

WORKFORCE DEVELOPMENT Case Study

Logix smarter banking®



Logix Federal Credit Union's impressive 87-year history and explosive growth leading up to over 210,000 members, over \$9 billion in assets, and its status as Los Angeles County's largest credit union did not happen by chance. Logix's success is partly rooted in how it approaches one of its foundational cultural tenets aimed at Logixians (its team members) growth and development, inclusive of internal mobility opportunities. Christina Flores, Logix's Chief Human Resources Officer, SVP, said it best, "Our people feel invested in and cared for. We want to provide meaningful work and opportunities for growth (economically as well)."

The executive leadership team itself represents Logix's commitment in action to investment in and promotion of its people; Chief Executive Officer, Ana Fonseca, started her career there as an Accounting Representative; Chief Administrative Officer, EVP, Kevin Rishko, started his career there as a Financial Services Officer; Chief Legal Officer, EVP, Nick Mitchell, started his career there as a Training Coordinator; and SVP Real Estate & Consumer Lending & Business Intelligence Implementation, Mike Ishkhanian, started his career there as a Branch Teller.



COMPANY NEED

To keep up with the credit union's phenomenal growth, the **Logix Leadership Academy** team (the company's learning and resources team), recognized the importance of investing in their Logixians by offering a variety of skill enriched development programs that could best ensure ample promotional opportunities, at all levels. Though Logix offers financial services like a bank, it is a not-for-profit organization. With that said, adhering to the established budget and prioritizing professional development offerings had to be put in perspective. Relying solely on the company's internal training budget could constrain supporting all organizational growth initiatives and skillset expansion goals equally, including having funds available for staff reimbursement for attendance in degree programs, leading to the achievement of educational and career goals.



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SOLUTION

The Logix Leadership Academy team engaged in a partnership with College of the Canyon's Employee Training Institute (ETI). ETI had established a contract with California's Employee Training Panel (ETP) whereby state subsidized funding was made available in support of companies offering job skills training, including improving leadership-focused capabilities. Sandra Trudeau, Logix's Vice President, Learning and Resources, stated, "The better we are as individuals, the better we are on the whole." She saw how using ETP funding would allow more early-career Logixians to participate in a wider range of leadership development programs. Logix was able to substantially expand the Emerging Leaders Program in 2022 thanks to the ETP funds, without having to cut back on other training programs for its employees. The first cohort of 33 participants, attended a 15-month robust leadership development course that included a capstone project whereby participants would conduct research and interact with vendors; see challenges and possibilities through different perspectives; and present their project proposal to the executive team.



RESULTS

The numbers speak for themselves. Using ETP funding has proven a valuable resource to Logix:

- In 2022, 26% of Logix Leadership Academy's total course offerings were funded by ETP; the Logix Leadership Academy offered 81 leadership sessions in total whereby 21 of these sessions were exclusively in support of the Emerging Leaders Program.
- So far, in 2023, 32% of Logix Leadership Academy's total course offerings were funded by ETP; the Logix Leadership Academy offered 47 leadership sessions in total whereby 15 of these sessions were exclusively in support of the Emerging Leaders Program.
- To date, 27% (9 of 33) of participants who completed the Emerging Leaders Program attained promotions into management.

For more information about ETP and other workforce development resources, email Ondre Seltzer at ondreseltzer@scvedc.org.

