

SGA Network has over 75 video titles and 24 archived web conferences in the web-based content library all available at your desktop and on-demand. In 2010, 12 new broadcasts and 25 new web conferences will be added.

All satellite broadcasts will launch at 9:30 - 10:30 AM CT.
 These broadcasts are available on the Website starting at 8:00 AM CT.
 All web conferences are 9:30 - 10:30 AM CT unless noted otherwise.

Leadership		Personal Effectiveness		Operations	
January	February	March	April	May	June
<p>14-Broadcast & Online Leadership Basics</p> <p>25-Web Conference DIMP Series Session 1 Why Dimp?</p> <p>26-Web Conference Managing During Economic Downturns</p>	<p>1-Web Conference DIMP Series Session 2: Know Your System</p> <p>8-Web Conference DIMP Series Session 3: Operators Viewpoint</p> <p>11-Broadcast & Online Transmission Ops: Construction Projects</p>	<p>11-Broadcast & Online Assertive Communications</p> <p>23-Web Conference Building Strategic Relationships</p>	<p>5-Web Conference TIMP Series Session 1 Defect Growth</p> <p>8-Broadcast & Online Servant Leadership</p> <p>12-Web Conference TIMP Series Session 2 Risk Assessment</p> <p>19-Web Conference TIMP Series Session 3 High Strength Steel</p> <p>20-Web Conference Motivating & Inspiring</p>	<p>13-Broadcast & Online Distribution Operations</p> <p>18-Web Conference Natural Gas Quality Session 1 Introduction</p> <p>25-Web Conference Natural Gas Quality Session 2 Poor Gas Quality</p>	<p>1-Web Conference Natural Gas Quality Session 3 Sampling</p> <p>8-Web Conference Natural Gas Quality Session 4 Analysis Technology</p> <p>10-Broadcast & Online Emotional Intelligence</p> <p>22-Web Conference Business Acumen</p>
July	August	September	October	November	December
<p>8-Broadcast & Online Leading Through Influence & Politics</p> <p>27-Web Conference Managing a Virtual Team</p>	<p>12-Broadcast & Online Environment & Safety</p> <p>TBD - Web Conference Damage Prevention Best Practices</p>	<p>9-Broadcast & Online Personal Leadership</p> <p>21-Web Conference Embracing Change</p>	<p>14-Broadcast & Online Effective Listening</p> <p>26-Web Conference Setting the Standard for Employees</p>	<p>9-Web Conference Building Quality Into Your Work</p> <p>18-Broadcast & Online Regulatory Update</p> <p>TBD - Web Conference Right of Way Customer Service</p> <p>30-Web Conference Diversity & Inclusiveness</p>	<p>9-Broadcast & Online Personality Styles & Conflict Resolution</p>

Quarter 1

January 14 **Broadcast (9:30 - 10:30 AM CT)**
Leadership Basics

Managers are faced with the task of building teams, developing and coaching employees, rewarding performance, as well as communicating, prioritizing and delegating work. To be successfully in this new role, it is imperative that a new manager focus on issues such as: Developing and managing their transition plan. Setting clear expectations for their team with checkpoints for follow up and engaging and cultivating a resource network.

January 26 **Web Conference (9:30 - 10:30 AM CT)**
Managing During Economic Downturns

Managing the company's workforce and talent during economic downturn will be critical to a company's survival and vitality. With scarce resources and an existing aging workforce that is not physically and mentally engaged (employees not retiring but are aging out), what creative strategies and tactics must be developed and nurtured to ensure that there is knowledge transfer.

Quarter 2

April 8 **Broadcast (9:30 - 10:30 AM CT)**
Servant Leadership

Servant leadership is a popular leadership model that was developed by Robert K. Greenleaf. The servant leader serves the people he or she leads. This implies that they are an end in themselves rather than a means to an organizational purpose or bottom line. What do servant leaders do? How can you build a sense of community in your organization, with your team and in your own personal life?

April 20 **Web Conference (9:30 - 10:30 AM CT)**
Motivating & Inspiring

The most important capacity you possess is your ability to influence behavior but few of us can articulate a model of what it takes to do so. By drawing from the skills of many of the world's best change agents and combining them with five decades of social-science research, Influencer training creates a powerful and portable model for changing behaviors.

Quarter 3

July 8 **Broadcast (9:30 - 10:30 AM CT)**
Leading through Influence & Politics

Leading peers, employees, even bosses depends more on influence than on authority. To be effective, leaders need strong influence and political skills. Most working individuals have a suspicious view of office politics and such activities have been blamed for most of the "bad" things that have happened to people at work. Effective political tactics can be effective influence techniques. In this session, we will discuss the misperceptions surrounding office politics and the techniques that will enhance your ability to influence the hearts and minds of others.

July 27 **Web Conference (9:30 - 10:30 AM CT)**
Managing a Virtual Team

Your face to face kickoff meeting has just been deemed nonessential travel by the powers that be. The project, however, is just as essential as ever. The team members are scattered in offices all over the country. They've never met, seen, or heard each other, but they need to work as a unit. Getting them all together is your challenge. Even managers who excel at teambuilding in a live environment can find themselves frustrated when faced with a virtual team; yet fostering a strong team dynamic among people who never meet face to face is fast becoming a necessary skill. Learn five essential best practices will help you do it.

Quarter 4

October 14 **Broadcast (9:30 - 10:30 AM CT)**
Effective Listening

Based on leadership consultant David Cottrell's acclaimed book "Listen Up, Leader!" this program will show the audience the importance of effective listening skills in successful leadership. When leaders take the time to understand what motivates and inspires their employees and what their expectations are for their leaders, and how to develop the interpersonal relationships with their employees, then leaders can then effectively be the kind of leaders that employees are willing to follow and for whom they'll be productive.

October 26 **Web Conference (9:30 - 10:30 AM CT)**
Setting the Standard for Employees

Is "walking the talk" a tired old cliché or a bold new concept? According to a Gallup poll, 25% of U.S. employees would fire their bosses if they could. Why? Because many managers set high service standards for their employees, yet fail to abide by those same standards. If you are a manager, you are in an excellent position to lead by example. Your employees will only respect your authority if they observe your excellent customer service skills on a daily basis. Learn how you can earn greater respect and increase employee loyalty.

Quarter 1

March 11 Broadcast (9:30 - 10:30 AM CT)
Assertive Communication

Most people think of communication as the delivering of a message through speaking or writing while overlooking the equally important aspect of communications – the receiving. Receiving requires listening. Research tells us that we spend 45% of our time listening, but most of us are only 20% effective as listeners. Listening is the critical piece that can make or break your success. Many times the best solutions come from a collection of ideas from many individuals and that requires listening. This session will give the participant simple tools and behaviors to help them gather information effectively and enhance their communications/listening skills.

March 23 Web Conference (9:30 - 10:30 AM CT)
Building Strategic Relationships

Building strategic relationships is achieved by making time to see, listen and learn from those around us. It's about taking what they have to offer and applying it toward our mission success. However, professional relationships are never just one sided, and should be looked at with an attitude of what we can do for each other as we move forward to achieve successful results in our work. This web conference will discuss tips and techniques for fostering relationships.

Quarter 2

June 10 Broadcast (9:30 - 10:30 AM CT)
Emotional Intelligence

Emotional intelligence is the key to successful job performance. It's a set of eighteen different competencies that distinguish people who are effective performers at work from those folks who are truly outstanding. This session will boost you on your way to achieving star performance through self-awareness, managing your emotions, understanding the emotions of others, and managing their emotions. The first step is to understand what EI is, learning how companies are using it, and seeing the concept of EI come alive.

June 22 Web Conference (9:30 - 10:30 AM CT)
Business Acumen

Every day organizations make tough decisions about prices, product development options, capital investments and more. Because people are the link between a company's objectives and its success, financial literacy and business acumen of employees and managers are crucial to achieving financial and strategic goals.

Quarter 3

September 9 Broadcast (9:30 - 10:30 AM CT)
Personal Leadership

This session alters how people view their individual responsibility and elevates every participant to higher levels of leadership. Learn: To take your performance to the next level and overcome inhibitions; The 3 laws of leadership and how they affect every area of life; what truly motivates people; skills that improve team communication; the intangible quality that enables individuals to reach new levels of performance.

September 21 Web Conference (9:30 - 10:30 AM CT)
Embracing Change

Adapting to change requires the effective use of all your skills and in many cases it will call for the use of skills which you might not yet have mastered. Learn how you can embrace change by keeping your skills fresh, embracing technology, trying new things, and discovering your hidden gifts.

Quarter 4

December 9 Broadcast (9:30 - 10:30 AM CT)
Personality Styles & Conflict Resolution

A great idea is rarely good enough. Sound, well-structured logic regularly loses out to mediocre ideas from people who really know how to influence. This enlightening, research-based session delves into the human condition, revealing that the true key to influence is not intelligence or logic but an understanding of what people really value. Through a collaborative toolkit, this program delivers the tips and strategies you need to make people see the value of your ideas so you're well positioned to gain agreement.

November 9 Web Conference (9:30 - 10:30 AM CT)
Building Quality Into Your Work

This web conference will provide principles of individual and organizational efficiency and productivity, as well as practical ideas you can implement today to streamline your work, eliminate non-value-added tasks, including rework, and improve your processes.

November 30 Web Conference (9:30 - 10:30 AM CT)
Diversity & Inclusiveness

Diversity extends beyond the original definitions from years ago and instead has evolved to a philosophy that focuses on valuing diversity far beyond culture. Diversity is about demographics, profitability, and values. In this interactive web conference you will discover how to improve your diversity programs with open communication, employee involvement, and awareness.

Quarter 1

February 11 Broadcast (9:30 - 10:30 AM CT)
Transmission Ops: Construction Projects

This broadcast will focus on construction. Panelists will include operators and suppliers/service providers who will identify lessons learned and best practices for pipeline construction. This program is co-sponsored by the following SGA Committees: Pipeline Construction Operations & Maintenance, Project Management and Engineering Management.

- Construction projects 2010 - the outlook (Including: Projects currently under construction, Material and contractor availability, Material and construction quality)
- Pipe and construction quality
- Technology update: casings direct assessments

January 25 Web Conferences (1:00 - 3:00 PM CT)
DIMP Roundtable Series

- **Session 1:** Why DIMP? The Background Goals and Anticipated Results
- **Session 2:** Know Your System
- **Session 3:** Operators Viewpoint

January 25
February 1
February 8

Quarter 2

May 13 Distribution Operations (9:30 - 10:30 AM CT)

This broadcast focuses on a range of issues impacting distribution operations. Panelists will include operators and suppliers/ service providers who will identify lessons learned and best practices for distribution system construction, operations, and maintenance, engineering, integrity management, field service, and regulatory compliance. This program is co-sponsored by SGA Committees: Distribution Construction Operations & Maintenance, Distribution Engineering, Distribution Integrity Management, Regulatory Compliance, and Customer Field Service Utilization.

Regulatory Update (Distribution Integrity Management Programs, Control Room Management, Excess flow valves)

- A summary of key takeaways from the Engineering Workshop @ SGC&E
- AMR and AMI. A discussion about future possibilities for this emerging technology (AMI)
- Joint Trenching / Technology update
- Damage Prevention – Milton Henderson, Piedmont Natural Gas Co.
- Common Ground Alliance – Best Practices

April 5 Web Conferences (9:30 - 11:30 AM CT)
The TIMP Roundtable Series

- **Session 1:** Defect Growth
- **Session 2:** Using Risk Assessment After the Baseline Assessment Plan
- **Session 3:** High Strength Steel Issues

April 5
April 12
April 19

May 18 Web Conferences (9:30 - 11:30 AM CT)
Natural Gas Quality Series

- **Session 1:** Introduction to Gas Quality and Quality Measures
- **Session 2:** Causes and Effects of Poor Gas Quality
- **Session 3:** Sampling for Gas Quality
- **Session 4:** Gas Quality Analysis Technology

May 18
May 25
June 1
June 8

Quarter 3

August 12 Broadcast (9:30 - 10:30 AM CT)
Environment & Safety

This program is Co-sponsored by the SGA Environmental and Safety & Health Committees:

- Environmental: Wetland mitigation, Migratory Bird Treaty Act, RICE MACT, Climate Change, Air regulations
- Safety: Best practices identified in various SGA Safety focused meetings. Driver safety, Safety culture, Contractor safety

Dates TBD Web Conferences (9:30 - 11:30 AM CT)
Damage Prevention Best Practices

Emergency Management; Gas Control; Control Room Management (scheduling dependent upon timing of regulation);
 New Technology (update from GMRC, GTI, PRCI)

Quarter 4

November 18 Broadcast (9:30 - 10:30 AM CT)
Regulatory Update

This annual broadcast will focus on the regulations impacting distribution and transmission natural gas operations. Examples include integrity management, control room management, and pipe quality. Pipeline re-authorization will be discussed. This broadcast provides a review of the past 12 months, and a look ahead, to aid operators with compliance.

Dates TBD Web Conferences (9:30 - 11:30 AM CT)
Right of Way
Customer Service