TEC 2022

DEVELOP TALENT. HONE SKILLS.

C·O·R·E TRAINING

TEC's Co-Operative Regional Education program brings instructor-led workshops to Co-op Country. On-site training is a cost-effective, flexible and efficient way to provide your staff with high-quality training programs that respond to the particular issues and challenges facing your co-op.

THE BENEFITS OF C·O·R·E

- **Save time and expense:** Bringing training to your co-op means you maximize the training hours and save on travel time and hotel costs.

- **Personalized content:** The instructor will work with you to ensure the training addresses the particular issues and challenges facing your cooperative.

- **Convenience:** You schedule the training for a time that works best for your co-op, at a location of your choice.

- **Consistency:** Group learning and shared experiences helps create a stronger bond among employees and keeps your message consistent.

- **Opportunity to share costs:** By choosing the partnership option you can share the training cost with neighboring co-ops.

C·O·R·E OPTIONS

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.

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

Requirements
- Refreshments/lunch
- 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.

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

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

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ALL-EMPLOYEE TRAINING DAY TOPICS

INSTRUCTOR: Sandy Geroux, M.S., Founder and CEO
WOWplace International

Creating a Wow Workplace: Co-op Mission and Purpose Focused

Each topic designed as a 4-hour session. Can be combined for full day all-employee training with optional management and cooperative department updates.

Creating a Wow Workplace focuses on creating a positive work environment and experience for the employee which is essential for a positive member experience.

This workshop is a fun and engaging approach to help employees increase their ownership of the co-op's mission and goals. The instructor will work closely with key staff prior to session to help create a series of exercises that will educate employees on the co-op's process and how each department plays a role in the co-op's success. A common theme is teamwork: Throughout workshop instructor works to break-down department barriers and relationships between inside and outside employees.

**Option 1: Revisiting the Co-op's Purpose
and Cooperation Among Departments**
• Revisit company's mission and purpose
• Icebreaker within tables
• Working as a team: individual and team assessments
• Understanding and respecting roles
• The member experience

**Option 2: Coming Together To Own
the Co-op's Mission and Goals**
• Creating a powerful mission statement
• Cooperative updates
• Team-building activity supporting a local community program
• Respect
• Owning the co-ops mission and goals within departments

INSTRUCTOR: J. Lee Whittington, PH.D.
GreatCo-Ops

Co-op Culture Development Program: Creating a Leader-full Co-op

This course is designed as a full-day, hands-on workshop for all employees.

This highly interactive workshop incorporates the Myers-Briggs Type Indicator (MBTI) for all employees to better understand their personal style and how they influence others and the cooperative's culture. A common theme of "creating a leader-full co-op" is taught in the course.

Workshop topics include:
• Appreciating our colleagues: The language of appreciation
• Creating a culture where everyone thrives
• Boundaries for leaders: "We get what we expect and what we allow."
• Clarifying expectations through goal setting
• Providing regular, concrete, expectation-based feedback
• Radical candor: Care personally and challenge directly
• Leaders develop leaders: Creating a leader-full co-op
• MBTI assessment/debrief
• Motive pattern assessment: Achievement, affiliation, power
• The real measure of leadership

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ALL-EMPLOYEE TRAINING DAY TOPICS CONTINUED

INSTRUCTOR: Jim Willis, CEO
InDev Tactical

Active Shooter and Security Incident Safety Training

Course is designed as either a 4-hour or 8-hour interactive session for all-employees to better understand how to respond to an active-shooter incident in the cooperative workplace. An active shooter exercise can be incorporated as a low-key, low-stress exercise.

InDev's highly-trained instructor will work with co-op leadership and local law enforcement to provide employees with a full-picture approach on safely responding and professionally handling an active shooter situation in the cooperative workplace.

The ASSIST Program is a proprietary active shooter and violence response training, which goes beyond active shooter videos such as "Run-Hide-Fight" and other canned violence prevention training programs to provide the understanding and skills needed for real-world responses. ASSIST covers an overview of the realities of workplace violence and identifies skills that anyone can employ to de-escalate a hostile encounter, defuse aggression or respond to violence.

INSTRUCTOR: Slade Griffin
Contextual Security Solutions

Cooperative-wide Security Awareness Training

This program is designed for all cooperative employees and content varies based on job function and risk.

This 2-hour workshop covers the 7 cybersecurity fundamentals:
• Personal security
• Phone security
• Securing your home computer
• Credit card skimmers and personally identifiable information (PII)
• Phishing
• Multifactor authentication
• Strong passwords

It is important to recognize who can be a threat as well as physical awareness of ways that sensitive data can be compromised. New vulnerabilities and threats happen every day and cooperatives of all sizes need to be on guard. In addition to providing valuable information to co-op employees, this session will also help you develop and conduct in-house training that raises the level of cybersecurity awareness. Takeaways will be improved cybersecurity awareness through multiple mediums and a better understanding of ways the hacker may exploit your data.

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COMMUNICATION AND PRESENTATION SKILLS

INSTRUCTOR: Jim Comer, Communications Consultant
Comer Communications

You Are the Story

This is an interactive workshop that helps people become more confident as presenters. The focus is on giving three short, video-taped presentations on both personal and professional subjects such as the best or worst experience of one's professional career. Participants get immediate feedback on what they are doing right and how to improve.

• Experience the power of their own individuality to connect to audiences
• Speak with authority and the vocal variety
• the power of effective eye contact, body language and the power of pauses
• Make a few points well, not more than the audience can absorb
• Deal with distractions, mistakes or the unexpected by acknowledging the obvious

The Art of Telling the Story in the 21st Century:
From Interview to Composition

Attendees will be taken through the process of composing and sharing a story from start to finish. This workshop goes beyond learning to write an article: participants will learn to take a story and create not only a written piece, but video, blog, and social media components to fully tell a story and engage an audience.

Course includes:
• Learning interviewing techniques
• Capturing sound bites for video and social media enhancement
• Story Composition
• Learn and apply key elements of reaching an audience

INSTRUCTOR: Melissa Esquibel, Microsoft Certified Trainer

Hone PowerPoint Skills for Audience-Engaging, Speaker-Supporting Presentations

Slide after slide of bullets and text is a near guarantee of losing an audience and not getting your message across. If it was worth getting them in the chairs to start with, then it's worth composing a quality presentation experience that conveys your message effectively and enables the audience to get involved and interact with you. Learn to use the many new tools in Microsoft PowerPoint that can help you be your best in front of the room, either in person or online.

In this session, you'll learn how to:
• Quickly compose and design your base presentation in minutes, not hours
• Create high quality animations that inform, rather than distract, without being a graphics animation expert
• How to embed polls into your presentation to enable your audience to be engaged with your content
• How to set yourself up for success, no matter what your presentation environment turns out to be

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COOPERATIVE ACCOUNTING

INSTRUCTOR: Robert Beam, CPA, Audit Partner
Bolinger, Segars, Gilbert & Moss

Cooperative Accounting 101: The Fundamentals
This 8-hour course is designed for personnel with 2 years or less of experience in the accounting function of the co-op.

This course will focus on the uniform system of accounts (USOA) currently used by electric cooperative accounting systems. All areas of the system of accounts will be covered with special emphasis on those areas unique to the cooperative accounting model. Included will be a discussion of the Form 7, its relationship to and dependence on the USOA, and its importance to understanding the financial operations and position of an electric cooperative.

Cooperative Accounting 201:
Financial Information and Co-op Obligations
This 8-hour course is designed for personnel working in a supervisory position that requires them to assist in completion of areas including financial projections, cost of service and rate design, and depreciation studies.

This course will focus on specific elements of electric cooperative related financial information and analysis. It will provide in-depth understanding of the topics covered such as cost of service and rate design, power cost adjustment clauses, depreciation theory, financial projections and post-retirement benefit obligations.

INSTRUCTORS: Robert Beam, CPA, Audit Partner
Bill Miller, CPA, Tax Partner
Bolinger, Segars, Gilbert & Moss

Cooperative Accounting 301:
Financial Policies, Risk and Decision-making
This course is designed for senior managers that are involved in the decision-making process to establish policies and manage financial risk, including risks associated with tax decisions.

This course will focus on issues for senior supervisory personnel involved in the management of the cooperative. It will be split into two sessions with one session focused on assessing business risk within the cooperative and the second session focused on tax issues unique to the cooperative business model.

INSTRUCTOR: Robert Beam, CPA, Audit Partner
Bolinger, Segars, Gilbert & Moss

Electric Utility Plant Accounting:
The Work Order Process and Depreciation
This 8-hour course is designed to provide a detailed level of understanding of the entire process, how to know the processes are functioning properly and how to address special problem areas.

Net utility plant in service is critical to an electric utility. The key to understanding the primary asset owned and operated by an electric cooperative is to understand the work order and overall plant accounting system.

INSTRUCTOR: Guernsey

Understanding Rates and Cost of Service
This 8-hour course is a hands-on, in-depth look at how revenue requirements, rates, cost of service and line extension policies affect cooperatives and members. The course focuses on the key components involved in setting rates and line extension policy. With evolving wholesale rate structures, increased competition and rising interest rates, it is essential for staff members to have a thorough understanding of the cooperative's means of generating revenue. While the course is not designed to provide an exhaustive "how-to" of rate design and cost of service, it is intended to provide information staff members need to more effectively communicate on these issues with fellow staff and cooperative members.

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CUSTOMER SERVICE SKILLS

INSTRUCTOR: Sandy Geroux, M.S., Founder and CEO
WOWplace International

This practical, highly interactive series helps co-ops create exceptional customer service through flexible training that can be conducted in 1- to 2-hour blocks to create a customized package that meets their challenges, opportunities and immediate needs. Sessions include optional role-play of co-op scenarios, Q&A and group discussion.

Communications for Customer Service Representatives
Each topic listed can be conducted in 1- to 2-hour blocks and combined to create a customized program.

• Understanding member expectations
• Active listening skills
• Etiquette—telephone, face-to-face, email
• Managing interactions over multiple channels
• Listen to learn—hear what they are really saying
• Nuances of customer communications
• Dealing with difficult calls
• Recovering when things go wrong
• Communicating policies and procedures
• Simple negotiation techniques that create win-win situations

Customer Service Team Dynamics
Each topic listed can be conducted in 1- to 2-hour blocks and combined to create a customized program.

• Creating your tribe
• Personal, team and cooperative goal setting
• Team-building activities that work (and are fun!)
• Dealing with negativity/conflict resolution
• Stress management
• Building empathy

Managing a Customer Service Team
Each topic listed can be conducted in 1- to 2-hour blocks and combined to create a customized program.

• Creating a culture of excellence
• Commanding respect and projecting authority
• Reward and recognition programs
• Preventing burnout and turnover
• Encouraging problem-solving and adaptability
• Leading during times of change or crisis

VIRTUAL CUSTOMER SERVICE SKILLS

This virtual offering includes 6 pre-recorded lessons that cover the below topics as well as workbooks, worksheets and quizzes for each lesson. Option to upgrade to include three live webinars with program available.

• Understanding member expectations
• Active listening skills
• Etiquette—telephone, face-to-face, email
• Managing interactions over multiple channels
• Listen to learn—hear what they are really saying
• Nuances of customer communications
• Dealing with difficult calls
• Recovering when things go wrong
• Communicating policies and procedures
• Simple negotiation techniques that create win-win situations

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CYBERSECURITY

INSTRUCTOR: Slade Griffin
Contextual Security Solutions

Cooperative-wide Security Awareness Training
This 2-hour program is designed for all cooperative employees and content varies based on job function and risk.

This workshop covers the seven cybersecurity fundamentals:
• Personal security
• Phone security
• Securing your home computer
• Credit card skimmers and personally identifiable information (PII)
• Phishing
• Multifactor authentication
• Strong passwords

It is important to recognize who can be a threat as well as physical awareness of ways that sensitive data can be compromised. New vulnerabilities and threats happen every day and cooperatives of all sizes need to be on guard. In addition to providing valuable information to co-op employees, this session will also help you develop and conduct in-house training that raises the level of cybersecurity awareness. Takeaways will be improved cybersecurity awareness through multiple mediums and a better understanding of ways the hacker may exploit your data.

Think Like a Hacker: Penetration Testing and Incident Response
This 8-hour hands-on lab will teach cooperative IT and security employees the basics of penetration testing using industry standard methodologies and tools. Learn what is needed for preparing for incident response as well as a real-life scenario tabletop exercise.
• Learn to use some of the tools that penetration testers use like Metasploit, Nessus and Discovery.
• How do you respond to a breach? Learn how to prepare for incident response (IR).
• Documentation review of IR, security operations, policies and procedures and compliance requirements.
• Security operations review, personnel review and IR process review
• IR tabletop exercise

Cybersecurity Program:
How To Develop a Cybersecurity Program
8-hour program
Audience: CIO, CISO, IT and security employees

Creating a cybersecurity program touches on people, processes and technology. All are necessary for an effective program. Cybersecurity is a risk-management strategy that belongs to everyone. IT is responsible for carrying out the strategy for the entire organization.

Topics include:
• What are the types of sensitive data that you store, process or transmit as a co-op?
• Where is that sensitive data stored; is it where you think it is?
• How do you manage inventory of all hardware and software devices in your network?
• Common methodologies of performing internal training to your employees on best practices in cybersecurity. (See co-op-wide awareness training.)
• Where is the industry going that helps you make better decisions for the requirement of multi-factor authentication for external network access to protect your data and systems.
• Creating strategic vs. tactical security policies and procedures for a more secure tomorrow.

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FRAUD AND COOPERATIVE POLICIES

INSTRUCTOR: Steve Dawson, CPA, CFE
Dawson Forensic Group

The Design of a Cooperative's Anti-fraud Program
This 8-hour workshop is designed for CEOs, CFOs and other senior level executives and covers these six design elements:
• The anti-fraud environment
• Fraud risk assessment
• Internal control design
• Anti-fraud program documentation
• Fraud awareness training programs
• Monitoring of the anti-fraud program

Fraud Risk Assessment
The program can be presented as 2-hour and 4-hour versions and is can be adapted for CEOs, mid-level management and all-employees.

Risk assessment speaks to the issue of a constant awareness and analysis of fraud risk that may be present within the operations of the cooperative. Leadership should be in a constant mode of analyzing the risks associated with the performance, recording and reporting of financial transactions. The fraud risk assessment process, as its name implies, identifies those areas of financial transaction processing and reporting with the greatest risks of fraud occurring within the cooperative.

Fraud Awareness Training Programs
This 4-hour session focuses on how to develop and conduct in-house training that targets the objective of raising the level of fraud awareness while also communicating the content of the cooperative's anti-fraud program. A properly designed program is worth nothing if it is only a paper document that has not been communicated to employees. The intended audience is CEOs, human resources and upper-level management.

Fraud awareness training includes the common goal of increasing the level of fraud awareness which, in turn, substantially increases the perception of detection. It has been determined that the number one internal control that any cooperative can implement is to 'increase the perception of detection.' When the perception of detection increases, the propensity to commit fraud decreases.

INSTRUCTOR: David Sommer, PH.D.
GreatCo-Ops

Risk Management for Electric Cooperatives
This course is designed as a half-day risk management program best suited for middle to senior management.

This interactive workshop will:
• Teach participants the most important aspects of an effective risk management program.
• Help attendees develop their own risk management competencies.
• Include a facilitated discussion in which participants begin the process of identifying and analyzing key risks facing their own cooperative.

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LEADERSHIP AND MANAGEMENT SKILLS

TEC's leadership and management skills training includes different options to best fit individual and cooperative goals.

First, TEC offers stackable training topics that can be combined in various ways to meet cooperative training needs. TEC offers different instructors with varying price points based on depth of content, hands-on exercises and customized instruction. Training options range in length from half, full and multi-day programs.

Secondly, TEC has built two certificate programs from the list of stackable courses that best help equip management to effectively lead their cooperatives.

STACKABLE COURSEWORK OPTION 1

INSTRUCTOR: Dave Oakes
Dave Oakes Seminars

Dave covers theory and best practices in the areas of leadership and management.

Stackable topics include:

Leading with Excellence
This course provides an overview of leadership theory and skills. Including how to establish authority, gain respect, and avoid common management missteps.

How to Be a Better Communicator
A key to managing well is understanding how to communicate. With multiple communication vehicles, styles, and generational preferences communicating organizational goals and tasks have become more complicated than ever. Participants will learn best practices in communication for managing teams and employees.

How to Build a Strong Team
Attendees will learn the difference between a groups and teams. The theories to develop successful team dynamics, including navigating conflict resolution and incorporating different personalities to a team-based approach.

STACKABLE COURSEWORK OPTION 2

Courses included in certificate programs marked with asterisk

INSTRUCTORS: GreatCo-Ops Staff

This option carries co-op leaders beyond theory and provides them with a hands-on approach to understand their individual leadership style and ways to elevate entire teams through proven management tactics. Courses are stackable based on cooperative and employee needs. Option 2 incorporates Myers Briggs Self-Assessments and experiential exercises for attendees, allowing for one-on-one coaching and customization.

Stackable topics include:

Building, Maintaining and Leveraging an Ethical Corporate Culture
Recent ethics scandals in electric co-ops make it clear that a failure to focus on ethical leadership can have dire consequences. This seminar focuses on why ethics matter to key organizational outcomes. Participants will learn to identify and manage critical ethics risks, and they will discuss key elements of ethical cultures, including leader and employee behaviors that align with core values, vision, mission, and strategy. The seminar includes a review of cutting-edge findings from global ethics surveys, small group discussions and individual goal-setting exercises.

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LEADERSHIP AND MANAGEMENT SKILLS OPTION 2 CONTINUED

Creating and Sustaining Trust in Organizations
Trust is a critical element in creating sustainable, high engagement organizations. When leaders are trusted, an organization accrues "dividends" in the form of lower costs and higher transaction speed. Yet, when trust is absent, organizations pay a "trust tax" due to a lack of candor, hidden agendas and dysfunctional organizational politics. In this workshop, we will look at the nature of trust and the components that are necessary for building and sustaining it.

Constructive Conflict Resolution*
This seminar examines the nature and sources of conflict in organizations to assist managers with developing constructive methods for handling conflict. The seminar also examines the characteristics of seven types of difficult people. Self-assessment exercises are used to assist managers in developing action plans for dealing with difficult people.

Delegating for Results*
The management process is based on achieving organizational objectives with and through people. At the heart of the process is delegating. This seminar discusses delegation as a powerful tool for developing and empowering employees. Topics include authority, responsibility and power. Managers learn to delegate without abdicating responsibility and to overcome the common obstacles to effective delegation.

Interpersonal Communications for Supervisors and Managers*
One of the three critical skills for effective management of people is communication. In this seminar, communication is defined as the transfer of understanding, and the focus is on developing an awareness of the various ways the communication process breaks down in organizations. Topics include barriers and gateways to effective communication, effective listening and understanding one's interpersonal style.

Managing for Improved Performance*
This seminar uses the principles of planning and control to impact performance at the individual level. Topics include performance planning, performance evaluation and diagnosing performance problems. Role negotiation is introduced as a tool for clarifying job expectations.

Motivation*
This seminar discusses the various motivational and leadership skills that lead to high levels of employee commitment, satisfaction and performance. In this seminar, managers are exposed to a wide variety of motivational techniques, including content approaches, expectancy models, job enrichment and goal setting.

Supportive Communication*
This seminar builds on the Interpersonal Communication seminar by introducing the concept of supportive communication. Supportive communication is designed to overcome defensiveness and is primarily used in employee coaching, counseling and when providing performance feedback.

Understanding Ourselves and Understanding Others*
This course is designed to provide a basic understanding of the impact of individual differences in organizations. Self-assessment exercises and group discussions will be used to examine the roles personality, attitudes and values play in the organization

Understanding and Building Effective Teams
This seminar is designed to assist managers in understanding the stages of team development and the issues presented at each stage. The seminar also examines the various types of teams and helps managers to assess the viability of a team for a given task. The various maintenance and production roles involved in teamwork are examined in detail. The characteristics of highly effective and mature teams are discussed.

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TEC LEADERSHIP AND MANAGEMENT SKILLS CERTIFICATE PROGRAMS

INSTRUCTOR: GreatCo-Ops Staff

TEC Leadership and Management Certificate

Total of three days of instruction; can be split into two, 1.5-day sessions to allow for follow-up, feedback and guidance before completing the second half of the training.

Courses include:

PART 1
- **The Manager's Job: Folklore and Fact**
- **Understanding Ourselves and Understanding Others**
- **Interpersonal Communications for Supervisors and Managers**
- **Supportive Communication**

PART 2
- **Motivation**
- **Managing for Improved Performance**
- **Delegating for Results**
- **Constructive Conflict Resolution**

TEC Advanced Leadership and Management Certificate

Total of two days of instruction.

PART 1
Strategic Thinking, Planning and Analysis
Part 1 equips co-op leaders to be able to think and behave strategically, as well as set clear, engaging, context-appropriate goals for their co-ops. Individuals will leave knowing how to develop and implement strategic plans and measure success.

PART 2
Leading Change: Transformation and Renewal
Part 2 of the Advanced Leadership and Management Certificate gives light to the increasingly complex and dynamic environment electric co-ops face today. Leaders must be equipped for this new environment and the constant pressure to transform their organizations to respond to the heightened demands of the new economic realities.

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MEMBER SERVICES AND ENERGY EDUCATION

INSTRUCTOR: Eddie McKnight
McKnight & Associates

Frontline employees are crucial in communicating messages to utility consumers. Develop this important group of employees with this energy education and customer services series.

Energy Conversations
Two-hour course designed for non-technical audiences.

Attendees will learn how to appropriately answer the 16 most commonly asked questions by members regarding high bill complaints and energy efficiency based on a national study of electric cooperatives.

A primary part of the course involves tabletop demonstrations on infiltration, insulation, weatherstripping, duct sealing and lighting designed to simply and clearly demonstrate hands-on learning.

Residential Energy Walk-Through and Checklist Training
The class is approximately 6 hours and should include a minimum of 3–4 hours in the classroom and a field trip for an actual test audit as an option.

Employees will learn how to conduct a walk-through energy assessment in a home with a consumer. Attendees will be provided an easily customizable checklist for in-home walk-throughs with members-consumers.

Attendees will learn how to:
• Evaluate energy use in a home
• Have educated discussions and answer member-consumers most commonly asked questions about bills and energy use
• Discuss commonly used industry tools for in-home walk-throughs

INSTRUCTOR: Hi-Line Engineering

Basic Electric Distributions Explained
This 8-hour course is perfect for anyone new to the utility industry or office employees who desire a broader knowledge of field operations of utility.

Students will learn the basics of working with and around power lines including general safety rules and guidelines. The class introduces students to basic power line equipment with hands-on demonstrations of how the equipment functions. The course will also provide an overview of patrolling the power lines during outages and how to identify various types of outages such as equipment failure, animal interference, and tree/vegetation interference.

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MICROSOFT OFFICE SKILLS TRAINING

INSTRUCTOR: Melissa Esquibel, Microsoft-Certified Trainer

Topics can be adapted for intermediate or advanced levels and can be combined for a full 8-hour workshop.

The option of one 4-hour topic combined with 4 office hours (set as scheduled 15 minute one-on-one training sessions with employees) can be arranged for an 8-hour trianing day.

Excel: The Missing Manual
No matter what level of Excel user you are, there are some things your training (or self-teaching) may have left out. So whether you're relatively new to Excel or have been using it for years, this 4-hour course solves the mysteries of why Excel works the way it does and how to get it to behave the way you want. We 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.

Excel Lists and Databases
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 4-hour session also includes using table style formatting, formulas and functions that work best with lists and an introduction to pivot tables.

Excel: Nothing But Formulas
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. During this 4-hour program, we'll talk about essential functions every Excel user needs, VLOOKUP, conditional formulas beyond IF statements, and text functions that help you wrangle ugly data and date math.

Outlook Inbox Management: Taming the Beast
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 4-hour 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 and keep attachments from email messages, setting up filtering rules that sort your mail and success strategies for staying organized.

PowerPoint Presentations: Beyond the Basics
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. You will learn how to use multiple slide masters in a single design theme, how to keep from losing your mind when rebranding happens, how to employ animation that enhances rather than distracts, how to create video elements with PowerPoint and how to create interactivity in user-directed slide decks.

C·O·R·E TRAINING

TEC 2022

TEC's Co-Operative Regional Education program brings instructor-led workshops to Co-op Country!

C•O•R•E classes are both convenient and relevant, with training and educational opportunities for both co-op leaders and employees. The program provides inclusive training at specific co-op locations or regional training hosted by co-ops willing to provide their facility—it's your choice! For more information or to schedule C•O•R•E training, contact Renee Troup at **rtroup@texas-ec.org**.

OPERATIONS AND ENGINEERING

INSTRUCTOR: Hi-Line Engineering

The Staking Technician Certification Program is designed to educate and equip the staking technician in designing electrical distribution facilities that adequately serve the customers of the cooperative. It will train the novice as well as improve the skills of the experienced employee. The classroom and field training are divided into three phases of four domains each taught in three separate four-day seminars. To achieve certification, students must attend all three seminars and pass a test for each of the twelve domains. Students may retake any test if their first try is unsuccessful.

Staking Technician Training Seminar—Phase I
This program is designed to educate and equip the staking technician to design distribution lines. The course covers basic surveying, overhead structure design, joint use and unique structures.

Staking Technician Training Seminar—Phase II
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.

Staking Technician Training Seminar—Phase III
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 layout subdivisions, specify pad-mounted equipment and design sectionalizing systems.

Underground Design for Large Subdivisions
This 3-day 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.

Training in response to William Thomas Heath Power Line Safety Act—HB 4150
Based on the mandates in HB 4150, utilities must provide a report with a summary description of the hazard recognition training documents and training programs related to the NESC for the construction of electric transmission and distribution lines provided to employees. Based on these requirements, Hi-Line and TEC offer the following training options:

Hazard Recognition
This four-hour course focuses on equipping electric utility employees with the knowledge to recognize clearance hazards of overhead power lines. HB 4150 Section 38.102(a)(1) requires utilities to provide hazard recognition training for overhead transmission and distribution lines. The training is different than the site hazard recognition training required by OSHA.

Course outline:
- Importance of hazard recognition for overhead power lines
- Vertical and horizontal clearance requirements
- Importance of an intact system grounding system
- Isolation or/and grounding of anchor guys
- Hazard assessment management
  › Defining criteria for hazard assessment and data collection
  › Analyzing data and determining appropriate actions
  › Preparing and executing an Aaction plan
- Report documentation and record maintenance

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OPERATIONS AND ENGINEERING CONTINUED

NESC Clearance Requirements

This four-hour course was created to educate all utility personnel whose positions require a working knowledge of the NESC rules, which can include engineers, line workers and staking technicians.

Course outline:
- Defining sag requirements—Rule 230 2
- Ground clearances—Table 232-1 and 232-2
- Clearances to building and signs—Table 234-1
- Clearances to pools and grain bins—Rule 234E and 234F
- Joint use clearances—Rule 235, 238, and 239

Designing Transmission and Distribution Lines Crossing Lakes

This one-day program was created based on the mandates in HB 4150 outlining that utilities may wish to review all lake crossings for adequate clearances as defined by Rule 232 of the NESC and for compliance with the U.S. Army Corps of Engineers easement requirements.

The class will review the applicable sections of the NESC as it relates to designing long spans over lakes and the easement terms and specifications commonly found in easements with the Corps of Engineers. The class will provide a demonstration of designing a lake crossing using software such as Pole Foreman and Sag 10.

Course outline:
- Requirements of the HB 4150
- Lake crossing issues
- NESC requirements for lake crossings
    › Rule 232 clearances
    › Rule 241 required grade of construction of crossing lakes
    › Rule 250D application of extreme ice
    › Rule 250C extreme wind
    › Rule 235Cb design considerations for wire slap and sag to lower conductors
- Corps of Engineers easement requirements
    › Vertical clearance requirements
    › Additional clearance requirements for areas designated for rigging or launching sailboats
- Determining lake crossing clearances
    › High water

    › Sag and tension for long crossings
    › Worst case sag
- Additional considerations
    › Transmission adders
    › Marker balls
- Example problems

NESC Clearance Review of Existing Transmission Lines

This one-day course is designed for operations personnel and staking technicians. It relates to the section of the mandate requesting that utilities submit a report on training related to the NESC for the "construction of transmission and distribution facilities."

This training will concentrate on NESC Section 232—Vertical Clearances. Further, the training will provide the skillsets necessary to inspect transmission lines without creating a model of the line using LiDAR.

Course outline:
- Rule 232B sag and tension definition
- Rule 232 vertical clearance above ground and water surfaces
- Rule 233 vertical clearance from other utilities
- Identification of activity below the utility line
- Example problems using Sag10
    › Effect of long and short spans
    › Effect of grade along the line
- Determining the tension of an existing line
    › Sag measurements
    › Calculation of tension based on sag
- Use of software to determine ground elevations
- Example problems

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OPERATIONS AND ENGINEERING CONTINUED

INSTRUCTOR: Guernsey

Understanding Rates and Cost of Service

This 8-hour course is a hands-on, in-depth look at how revenue requirements, rates, cost of service and line extension policies affect cooperatives and members.

The course focuses on the key components involved in setting rates and line extension policy. With evolving wholesale rate structures, increased competition and rising interest rates, it is essential for staff members to have a thorough understanding of the cooperative's means of generating revenue. While the course is not designed to provide an exhaustive "how-to" of rate design and cost of service, it is intended to provide information staff members need to more effectively communicate on these issues with fellow staff and cooperative members.

C·O·R·E TRAINING

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PHYSICAL SECURITY

INSTRUCTOR: Jim Willis, CEO
InDev Tactical

Cooperative Security: Just the Facts
This 2-hour session provides board members and CEOs with a comprehensive look at security issues facing electric cooperatives. The program identifies and clarifies security issues from a board member perspective. It offers insights into evaluating diverse security challenges, solutions and countermeasures that may be presented for board consideration. This includes divisive issues such as the conundrums surrounding active shooter and violence prevention training.

ASSIST—Active Shooter and Security Incident Safety Training
ASSIST can be provided as a 4-hour presentation or 8-hour interactive program and can include a low-key, low-stress active shooter exercise program to enhance the program.

ASSIST, InDev's proprietary active shooter and violence response training, goes beyond active shooter videos such as "Run-Hide-Fight" and canned violence prevention training programs to provide the understanding and skills needed for real-world responses. ASSIST provides an overview of the realities of workplace violence and identifies skills that anyone can employ to de-escalate a hostile encounter, defuse aggression, or respond to violence.

Board Protection: Security Preparedness and Violence Prevention
Board members are increasingly subject to confrontations with angry and aggressive people, violent protesters and people intent on harm. This 4-hour training offers board members, CEOs and executive assistants an overview of situational awareness, de-escalation and violence prevention techniques that can help board members and their loved ones feel more secure, especially when dealing with divisive co-op challenges.

Annual Meeting and Special Event Security Issues
This 4-hour program looks at event security issues, goals and plans that can help cooperatives plan for worst-case scenarios.

Have you considered the impact of a major annual meeting incident? When you look at the scale of the event and people involved, it is easy to see that annual meetings represent a significant security vulnerability to the co-op. Unexpected emergencies and natural disasters can happen at any moment, and activism and terrorism are real and growing concerns. The speed at which disturbances morph into chaos can be astounding, and if not prepared, the outcome can be devastating.

LIST OF COURSE OFFERINGS BY SUBJECT

Cooperative Accounting: Fundamentals to Advanced

Cooperative Accounting 101: The Fundamentals

Cooperative Accounting 201: Financial Information and Co-op Obligations

Cooperative Accounting 301: Financial Policies, Risk and Decision-making

Electric Utility Plant Accounting: The Work Order Process and Depreciation

Understanding Rates and Cost of Service

Customer Service Skills

Communications for Customer Service Representatives

Customer Service Team Dynamics

Energy Conversations

Managing a Customer Service Team

Residential Energy Walk Through and Checklist Training

Virtual Customer Service Skills

Cybersecurity: Fundamentals to Advanced

Cooperative-wide Security Awareness Training

Cyber Security Best Practices

Cyber Security Program: How To Develop a Cybersecurity Program

Think Like a Hacker: Penetration Testing and Incident Response

Fraud and Cooperative Policies

The Design of a Cooperative's Anti-fraud Program

Fraud Awareness Training Programs

Fraud Risk Assessment

Key Accounts and Member Services

Touchstone Energy's Key Accounts Master Course

Using Member-Data: Make Short Work of Time and Date Math in Excel

Leadership and Management Skills

Option 1 covers management theory and best practices. Topics include:

Leading with Excellence

How to Be a Better Communicator

How to Build a Strong Team

Option 2 covers management theory and uses self-assessments, experimental exercises and custom management coaching. Topics include:

Understanding Ourselves and Understanding Others

Interpersonal Communications for Supervisors and Managers

Supportive Communication

Motivation

Managing for Improved Performance:

Delegating for Results

Understanding and Building Effective Teams

Constructive Conflict Resolution

Building, Maintaining and Leveraging an Ethical Corporate Culture

Creating and Sustaining Trust in Organizations

Additional topics and training resources are available and custom programs can be created to meet your cooperative's specific training needs. Contact Renee Troup at **rtroup@texas-ec.org** for more information.

LIST OF COURSE OFFERINGS
BY SUBJECT *continued*

Member Services and Energy Education

Basic Electric Distributions Explained

Energy Conversations

Residential Energy Audit Walk-Through and Checklist

Microsoft Office Skills Training

Excel Lists and Databases

Excel: The Missing Manual

Excel: Nothing But Formulas

Outlook Inbox Management: Taming the Beast

PowerPoint Presentations: Beyond the Basics

Operations and Engineering

Staking Technician Training Seminar—Phase I

Staking Technician Training Seminar—Phase II

Staking Technician Training Seminar—Phase III

Underground Design for Large Subdivisions

Understanding Rates and Cost of Service

Physical Security

Annual Meeting and Special Event Security Issues

ASSIST—Active Shooter and Security Incident Safety Training

Board Protection: Security Preparedness and Violence Prevention

Cooperative Security: Just the Facts

Presentation and Communication Skills

The Art of Telling the Story in the 21st Century: From Interview to Composition

Hone PowerPoint Skills for Audience-Engaging, Speaker-Supporting Presentations

You Are the Story

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