competitive implications of funding strategies and the broader capital markets.

BEN MILLER | CFO, Republic Finance, LLC

THE MODERN LENDER'S MARKETING PLAYBOOK:
FROM AWARENESS TO LOYALTY, TACTICS FOR
SUCCESS IN 2026 AND BEYOND

- Gain practical, actionable strategies for navigating the consumer lending marketing environment;
- Obtain hands-on insights into reaching, converting, and retaining borrowers;
- Consider traditional advertising and beyond to include a holistic framework for quantifying ROI, optimizing customer experience, and building a sustainable competitive advantage .

RICH CAMPANARO | SVP Sales & Strategy, Amsive
BAMBI FRAZIER | Senior Product Lead, Local SEO, Amsive

STRATEGIC PLANNING

- Study the role of senior management in establishing long-term corporate strategic goals with emphasis on methodologies and techniques; and
- Create a blueprint for future success with personal strategic planning.

GINGER C. BARRETT | *Chair of the Board and Chief Culture Officer, 1st Franklin Financial Corporation*

HOW YOU CAN BE A GREAT COACH AT WORK

- Learn how coaching drives productivity;
- Discover employee's talent, develop potential, and create leaders for the future through coaching; and
- Look at the skills, strategies, and practices you can use to coach great performance.

NEYSA LAUX | *Consultant*

REGULATORY COMPLIANCE

- Know the relevant Federal and State Regulators and laws that impact the financial services industry;
- Gain a thorough understanding of the Consumer Financial Protection Bureau and how it differs from other regulators; and
- Emphasis on the importance of compliance management.

MARCI KAWSKI | *Partner, Husch Blackwell, LLP*

COMMUNITY RELATIONS

- Learn to engage in the communities where you live and work telling the consumer lending story
- Engage locally with public officials, representatives, and other leaders
- Increase your awareness on professional development opportunities to help you grow in your career

ROCHELLE McCLANAHAN | *Chief Operating Officer, Brundage Management*

C-SUITE PANEL

Top level leaders in the financial services industry will share their own paths to success including the highs and lows of their journeys, in an intimate panel discussion.





ENROLLMENT

Open to individuals associated with the financial services industry, including diversified financial institutions, consumer and sales finance companies, credit card companies, retail companies, auto finance companies, and independently owned and operated finance companies.

RETURN ON INVESTMENT

To get the most return on investment for your employees, create a list of pre- and post-program goals related to skills that need to be transferred to the job. THE EDGE is geared to develop skills in employees who will in turn increase efficiencies, decrease waste, improve bottom line, manage others effectively, make strategic decisions, and navigate change. Investing in your employees can yield both quantitative and qualitative returns—improved financials and more satisfied employees and customers.

Prior to THE EDGE program, we encourage companies to set up an orientation for their participants to go over the general information and topical content within this brochure. Sharing a brochure link or providing copies to the participants will help make their experience the best it can be. Facilitators of these sessions should consider involvement of a former participant to strengthen learning. Identifying expectations will help the participants engage in the program appropriately. We also encourage follow-up sessions to help get the greatest benefit of the program. If your company has not yet started offering an orientation and/or follow-up session to THE EDGE contact Rhonda Ashburn with the AFSA Education Foundation at rashburn@afsamail.org for more information.

ARRIVAL/DEPARTURE

Participants should plan to arrive in the early afternoon on Sunday, July 19th to attend a reception with heavy hors d’oeuvres starting at 6:30 p.m. at the Grand Hyatt Atlanta in Buckhead. Departure should not be scheduled until Friday morning, July 24. Participants are encouraged to complete reading materials prior to arrival. Access will be provided in June and an orientation will be offered.

AIRPORT/TRANSPORTATION

Participants and their companies are responsible for making their airline reservations or other travel arrangements. Atlanta’s Hartsfield-Jackson International Airport (ATL) is about 30 minutes from the Grand Hyatt Atlanta in Buckhead. There are various forms of transportation to the hotel. The Rental Car Center (RCC) is a one-stop facility that operates 24 hours a day, seven days a week, located just a few minutes away from the airport via the Sky Train that connects to additional parking and the airport. Shared-ride shuttle service provides transportation services to and from Buckhead. All shared-ride shuttles pick up on the Shared-Ride Shuttle Aisle B, which is outside in the New Ground Transportation Center, located on the west end of the Domestic Terminal. Contact the companies directly to ask questions or make reservations. Taxi service is approximately \$50 one-way depending on traffic and is located in the New Ground Transportation Center Aisle A. Over 200 companies provide limo services to/from the Atlanta airport. Call the company directly to make a reservation. Ride share pickups occur in the North Economy lot. Passengers will proceed through North baggage claim for access to the lower-level escalators located between doors LN1. Once downstairs, follow the orange signs to the Economy lot and request a ride only after arrival at the pickup location.

ACCOMMODATIONS

Participants will be staying at the Grand Hyatt Atlanta in Buckhead located at 3300 Peachtree Road NE, Atlanta, GA 30305. AFSA Education Foundation staff will handle booking your stay after your registration is received. Self-parking facilities are adjacent to the hotel with a daily fee of \$49. Valet parking is available at \$62 per day on request. Parking is not included in THE EDGE registration fee.



Photos courtesy of Grand Hyatt Atlanta in Buckhead



MERCER UNIVERSITY

The Mercer - Atlanta campus is convenient and modern, yet tranquil, as it is located on 300 heavily wooded acres inside the Atlanta Perimeter. Classes will be hosted by the Stetson-Hatcher School of Business and held in the high-tech Business Education building. Parking is free, and passes are not required. The campus is convenient to Interstates 85 and 285, and it is about 15 minutes from the hotel. Transportation will be provided to Mercer University from the hotel in the morning and in the afternoon from Mercer to the hotel.

DRESS AND CLIMATE

Business casual attire such as blouses, shirts, and long pants is appropriate for class sessions. Business attire such as a suit is required for dinner on Thursday as shown below. It is advisable to bring a sweater to class each day, as there are differences of opinion concerning comfortable room temperatures. July weather will normally be in the 90's during the day and in the 70's during the evening.



REGISTRATION FEE

Registration Fee includes all instructional materials, classroom facilities, housing for five nights, transportation to/from Mercer University each day, breakfast each day at the hotel, lunch each day at Mercer University, reception on Sunday evening and reception and dinner on Thursday night. The fee must be paid in full prior to beginning of the program.

CERTIFICATE

Participants who successfully complete the requirements of THE EDGE program will be awarded a certificate of completion on Thursday evening. Attendance is required to complete the program and to receive the certificate.

CANCELLATION POLICY/LATE ARRIVALS

All cancellations must be submitted in writing to Rhonda Ashburn via email at rashburn@afsamail.org and are subject to the following policy:

- THROUGH JUNE 19, 2026: Full registration refund for cancellations.
- AFTER JUNE 19, 2026 UNTIL JUNE 25, 2026: No registration refunds, substitutes welcome.

KEY CONTACTS

The AFSA Education Foundation collaborates with Mercer University in Atlanta to conduct THE EDGE annually. If you have travel challenges or an emergency situation, please contact individuals below.

Rhonda Ashburn
Executive Director
AFSA Education Foundation
703-901-9459
rashburn@afsamail.org

John Wilson Gordon
EDGE Director
Lecturer of Finance and Director of Operations
Stetson-Hatcher School of Business, Mercer University
229-313-4608
gordon_jw@mercer.edu

REGISTRATION

Online Registration: www.afsaef.org/theedge

REGISTRATION FEE: PLEASE SELECT YEAR ATTENDING BY CHECKING APPROPRIATE BOX.

YEAR I AFSA Member Fee \$3,310

YEAR II AFSA Member Fee \$3,310

Fee Enclosed Please invoice Received by AFSAEF

**REGISTRATION DEADLINE:
JUNE 4, 2026**

REGISTRANT INFORMATION (Please input via online form or print neatly to alleviate errors.)

Name	_____	_____	_____
	First	Last	Badge Nickname
Position/Title	_____		
	Company Name		
Business Address	_____	_____	_____
	City/State	Zip	
Business Phone	_____		
	Cell Phone		
E-mail Address	_____		
Emergency Contact Name	_____	_____	_____
	Phone	E-Mail Address	

If you require special assistance or have specific dietary needs please provide details.

Please indicate if you plan to (check one): Drive Fly

Registration and attendance at, or participation in, AFSA meetings constitutes an agreement by the registrant to the use and distribution (both now and in the future) of the attendee's image or voice in photographs, videotapes, electronic reproductions, and audiotapes of such events and activities by AFSA and the AFSA Education Foundation.

FOR CLASS PURPOSES -

Can this student information be listed on a class roster and given out to class participants? Yes No

Has student attended the Institute before? Yes No If yes, state year _____

It is not a requirement to attend the Year 1 and Year 2 program in sequential years.

Note that students will receive badges, table tents, and email communications from the AFSA Education Foundation and Mercer University.

Applications must be signed by your supervisor or a designated company official.

Supervisor's Name	_____		
	Supervisor's Title		
Cell Phone	_____		
	E-mail Address		
Supervisor's Office Address	_____	_____	_____
	City/State	Zip	
Supervisor/Certifying Officer Position Signature	_____		
	Date		

SEND CHECK AND APPLICATION TO:

AFSA Education Foundation – THE EDGE
Attn: Rhonda Ashburn
1750 H Street, NW, Suite 650
Washington, DC 20006

Phone: 202-466-8611 (office)
703-901-9459 (mobile)
Email: rashburn@afsamail.org
Website: www.afsaef.org

How You Can Be a
Great Coach at Work

Neyssa Loux
Consultant



Education, Development, Growth, and Enrichment
Tools for Consumer Finance Industry Professionals



**AFSA EDUCATION
FOUNDATION**

Brightening Your Financial Horizon

1750 H Street, NW, Suite 650

Washington, DC 20006

Telephone: 202-466-8611

Email: rashburn@afsamail.org

Website: www.afsaef.org

EUGENE W. STETSON
SCHOOL OF BUSINESS