



TEC

DEVELOP TALENT. HONE SKILLS.

2018

C•O•R•E TRAINING

TEC's Co-Operative Regional Education program continues to bring instructor-led workshops to Co-op Country! Classes are both convenient and relevant, with training and educational opportunities for both co-op leaders and employees. C•O•R•E provides inclusive training at specific co-op locations or regional training hosted by co-ops willing to provide their facility—it's your choice!

ALL-EMPLOYEE

This option provides classes specifically for your co-op at a flat rate. In most cases, there is no minimum or maximum number of participants. Please see below for benefits and requirements.

Benefits

- Targeted training
- No travel
- Customizable content
- Flat-rate pricing
- No minimum guarantee on registrations

Requirements

- Refreshments
- AV equipment
- Facility/parking
- Internet access

Pricing

- Varies based on presenter and length of program

PARTNERSHIP

This option provides classes chosen by and hosted by the host co-op but open to those from other co-ops. A minimum attendance threshold of 12 total participants applies. Please see below for benefits and requirements.

Benefits

- Targeted training
- 10 percent discount on host registrations
- No travel for host employees
- Lunch provided by TEC

Requirements

- Guarantee of six host registrations
- Facility/parking
- Beverages
- AV equipment
- Internet access

MEET OUR NEW C•O•R•E PARTNERS!

BSG&M: For many years, BSGM has provided accounting and auditing services to co-ops across the state. Their depth of knowledge in the accounting and co-op worlds make them an ideal C•O•R•E partner. Their workshop offerings cover tax issues, financial statements, capital credits, payroll issues and more. Their extensive experience with the unique financial issues of the cooperative business model ensures training will be relevant, targeted and beneficial.

Sandy Geroux: An award-winning motivational speaker, trainer and author, Sandy delivers engaging presentations to help employees implement everyday actions to inspire exceptional experiences for everyone around them. Her interactive programs overflow with ideas and tips to raise employee engagement and customer service. Her 30-plus years of experience brings deep insights from both the leaders' and the team members' perspectives, helping them build a bridge to understanding the workplace experience for every member of the team.





TEC 2018

C·O·R·E TRAINING

COURSE OFFERINGS (alphabetical)

Workshops in **bold** are **NEW** offerings

10 Things You Should Never Do as a Leader

The 11 Significant Leadership Lessons Taught at West Point

Considerations for Rate Design

The Basics of Energy Audits, Energy-Efficiency and Conservation Programs

The Construction Process of Fraud Prevention: Designing the Cooperative Anti-Fraud Program

Cooperative Tax Issues

Creating the WOW for Customers: Dare To Give Your Customers What They Need and Deserve!

Creating the WOW for Employees: Dare To Treat Internal Customers as You Would Have Them Treat External Ones

Curbside Coaching for Performance

Dealing with Natural Disasters: The Accounting and Reporting Do's and Don'ts of FEMA Reimbursements

Effective Customer Communications

Electric Utility Plant Accounting for the Non-Accountant

Emerging Topics: A survey of the Top 5 Accounting and Auditing Issues Impacting Electric Co ops Excel: This Missing Manual

Excel Lists and Databases

Excel: Nothing But Formulas

Financial Statements and Audits

The Fundamentals of Electric Utility Cooperative Taxation

Hindsight, Foresight and Insight: Maximize Your Impact With Critical Thinking

How To Be a Better Communicator

How To Build a Strong Team

How's Your Vibe—Master the Art of Nonverbal Communication

The Invaluable Assistant

The Leader's Challenge: Getting People To Do What You Need Them To Do

Leading With Excellence

Leadership Bingo—Leadership Skills Assessment Tool

Leadership in the WOWplace

The Microsoft Word You Never Knew

Managing Utility Rights-of-Way

2017 NESC Update

The New Constant of Change in the Cooperative Industry

Outlook Inbox Management: Taming the Beast

Patronage Equity and Capital Credits

Payroll Tax Considerations

Personality Compass

Powerful Presentation Skills

PowerPoint Presentations: Beyond the Basics

Practical Application of Staking Principles

Publicly Speaking with Clarity, Concision and Confidence

Risk Assessment and Internal Controls for the Large and Small Electric Co-op

Staking Technician Training Seminar—Phase I

Staking Technician Training Seminar—Phase II

Staking Technician Training Seminar—Phase III

Tax and Accounting Considerations for Alternative Business Activities

Time Management With Outlook Calendars and Tasks

Why Becoming a Person of Influence Should Be Your No. 1 Priority!

Underground Design for Large Subdivisions

Understanding Your Financial Statements and Accompanying Footnotes—How to Analyze and Interpret

You Are the Message

WOWplace Grammar Workshop: Say What You Mean and Mean What You Say!

WOWplace Writing Workshop: Effective Writing Is a Must!

Touchstone Energy Programs

Building a Key Accounts Culture

Road to Member Engagement

Service Excellence: Four-Part Series



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C·O·R·E TRAINING

COURSE OFFERINGS (by subject)

Accounting

Accounting Considerations for Rate Design
Cooperative Tax Issues
Dealing with Natural Disasters: The Accounting and Reporting Do's and Don'ts of FEMA Reimbursements
Electric Utility Plant Accounting for the Non-Accountant
Emerging Topics: A survey of the Top 5 Accounting and Auditing Issues Impacting Electric Co-ops
Financial Statements and Audits
The Fundamentals of Electric Utility Cooperative Taxation
Patronage Equity and Capital Credits
Payroll Tax Considerations
Risk Assessment and Internal Controls for the Large and Small Electric Co-op
Tax and Accounting Considerations for Alternative Business Activities
Understanding Your Financial Statements and Accompanying Footnotes—How to Analyze and Interpret

All Employee

Creating the WOW for Customers: Dare To Give Your Customers What They Need and Deserve!
Creating the WOW for Employees: Dare To Treat Internal Customers as You Would Have Them Treat External Ones
Hindsight, Foresight and Insight: Maximize Your Impact With Critical Thinking
WOWplace Grammar Workshop: Say What You Mean and Mean What You Say!
The Invaluable Assistant

Communications and Member Services

The Basics of Energy Audits, Energy-Efficiency and Conservation Programs
Effective Customer Communications
How To Be a Better Communicator
The New Constant of Change in the Cooperative Industry
Personality Compass
Powerful Presentation Skills
Publicly Speaking with Clarity, Concision and Confidence
Why Becoming a Person of Influence Should Be Your No. 1 Priority!

WOWplace Writing Workshop: Effective Writing Is a Must! You Are the Message

Engineering and Operations

Managing Utility Rights-of-Way
2017 NESC Update
Practical Application of Staking Principles
Staking Technician Training Seminar—Phase I
Staking Technician Training Seminar—Phase II
Staking Technician Training Seminar—Phase III
Underground Design for Large Subdivisions

Leadership

10 Things You Should Never Do as a Leader
The 11 Significant Leadership Lessons Taught at West Point
The Construction Process of Fraud Prevention: Designing the Cooperative Anti-Fraud Program
Curbside Coaching for Performance
How To Build a Strong Team
How's Your Vibe—Master the Art of Nonverbal Communication
The Leader's Challenge: Getting People To Do What You Need Them To Do
Leadership Bingo—Leadership Skills Assessment Tool
Leadership in the WOWplace
Leading With Excellence

Microsoft Office

Excel: This Missing Manual
Excel Lists and Databases
Excel: Nothing But Formulas
The Microsoft Word You Never Knew
Outlook Inbox Management: Taming the Beast
PowerPoint Presentations: Beyond the Basics
Time Management with Outlook Calendars and Tasks

Touchstone Energy Programs

Building a Key Accounts Culture
Road to Member Engagement
Service Excellence: Four-Part Series



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COURSE DESCRIPTIONS

10 Things You Should Never Do as a Leader *NEW*

Full Day

Most leaders don't want to be good leaders, they want to be great leaders. They truly care about helping people succeed in their own right and recognize that the more successful they can help make their team, the more successful the entire co-op will be. Recognizing and changing even small things about the way we interact can bring big results because leadership impacts employee engagement, customer service, productivity, profits ... everything! Through a series of examples and case studies, you'll learn activities leaders must stop doing immediately, as well as uplifting stories, ideas, templates and models to help them focus on positive everyday behaviors they can implement now. You'll learn to recognize your "emotional logo" and how you can change your emotional "branding" to inspire your teams to produce higher results.

Instructor: Sandy Geroux

The 11 Significant Leadership Lessons Taught at West Point

Full or Half Day

Since 1802, the U.S. Military Academy has trained the nation's future leaders to serve our common defense and to add value in all instances of community. This workshop unpacks the leadership principles as studied, refined and taught at West Point for over 200 years. Learn the 11 major leadership lessons taught at West Point and the importance of culture and how it's applied at any organization.

Instructor: Erick Rheam

Accounting Considerations for Rate Design *NEW*

Full Day

This session will discuss the importance of cost-of-service studies, provide an overview of how a COS study is calculated and discuss the signs that point to the COS study needing to be updated and the assumptions needed to prepare or update a COS study. This session will also discuss differences among revenue classes and the underlying rate structure and the key components and assumptions of a financial forecast that helps to estimate when an electric cooperative may need to generate additional revenue through a rate increase. The history and importance of power cost adjustment clauses in an electric cooperative's tariffs, as well as how to reconcile and determine if the PCRf and related pass-through are working properly will also be explained.

Instructor: Bolinger, Segars, Gilbert & Moss

The Basics of Energy Audits, Energy-Efficiency and Conservation Programs

Full Day

This course shows students how efficiency and conservation programs are consistent with the cooperative business model and emphasizes how to communicate that message to members. It also outlines the fundamentals of energy auditing.

Instructor: Bryan Singletary

The Construction Process of Fraud Prevention: Designing the Cooperative Anti-Fraud Program

Full Day

This workshop will raise the level of internal fraud awareness and educate participants in the "absolutes" of the design of an effective anti-fraud program for cooperatives and is designed for all levels of cooperative management, particularly IT and accounting. Participants will learn the types of fraud that occur in the cooperative industry, how to raise organization-wide fraud awareness and how to design a specific organization-wide anti-fraud program.

Instructor: Steve Dawson

Cooperative Tax Issues *NEW*

Full Day

This session will walk-through the requirements of the so-called 85-15 test by discussing what is and is not member income, distinctions between member income versus member related income, and when income from a member is "non-member" for purposes of the 85-15 test. This session will also explore what happens in any year an electric cooperative does not meet this requirement and becomes a non-exempt or taxable cooperative for that year. The ramifications of offering expanded services with a profit motive will be explored, as will reviewing your bylaws from a tax perspective.

Instructor: Bolinger, Segars, Gilbert & Moss



Participant in Dave Oakes' Leading With Excellence workshop



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Creating the WOW for Customers: Dare To Give Your Customers What They Need and Deserve! *NEW*

Half or Full Day

Statistics show that customers who have had a problem that was successfully resolved are up to eight times more loyal than customers who have never experienced a problem with a company at all. With this in mind, cooperatives must develop and implement policies and practices that truly serve their customers and ensure smooth communication flow between all departments. Front-line customer service representatives and supervisors focus on customer satisfaction and loyalty while being empowered to creatively and empathetically serve their customers. Customer service is about making a difference, not just the bottom line. Learn how to create loyal repeat customers who rave about you—and whom no one can tear away.

Instructor: Sandy Geroux

Creating the WOW for Employees: Dare To Treat Internal Customers as You Would Have Them Treat External Ones *NEW*

Half or Full Day

Customer service is about making a difference. And, internal customer service is just as important as external customer service. In this workshop, employees learn to think differently about the role they play in the cooperative's success, focus on the co-op's values and mission of the organization and their department, think of creative ways to get employees more involved, discover more creative formal and informal recognition programs, and learn how to really empower employees to carry out customer service initiatives.

Instructor: Sandy Geroux

Curbside Coaching for Performance

Full or Half Day

John Whitmore, in his book, *Coaching for Performance: Growing People, Performance and Purpose*, talks about coaching as a way of managing, treating people, thinking and being. Participants learn how to set fair standards, prepare an action plan, motivate people, ask the right questions, document properly and find the root of poor performance. Participants also learn how to give negative feedback without provoking the employee and how to coach for both improvement and motivation.

Instructor: Dave Oakes

Dealing with Natural Disasters: The Accounting and Reporting Do's and Don'ts of FEMA Reimbursements *NEW*

Half or Full Day

This session reviews the best practices for electric cooperatives when dealing with FEMA related events from start to finish. This

includes how to document and account for disaster-related costs, what to expect when dealing with FEMA officials/auditors and the Single Audit requirements.

Instructor: Bolinger, Segars, Gilbert & Moss

Effective Customer Communications

Full or Half Day

This workshop introduces the basic principles of effective customer communication and how customers evaluate service delivery. Class discussion and group exercises provide participants with the tools to interact effectively with customers in a variety of business-related situations. Emphasis is placed on dealing with customers in stressful circumstances.

Instructor: Dave Oakes

Electric Utility Plant Accounting for the Co-op Accountant *NEW*

Full Day

This session is designed to review the accounting process for construction and retirement of utility plant from the work order stage to unitization. This will include requirements of RUS and FERC and the allowable methods for depreciation. We will also explore special equipment accounting options, capitalization vs. expense, and preparing for extraordinary retirements. Plant capitalization and depreciation considerations for subsidiary companies will also be discussed.

Instructor: Bolinger, Segars, Gilbert & Moss

Electric Utility Plant Accounting for the Non-Accountant *NEW*

Half Day

Upon the completion of the session, non-accounting personnel will have a better knowledge of how a co-op's plant is built, paid for, maintained and depreciated. As importantly, non-accounting personnel will better understand how their role at the cooperative might impact the cooperative's plant investment and strategies.

Instructor: Bolinger, Segars, Gilbert & Moss

Emerging Topics: A survey of the Top 5 Accounting and Auditing Issues Impacting Electric Co-ops *NEW*

Half Day

This session will address the impact of emerging accounting and auditing topics on the cooperative as well as the audit. This includes review of the new standards on revenue recognition, leases, and power contracts. We will also review how the cooperative's internal controls impact the audit, and the different methods coops are using to allocate and retire patronage capital.

Instructor: Bolinger, Segars, Gilbert & Moss



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Excel: This Missing Manual

Full or Half Day; Participants Bring Their Laptop Computers

No matter what level of Excel user you are, there are some things your training (or self-teaching) may have left out. Some of these mean the difference between completing tasks in minutes or hours! So whether you're relatively new to Excel or have been using it for years, this course solves the mysteries of why Excel works the way it does and how to get it to behave the way you want. We'll cover navigation and keyboard shortcuts, working with data on multiple worksheets, list setup to uncover dozens of powerful tools, how formulas really work (and what to do when they don't) and working with templates, charts and graphs.

Instructor: Melissa Esquibel

Excel Lists and Databases

Full or Half Day; Participants Bring Their Laptop Computers

The best lists deliver the best tools in Excel. The difference between having the full toolkit and not can be how you set up the data. In this session, we go from proper list setup to advanced sort and filter techniques to get your data to talk to you. This session also includes using table style formatting, formulas and functions that work best with lists and an introduction to pivot tables.

Instructor: Melissa Esquibel

Excel: Nothing But Formulas

Full or Half Day; Participants Bring Their Laptop Computers

If you're already a savvy Excel user, this session will pack your toolbox full of formulas and functions. From lookups and text functions to conditional formulas that produce new data where there weren't any to start with. We'll talk about essential functions every Excel user needs, VLOOKUP, conditional formulas beyond IF statements, text functions that help you wrangle ugly data and date math.

Instructor: Melissa Esquibel

Financial Statements and Audits *NEW*

Full Day

This session provides an overview of the Uniform System of Accounts and how certain accounts are applied to your Form 7 and will help nonaccountants, especially those charged with governance (boards of directors) gain a better understanding of their financial statements. We will review and calculate different ratios and their significance to analyzing the financial statements.

This session also provides an explanation of what an audit is and why it is necessary, including a discussion of the audit report, the different opinions that may be rendered and the role of materiality. The session will help the cooperative prepare for an effective

and efficient audit. We will review the importance of having on-going communications with the auditor and what should be included in these conversations.

Instructor: Bolinger, Segars, Gilbert & Moss

The Fundamentals of Electric Cooperative Taxation *NEW*

Half or Full Day

Electric cooperatives and other "like activity" organizations are granted an exemption from federal income taxes under Section 501(c)(12) of the Internal Revenue Code. This exemption is predicated on the electric utility "operating on a cooperative basis" for the mutual benefit of the members. To help understand the exemption provided to electric cooperatives, this session will discuss basic cooperative tax principles and the history and requirements of Section 501(c)(12). Included will be a discussion of what the exemption does and does not cover and the differences between "like activities" versus unrelated business activities, member income vs. nonmember income, patron vs. nonpatron, and other terms. Also included will be a calculation of the 85-15 Test and a survey of the unrelated business income tax rules. The session will conclude with an overview of patronage capital allocation and retirement methods.

Instructor: Bolinger, Segars, Gilbert & Moss

Hindsight, Foresight and Insight: Maximize Your Impact With Critical Thinking *NEW*

Full Day

Have you ever wondered how some people seemingly read people's minds, anticipate and prevent problems and recover quickly and find fast solutions? Possessing 20/20 vision means you can see from 20 feet what average people can see from the same distance. Applying this concept in business, possessing 20/10 or 20/1 means you can "see" things much earlier than most. This program focuses on ways to create 20/10 foresight by maximizing your learned knowledge and applying it to real-life situations, and then on ways to create exceptional 20/1 insight by practicing, mastering and polishing your proactive and critical thinking skills and making them second-nature to anticipate, recognize and prevent problems, as well as minimize and recover more quickly from them when they occur. You'll learn proven methods for proactive thinking and how to train your mind to more effectively and consistently apply new learning.

Instructor: Sandy Geroux



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C·O·R·E TRAINING

How To Be a Better Communicator

Full or Half Day

The grand task of communication is to penetrate barriers so information can flow. And since innovation and change flow from powerful ideas that germinate in the workplace, learning how to communicate effectively is essential no matter what you do or what career path you have chosen.

Instructor: Dave Oakes

How To Build a Strong Team

Full or Half Day

Synergy means the whole is greater than the sum of the parts, $2 + 2 = 5$ and getting more done with less. There is a difference between a group of people working together and a real team. This seminar will teach you how to build synergy.

Instructor: Dave Oakes

How's Your Vibe—Master the Art of Nonverbal Communication

Full or Half Day

Gaining influence in a noisy world can be daunting, which is why understanding human nature is critical for leaders to thrive and lead effectively. Mastering and leveraging nonverbal communication can transform a leader's ability to guide the levers of change and achieve wonderful success.

Instructor: Erick Rheam

The Invaluable Assistant *NEW*

Full Day

Knowing what your leader is looking for (often before they know), "having their back" by anticipating needs and attending to things they overlook, and acting with the agility and adaptability is critical to your success. In this workshop, you'll learn the difference between being "indispensable" and being "invaluable"—and why it matters; how to unlock tremendous leadership abilities using relationships, feedback and team-building skills; uncover the importance of innovation and creativity and the absolute necessity and benefit of taking appropriate risks in your life and your work; learn critical mindsets and habits of high achievers and tips for ensuring goals are attainable; learn how to manage your time, your actions and your emotions; identify situations in which you do—or don't—feel confident, and learn how to capitalize on or deal with them; and learn the importance of taking action to create positive circumstances and opportunities for yourself at work—and in life in general.

Instructor: Sandy Geroux

The Leader's Challenge: Getting People

To Do What You Need Them To Do *NEW*

Full Day

The mindsets and concepts of great leadership have been taught forever. In fact, we all know what to do—the difficulty comes in finding ways to do it consistently, even in the face of disengagement and business and personal pressures. In this program, you'll hear stories and insights to help you identify what you may be inadvertently doing to inhibit employee engagement and contribution; learn a successful formula for creating cultural consistency in the midst of human inconsistency and allowing everyone to respond respectfully and compassionately when human mishaps occur so everyone can get back to business ASAP; utilize factors to attract employees and motivate and engage them; and learn the principles for making your cooperative safe, respectful, human, innovate and rewarding.

Instructor: Sandy Geroux

Leadership Bingo—Leadership Skills Assessment Tool *NEW*

Half or Full Day

We don't have to over-complicate leadership. Although it is not easy, leadership is actually pretty simple if we look at it in terms of what we do, as leaders, to encourage, motivate and inspire our teams. Leadership Bingo is a proprietary leadership assessment tool to help leaders quickly and easily identify their leadership strengths, as well as any gaps or blindspots that may exist in their leadership skill set. In addition, the tool also helps measure a leader's consistency at every step of any given situation. It can also be used to help leaders assess the organization as a whole and assist them in recognizing and addressing significant gaps, as well as strengths, in the leadership team's collective skill set. Of course, as in regular bingo, there is one FREE SPACE in Leadership Bingo because we're only human!

Instructor: Sandy Geroux

Leadership in the WOWplace *NEW*

Full Day

Leadership does not always come with a formal title. Many employees must be exceptional leaders, with or without the title, to do their job effectively, get others on board with organizational objectives and foster teamwork, accountability and loyalty in the workplace. In this workshop, you'll learn to identify your leadership style and how it may be helping (or hurting) you; foster trust through consistency, reasonable risk-taking and keeping your eye on the goal; and communicate assertively and delegate effectively.

Instructor: Sandy Geroux



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C·O·R·E TRAINING

Leading With Excellence

Full or Half Day

The authors of *The Leadership Challenge* discovered through 3 million interviews with supervisors that fewer than one-third actually knew what they were supposed to be doing. They were in the position because of time on the job or doing their job well, but they had almost no interpersonal skills. In this interactive course, new and experienced leaders learn how to motivate, delegate, resolve conflicts, establish and maintain credibility, handle supervisory "nightmares" and navigate the social aspects of being a leader.

Instructor: Dave Oakes

The Microsoft Word You Never Knew

Full or Half Day; Participants Bring Their Laptop Computers

The hardest party to get people to show up to is a Microsoft Word class. However, if you're game, you will leave this session with dozens of ways to save hours on your larger documents. Whether your challenge is document elements, like headers and footers, or collaborating with others (without wanting to scream), you will pick up things in the first minutes that will make your jaw drop. Topics include navigation and editing shortcuts, the wisdom of using style, table of contents and the optimal approach to creating large documents.

Instructor: Melissa Esquibel

Managing Utility Rights-of-Way

Three Days; Partnership

This workshop instructs students on the principles of managing vegetation in electrical distribution power line rights-of-way. Management practices will include evaluating the existing vegetation condition, developing a unit treatment cost, creating treatment specifications, preparing contracts and administering contracts. Participants will be introduced to proper techniques of pruning, mechanical clearing and herbicide application. The final section will demonstrate how to draft a comprehensive plan to develop a treatment cycle for the total system.

Instructor: Hi-Line Engineering

2017 NESC Update

Two and a Half Days; Partnership Only

The 2017 National Electrical Safety Code contains hundreds of proposed changes or additions to the NESC, most directly affecting distribution systems. Learning these changes is imperative for personnel responsible for the safe design, construction and operation of an electric utility system. This seminar focuses on the application of the 2017 National Electrical Safety Code, with particular emphasis on the changes to existing rules and new rules.

Attendees will learn the meaning of the safety code rules as well as how to apply the rules in everyday design.

Instructor: Hi-Line Engineering

The New Constant of Change in the Cooperative Industry

Full or Half Day

One of the few constants in our world today is change. Change is inevitable in any business, but today's cooperatives are changing at a pace that most co-op employees have not experienced. This means that co-op processes and procedures have to change as well. This interactive, one-day workshop is designed to provide employees with information on the technological, societal, regulatory and economic drivers of change in the cooperative business. Participants explore typical responses to change and how those responses affect employees' ability to meet the needs of members. Attendees are also provided tools for managing and dealing with change in their jobs.

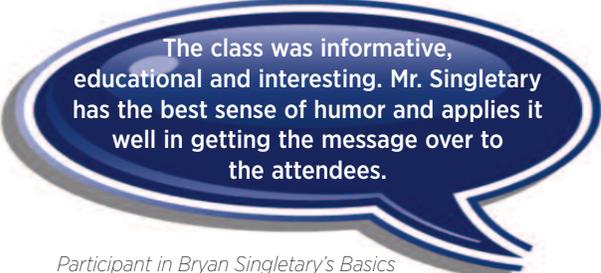
Instructor: Dave Oakes

Outlook Inbox Management: Taming the Beast

Full or Half Day; Participants Bring Their Laptop Computers

It happens: One day you look in your inbox and there are thousands of email messages from years back that are crowding out the things you really need to find. This session will help you get organized and give you techniques and strategies for staying that way. We'll cover ways to get rid of hundreds of messages quickly, how to separate attachments from email messages (without losing track of them), setting up filtering rules that sort your mail and even take action on certain messages, how Quick Steps can help you make fast work of processing incoming mail, and success strategies for staying organized.

Instructor: Melissa Esquibel



The class was informative, educational and interesting. Mr. Singletary has the best sense of humor and applies it well in getting the message over to the attendees.

Participant in Bryan Singletary's Basics of Energy Audits workshop



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C•O•R•E TRAINING

Patronage Equity and Capital Credits *NEW*

Day and a Half

Patronage capital separates cooperatives from other forms of businesses. The session will discuss patronage capital as it relates to the cooperative principles of subordination of capital and operation at cost. The session will discuss the pre-existing legal obligation an electric cooperative must have in its bylaws and the requirement to allocate in a fair and equitable manner on the basis of patronage and the allocation methods that meet this standard will be discussed. We will explore the guidelines for retiring patronage capital credits, how to measure the retirement cycle and the importance of both bylaws and policies. The session will also explore other types of early retirements and why an electric cooperative should consider doing so on a discounted or net present value basis rather than at full face value. The process of implementing a discounted patronage capital retirement program, the factors that impact the amount of the discount, sample calculations and a summary of IRS private letter rulings will be presented. We will explore the options available under federal cooperative tax law for handling losses and the USOA restrictions on such options for electric borrowers of the Rural Utilities Service and cover procedures and common practices for managing patronage capital balances of patrons in a question and answer format. This session will also discuss the components of an equity management policy and the importance of how it guides the board of directors and management in managing equity currently and in the future.

Instructor: Bolinger, Segars, Gilbert & Moss

Payroll Tax Considerations *NEW*

Full Day

This session walks through a comprehensive W-2 example and year-end tips for tying out Forms 941 and 940. Recent payroll related changes (FICA wage base, retirement plan contribution limits, etc.) and common questions will also be discussed. The session will explore the tax considerations for employer-provided vehicles and learn how to draft a comprehensive but effective policy. We will review common fringe benefits provided by electric cooperatives, the requirements and exclusions of applicable sections of the Internal Revenue Code, the impact of recent tax law changes and how to keep your cooperative's reporting correct. The policy and documentation requirements of travel reimbursement plans will be discussed for both employees and directors. And, the session will compare and contrast the requirements for deferred compensation plan documents, income and payroll tax withholding and reporting, vesting and payout options.

Instructor: Bolinger, Segars, Gilbert & Moss

Personality Compass

Full or Half Day

The Personality Compass is based on the premise that there are four clusters of human characteristics. We have certain perceptions in our minds that we associate with people from the north, east, south and west. Using what is already familiar, the Personality Compass pinpoints NORTH nature or personality to characterize people who are fundamentally assertive, decisive and task-oriented. The EAST nature characterizes people who are highly structured, pay attention to detail and believe in following rules. The SOUTH nature characterizes easygoing people who enjoy spending time with, talking to and helping other people. The WEST nature characterizes people who are free-spirited and creative and who seek adventure. In this seminar, participants will be tested, and through a series of interactive activities, will learn to use this test when communicating with others. Full day consists of two half-day sessions.

Instructor: Dave Oakes

Powerful Presentation Skills

Full or Half Day

Powerful presentation skills increase a person's ability to educate and influence audiences. This workshop teaches participants to develop and deliver clear messages that quickly and effectively gain audience attention. Participants learn what to include (and not include) in a PowerPoint and tips for being a confident and effective presenter.

Instructor: Erick Rheam

PowerPoint Presentations: Beyond the Basics

Full or Half Day; Participants Bring Their Laptop Computer

In this session, we dig into the PowerPoint toolbox and show you how to create decks that are easily modifiable, scalable and adaptable to any presentation venue. Setting speakers up for success is the name of the game with PowerPoint, and this session gets right to the heart of that by teaching how to use multiple slide masters in a single design theme, how to keep from losing your mind when re-branding happens, how to employ animation that enhances rather than distract, how to create video elements with PowerPoint and how to create interactivity in user-directed slide decks.

Instructor: Melissa Esquibel



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C·O·R·E TRAINING

Practical Application of Staking Principles

Five Days; Partnership Only

This program uses hands-on exercises and classroom lecture to present the practical application of overhead design and staking principles. Students will use surveying equipment, such as a compass, 100-foot tape, Abney level and transit, to measure distances, line angles and elevations. Using the power line principles presented in the Overhead Distribution Design class, students will be directed through the process of staking a single-phase line extension and a single-phase to three-phase conversion project.

Instructor: Hi-Line Engineering

Publicly Speaking with Clarity, Concision and Confidence *NEW*

Full Day

Employees at many levels are being asked more and more to make presentations, assist with training others and a whole host of other public speaking duties, which reflect not only on themselves but on their co-ops. In this workshop, attendees are not only taught basic and advanced principles of public speaking, but they are given the opportunity to speak during the class and be recorded for their own personal practice and educational purposes. Topics include being comfortable and getting to the point; high impact openers, closers and other grabbers; engaging and involving your audience; and using PowerPoint and support materials effectively.

Instructor: Sandy Geroux

Risk Assessment and Internal Controls for the Large and Small Electric Co-op *NEW*

Half or Full Day

This session will help cooperatives identify and assess financial statement risk and evaluate whether your internal controls are adequate to prevent, detect and correct material misstatements in your financial statements. This includes an overview of performing your own risk assessment and identifying key controls. We will also address how to evaluate entity-level controls and IT controls.

Instructor: Bolinger, Segars, Gilbert & Moss

Staking Technician Training Seminar—Phase I

Five Days; Partnership Only

This program is designed to educate and equip the staking technician to design distribution lines. The course is divided into four parts: basic surveying, overhead structure design, joint use and unique structures.

Instructor: Hi-Line Engineering

Staking Technician Training Seminar—Phase II

Five Days; Partnership Only

This course covers the National Electric Safety Code, easement acquisition, obtaining permits and line inspections. The study of the NESC provides a working knowledge of rules applicable to distribution lines; the section on easement acquisition focuses on what makes an easement legal and how to negotiate for easements; the section on obtaining permits outlines types of government permits required to build a power line and how to get them; and the section on line inspection describes types of line inspections and how to document them.

Instructor: Hi-Line Engineering

Staking Technician Training Seminar—Phase III

Five Days; Partnership Only

The course covers underground line design and subdivision layout; construction contracts; sizing transformers and conductors; and basic sectionalizing and line equipment. The study of underground line design and subdivision layout explains the components, applications and limitations of underground distribution systems. Students learn how to lay out subdivisions, specify pad-mounted equipment and design sectionalizing systems.

Instructor: Hi-Line Engineering

Tax and Accounting Considerations for Alternative Business Activities *NEW*

Half Day

Frequently electric cooperatives are asked to consider alternative business ventures such as solar, internet, base privatization, etc. This session is designed to explore the strategies and related structural options to conducting this as a division, subsidiary or other entity. It encompasses tax, financial, capitalization and equity considerations. Included is an overview of the basic organizational structures available for engaging in alternative business activities.

Instructor: Bolinger, Segars, Gilbert & Moss

Time Management With Outlook Calendars and Tasks

Full or Half Day

Do you feel like Outlook is taking up rather than saving you time? Get time management strategies that really work with Outlook calendars and tasks. From everyday needs such as sharing calendars and creating meetings to managing projects using Outlook tasks, you can have Outlook work for you, rather than the other way around, to care for your most precious commodity—your time. We'll cover various calendar items and their tricks and traps, saving time by preparing meeting attendees, how to use and repurpose meeting tracking data, how to go beyond simple to-do lists and how to turn Outlook into a project management dynamo.

Instructor: Melissa Esquibel



TEC 2018

C·O·R·E TRAINING

Why Becoming a Person of Influence Should Be Your No. 1 Priority!

Full or Half Day

One cannot achieve anything of significance without the help of others. That's why it's paramount to gain buy-in from others to achieve true success. The success in your life is proportional to the influence you have with others, and to gain influence, you must understand human dynamics, become proficient at change management and learn how to guide the levers of change. Learn the three keys to change management, how to apply the six sources of influence and how to prepare and protect yourself from conflict during times of change.

Instructor: Erick Rheam

Underground Design for Large Subdivisions

Three Days; Partnership Only

This workshop trains participants in the techniques necessary to design underground distribution service to large subdivisions, including the design of secondary and services within voltage drop limits. Methods for estimating prospective loads for the homes and the development will be included, as well as the design of primary lines for large subdivisions. For this course, "large subdivisions" are considered those developments that require at least one piece of switchgear to loop a main line through the development.

Instructor: Hi-Line Engineering

Understanding Your Financial Statements and Accompanying Footnotes: How to Analyze and Interpret *NEW*

Half or Full Day

This session provides an overview of the cooperative's basic financial statements and how to interpret the information presented within the statements and footnotes. We will also review how to determine necessary disclosures and significant account policies. Also, we will review commonly applied techniques and ratios from financial statements to help internally assess the effectiveness of operating, investment and financing decisions.

Instructor: Bolinger, Segars, Gilbert & Moss

WOWplace Grammar Workshop: Say What You Mean and Mean What You Say! *NEW*

Full Day

Do your written communications make you and your cooperative look better... or worse? Your spelling and grammar skills speak volumes in professional settings and if you want to put your best foot forward – on behalf of yourself and your co-op—you must master the words and phrases that can either boost your credibility or destroy it. This workshop teaches grammar basics and tips on using the basic parts of speech properly; how to use plurals,

possessives and conjunctions and navigate tricky words; using numbers and numerals properly; taming dangling participles, mixed modifiers, ending sentences with prepositions and other "sins" to avoid; and sentence structure—run-on sentences, clauses, fragments, tense agreement and more.

Instructor: Sandy Geroux

WOWplace Writing Workshop: Effective Writing Is a Must! *NEW*

Full Day

In addition to requiring excellent spelling and grammatical skills, your writing style, concise explanations and interesting style can help make communications clear and enjoyable to read or create a situation where your communications are time-consuming to understand and difficult to get through. In this workshop, attendees bring sample work products and projects to work on while in class to help them use their newfound skills in real situations to boost writing skills even before they leave the class. Topics covered include getting organized using templates, creating a draft and getting immediate questions and ideas on paper, brainstorming and mind mapping techniques, tone and professionalism, and editing and polishing your work.

Instructor: Sandy Geroux

You Are the Message

Full Day Only; Limited To 10 Participants

This workshop helps people overcome nervousness, gain confidence, identify and discard mannerisms, enjoy their unique individuality, and make key points memorable through videotaped exercises and individual feedback in a safe, supportive space. The workshop is designed for both new and experienced presenters: those who want to be more effective leaders, trainers, managers or presenters; those who would rather die than speak in front of groups and those who speak regularly but don't feel they can be themselves. Participants get immediate feedback on what they are doing right and how they can be even better. The workshop is a safe, competition-free zone that encourages people to share their individuality, identify their strengths and challenges and support other members of the class. Everyone makes positive changes by the end of the day.

Instructor: Jim Comer



TEC 2018

C·O·R·E TRAINING



TOUCHSTONE ENERGY PROGRAMS

For questions or to schedule a Touchstone Energy program, contact **Monica Beavers**, Texas Touchstone Energy regional manager, at mbeavers@texas-ec.org or (512) 942-9339.

Road to Member Engagement

Free to Touchstone Energy Cooperatives

It's everyone's job to be a co-op communicator, and the Road to Member Engagement is designed to educate co-op employees about the cooperative advantage and the power of the Touchstone Energy network. This workshop is a 90-minute interactive program for cooperative employees that focuses on electric cooperative purpose, defining a brand, the power of the co-op network and employee engagement. Using group activity, video and discussion, this workshop will motivate employees to be champions for their co-ops in their communities. Designed to be delivered on site at member cooperatives, this workshop can be offered up to four times per day and customized for each audience.

Instructor: Monica Beavers

Building a Key Accounts Culture

Free to Touchstone Energy Cooperatives

Serving nonresidential members is a team effort. This workshop is designed to educate employees about the importance and particular challenges of serving commercial, industrial and agricultural accounts. The all-staff training is a 90-minute interactive workshop that covers what a key account is, how the cooperative business model relates to key accounts, the importance of key accounts to the co-op and the community and the power of human connections.

Instructor: Monica Beavers

Service Excellence Suite

First Day \$3,000, Consecutive Days \$1,500, Plus Travel

All Service Excellence programs are customizable, six-hour programs designed to emphasize a co-op's needs using content to meet service challenges. Delivered over one or more days, consecutive scheduling can make the program available to all employees, as well as directors.

Service Excellence 1: Committing to the Cooperative Advantage

This program is ideal for building on employees' existing customer service skills and taking them to the next step in service. The course focuses on communication skills and member

advocacy both inside and outside the cooperative. Attendees will learn to use constructive language and problem-solving skills to improve member and team relationships. This program is for all employees and directors.

Service Excellence 2: The Power of Human Connections

In Part 2, attendees learn techniques for building relationships with members and coworkers. We discuss member feedback results of the National Survey on the Cooperative Difference, explore the best practices of leading cooperatives and look at generational values among employees and members. This program is recommended for all employees and directors who have participated in Service Excellence Part 1 and can be customized using your ACSI and member feedback results, strategic goals, generational data and expectations in the workplace, etc.

Service Excellence 3: Powering the Cooperative Legacy

The Part 3 program continues to build on interpersonal skills and widens the view of industry knowledge. With a focus on best practices and execution strategies, we discuss the balancing act of addressing member needs and industry changes that affect cooperatives. Attendees explore ways to build leadership skills through service scenario role-playing, discussing leadership characteristics and demonstrating leadership behaviors. This program is recommended for all employees and directors who have participated in Service Excellence Part 2.

Service Excellence 4: The Cooperative of the Future

The Part 4 program is designed to elevate service skills and challenge participants to build industry knowledge. We focus on future trends in customer service, communication, technology, energy efficiency, overall industry shift and how we use tools and resources to strive for excellence in challenging times. This program is recommended for all employees and directors who have participated in Service Excellence Parts 1-3.