



Steering Committee

Name	Title	Location
Mary Choi Kelly	VP, Learning and Organizational Capability	Irvine
Tim Clark	VP, Human Resources	Irvine
Jane DiVincenzo	Senior Instructional Designer, Project Manager, MTNW	Irvine
Joe Eckroth	COO, NCMC and EVP, NCFC	Irvine
Erin Freeman	VP, Corporate Communications	Irvine
Eric Haines	SVP, Servicing Operations	Santa Ana
Robert Lambert	SVP, Leadership and Organization Development	Irvine
Jennifer McCusker	Director, Leadership and Organization Development	Irvine
Tony Meola	EVP, Loan Production	Irvine
Kate Perez	VP, Director of Learning, Program Manager, MTNW	Irvine
Gene Schell	GVP, Group 3, Home123	Austin
Lee Swearer	VP, Credit & Operations Director	Pearl River, NY
Clete Thompson	Marketing Director, Home123	Houston
Pat Waters	AVP, Training, Home123; Co-Program Manager, MTNW	San Diego
Karl Weiss	SVP, Capital Markets – NC Capital Corp	Irvine

"We believe this program will be one of the wisest investments we can make in human capital. Our front-line managers clearly have the greatest impact on Associate engagement, which drives productivity, customer loyalty and bottom-line results." – **Brad Morrice, CEO**

"Managing the New Way gives managers tools to develop our workforce, motivate their teams and enhance their leadership behaviors. It will help us to sustain our dominance by attracting, retaining and developing talent throughout the organization." – **Tony Meola, EVP, Loan Production**

"Managing others is a great responsibility and a privilege. This program ensures we can help managers be the best leaders they can be – the kind that can take New Century to the next level." – **Joe Eckroth, COO, NCMC and EVP, NCFC**

Corporate Offices:
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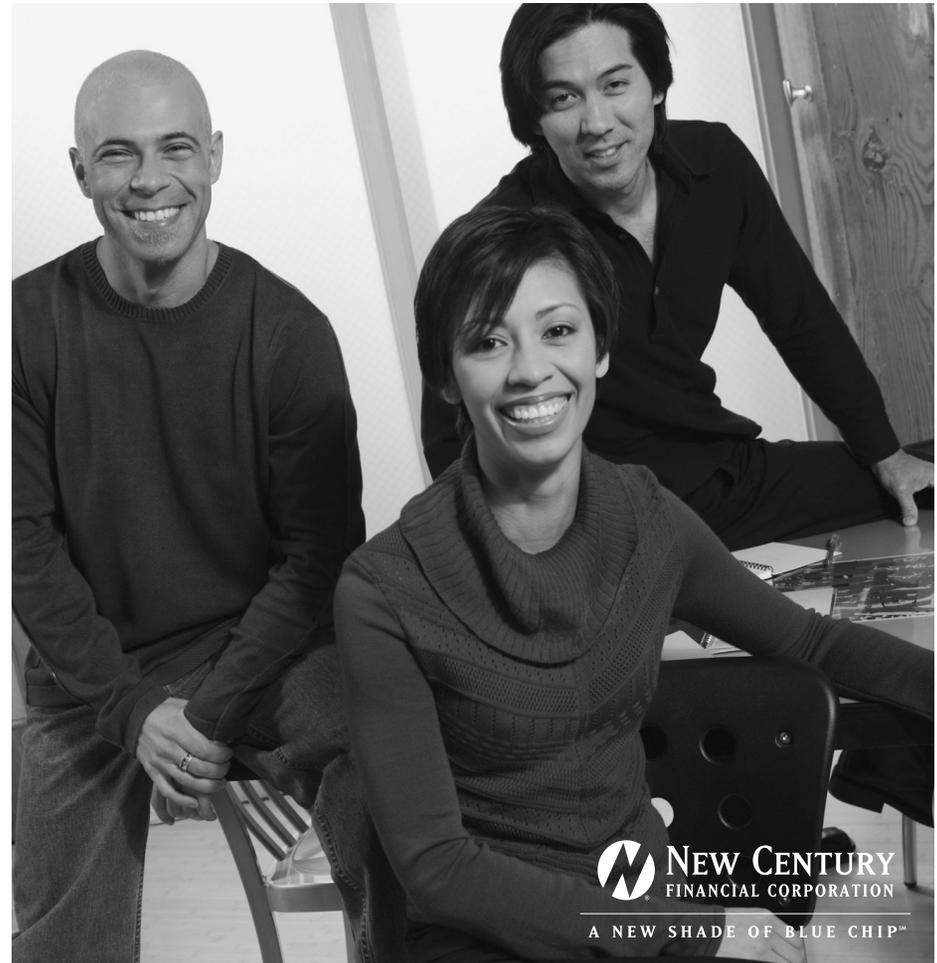
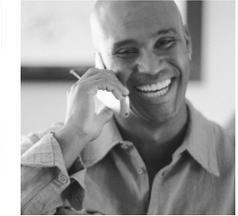
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MANAGING THE NEW WAY

Pilot Program

September 2006





A NEW Way of Leading Teams

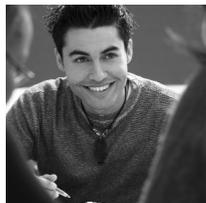
New Century's greatest assets include its unique culture and the Associates who make this company a great place to work and do business with. Our managers play a critical role in engaging and developing Associates to achieve our strategic objectives.

That's why we are pleased to launch "Managing the NEW Way" (MTNW), the company's first comprehensive management training program. MTNW, a 12-month program, is designed for the nearly 600 front-line managers at New Century – those who supervise individual contributors, not other managers.

The MTNW program is unique because it:

- Provides practical skills that will equip participants to work in and around teams
- Enhances learning and performance
- Allows participants to practice what they learn

The first event will be a pilot program taking place on Sept. 11 and 12 in Costa Mesa, California. To ensure the best possible learning experience in the session, participants must complete pre-course work, including reading assignments and a self-assessment. During the session, participants will be invited to share feedback with the MTNW development team through written communication and small focus groups. This feedback is to ensure the program will meet the needs of future participants.



Pilot Program Curriculum

The MTNW program curriculum will be a learning experience that combines instructor-led classroom sessions, self-paced work, Webex sessions and web-based study. The first classroom sessions will consist of four courses covered in a two-day workshop:

- **Managing the NEW Way – A Vision For Our Future:** Aligned with New Century's strategic objectives and vision, this class focuses on the leadership skills you'll need to build on the company's success. You'll also assess your own development needs and begin working with a coach or partner to assist you in the 12-month program.

- **Putting New Century's Values Into Action:** This class focuses on our T.E.A.C.H. values statement (Treat people with respect, Embrace change, Act with integrity, Common sense and Have fun!) and how to identify behaviors that support those values. You will learn how to coach those who struggle to demonstrate the values and how to recognize those who do.



- **Inspiring and Engaging Associate Performance:** This class focuses on how to create a passion-driven work group – those who inspire each other and tap into their personal motivation to increase performance. You will learn how to create opportunities for personal, professional and organizational success for both yourself and the Associates you lead.
- **Driving Team Alignment and Success:** This class explores the essence of teamwork – effective communication. A personal assessment will help you understand communication styles as well as develop a plan for building better team relationships. You'll also learn how to plan and deliver constructive or positive feedback to your team members.

The MTNW team welcomes you to this pilot program. For more information, contact Janet DiVincenzo, MTNW Project Manager, at (949) 517-0232, or jdivincenzo@ncen.com.