TEC 2024

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.
- **Pricing:** Pricing will vary based on the type of training program selected.

C•O•R•E OPTIONS

ALL-EMPLOYEE

This option provides classes specifically for your co-op. In most cases, there is no minimum or maximum number of participants.

Benefits

- Targeted training
- Customizable content
- No minimum guarantee on registrations

Requirements

- Refreshments/lunch
- Facility/parking
- AV equipment
- 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
- No travel for host employees
- 10 percent discount
- Lunch provided by TEC on host registrations

Requirements

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

Texas Electric Cooperatives

For more information or to schedule C•O•R•E training at your location, contact Kat Pardo at **kpardo@texas-ec.org**.

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ALL-EMPLOYEE TRAINING DAY TOPICS

INSTRUCTOR: Dennis V. Rose, Founder/Owner
Resiliency Consulting Services

Maintaining Resiliency Through Business Continuity

Each topic designed as a 4-hour session. Can be combined for full day all-employee training.

Research shows that preparation and staff resiliency training can reduce the impact that disasters have on a cooperative's environment. Fortunately, resiliency is not an inherited trait, but one that can be developed with preparation, training, and planned exercises.

Maintaining a culture of preparedness is the first step on the road to building a cooperative's resiliency. Staff will receive training on business continuity best practices and developing resiliency skills and knowledge related to the abilities needed to continue the legacy of resiliency within the cooperative world.

Option 1: Incident Management

This course is designed to assist senior and mid-level staff in developing the skills necessary to effectively manage any incident no matter the crisis level. This course will review necessary actions taken by a cooperative to analyze and restore normal service operations while minimizing the impact to the cooperative's operations while maintaining quality service.

Topics to be reviewed:

- Recovery responses—understanding the steps cooperatives run through once an incident has occurred.
- Escalation, declaration and notification—best practices to ensure your cooperative is prepared for future incidents.

Option 2: Maintaining Resiliency through a Business Continuity Management Program

This course is designed to assist mid-level and frontline staff to understand the components of a business continuity management program while building resiliency skills. Cooperatives must maintain a culture of preparedness to ensure the safety of all staff and effective and efficient recovery procedures.

Topics to be reviewed:

- Introduction to a business continuity management program
- Business continuity skills, knowledge and abilities
- Review a sample incident management plan (emergency operations plan)
- Introduction to the incident command system
- Mock tabletop exercise to practice utilizing the incident command system

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ALL-EMPLOYEE TRAINING DAY TOPICS CONTINUED

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: Keith Stapleton
Communications Consultant

Power in Purpose

Each topic is designed as a 4-hour session. There are two options—the first is a training available for all cooperative employees and can be used as an all-employee training; the second option is specifically for staff working in member services and communications.

The history of electric cooperatives and their connection to their communities is rich. As cooperative employees, we play unique roles in keeping this legacy alive. The Power in Purpose C•O•R•E training is an opportunity for you, your co-op, and member services and communications staff to learn about the cooperative story, share knowledge and understand the purpose of our work.

Understanding the Impact of electric cooperatives

- Anyone that works in the cooperative setting can participate.
- Provides an overview of electric cooperatives and the history of their formation.
- Learn why your job matters in building the value and outreach of cooperatives.
- Discuss ways to build cooperative purpose in your work.

ALL-EMPLOYEE TRAINING DAY TOPICS CONTINUED

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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COOPERATIVE ACCOUNTING

INSTRUCTOR: 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: 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: 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.

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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
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CYBERSECURITY

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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.

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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.

LEADERSHIP AND MANAGEMENT SKILLS

STACKABLE COURSEWORK

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.

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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: Keith Stapleton
Communications Consultant

Power in Purpose

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MEMBER SERVICES AND ENERGY EDUCATION

CONTINUED

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 4-hour or 8-hour virtual workshop.

Fifteen-minute one-on-one virtual trainings sessions with employees are also available.

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.

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

LIST OF COURSE OFFERINGS BY SUBJECT

All Employee

Cooperative-wide Security Awareness Training

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

Maintaining Resiliency Through Business Continuity

Power in Purpose

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

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 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

Leading with Excellence

How to Be a Better Communicator

How to Build a Strong Team

Member Services and Energy Education

Basic Electric Distributions Explained

Energy Conversations

Residential Energy Audit Walk-Through and Checklist

Microsoft Office Skills Virtual Training

Excel Lists and Databases

Excel: The Missing Manual

Excel: Nothing But Formulas

Outlook Inbox Management: Taming the Beast

PowerPoint Presentations: Beyond the Basics

CONTINUED ON NEXT PAGE

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

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LIST OF COURSE OFFERINGS BY SUBJECT *continued*

Operations and Engineering

Designing Transmission and Distribution Lines Crossing Lakes

Hazard Recognition

NESC Clearance Requirements

NESC Clearance Review of Existing Transmission Lines

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

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