

SGA NETWORK

JANUARY

WHY NATURAL GAS?

America needs reliable energy to meet its growing needs. We need clean energy to protect our health and the environment. And we need domestic energy to reduce our reliance on foreign oil and bring jobs to our communities. As an employee of the natural gas industry, you know this but does your neighbor? Can you explain, 'Why Natural Gas?' This program will refresh your spirit on why natural gas is THE Clean, Abundant and Domestic energy solution.

1-13 Video Broadcast/Webcast
1-25 Web Conference

Why Natural Gas?
Perfecting Your Customer Service Performance

COMPETENCIES ADDRESSED:
BUSINESS FUNDAMENTALS, CUSTOMER FOCUS,
INDUSTRY KNOWLEDGE

FEBRUARY

CREATING, CONVEYING AND OWNING A VISION

Vision is sometimes called a picture of your company's future. It is also its inspiration and the framework for strategic planning. A vision statement may apply to an entire company, a single division of that company or even to an individual. Regardless of whether it's for the entire company or a single individual, the vision statement answers the question, "Where do we (I) want to go?" All employees should understand the process of creating, conveying and then owning a vision.

2-10 Video Broadcast/Webcast
2-22 Web Conference

Creating, Conveying and Owning a Vision
Value Alignment- Setting Hard Goals & Keeping the Vision Alive

COMPETENCIES ADDRESSED:
MOTIVATING & INSPIRING, STRATEGIC PLANNING,
DEVELOPING AN ORGANIZATIONAL VISION

MARCH

MANAGING FOR BUSINESS SUCCESS

In today's economy we all have to adjust to doing more with less; but how can you be successful and manage the growing business expectations with less money, resources and time. This month's theme will explore concepts of delegation and processes improvement. How do you handle the information overload and prioritize your work. Have you recruited and hired the right people? How can you coach them and offer constructive feedback. And finally can you successfully provide a process for knowledge transfer and succession planning.

3-10 Video Broadcast/Webcast
3-22 Web Conference

Doing More With Less
Knowledge Transfer & Succession Planning

COMPETENCIES ADDRESSED:
DELEGATING, MONITORING WORK, TEAM BUILDING, CLARIFYING ROLES & OBJECTIVES

APRIL

PROJECT MANAGEMENT & IMPROVING PRODUCTIVITY

This series will start off with a broadcast/webcast and provide an outline for improved productivity with emphasis on project management. Following will be two web conferences where participants will be polled and provided tips on industry-related project management; such as matrix, procedures, and process improvement.

4-14 Video Broadcast/Webcast
4-26 Web Conference
5-17 Web Conference

Project Management - Session 1
Setting the Scope of Project - Session 2
Assessing the Risks - Session 3

COMPETENCIES ADDRESSED:
TEAMWORK, PLANNING & ORGANIZING,
SCHEDULING & COORDINATING

MAY

TRUST & ETHICS

A company's or an individual's vision is generally tied to its core values. Unless that vision and those core values are maintained and upheld on a significant basis, trust falters. There is a direct correlation between ethics and trust. A presentation on how to engage others, exhibit and elicit passionate participation in your vision. As a leader, manager, and employee you must stand up for what you believe. You must model the way with integrity, openness, and accountability.

5-12 Video Broadcast/Webcast
5-24 Web Conference

Standing Up for What you Believe
Compliance to Commitment

COMPETENCIES ADDRESSED:
COMMUNICATING, MOTIVATING & INSPIRING,
MANAGING CONFLICT

JUNE

COMMUNICATIONS

Expert communicators understand how to listen beyond just hearing - and how to listen between the lines. This month's theme will review the elements of active listening, using and understanding body language and communications styles and will share tips on how to resolve points of conflict.

6-9 Video Broadcast/Webcast
6-21 Web Conference

Listening Between the Lines
Conversations in Conflict

COMPETENCIES ADDRESSED:
INTERPERSONAL SKILLS, PROFESSIONALISM,
MANAGING CONFLICT, COMMUNICATIONS

2011 CALENDAR

JULY

EMBRACING CHANGE

Hard work doesn't guarantee success. Our lives are filled with surprises and increasing complexities. Companies and individuals transition through cycles of energized, focused and directed peak times; flat, down times; times of transformation and reinvention and times for exploring and preparing for the next chapter. Exploring the characteristics of these cycles and learning to understand how to deal with them will help us better adjust and make new discoveries for confronting change in a positive and healthy manner.

7-14 *Video Broadcast/Webcast*
7-26 *Web Conference*

Embracing Change
Developing Skills for Renewal

COMPETENCIES ADDRESSED: ADAPTABILITY AND FLEXIBILITY, PROBLEM SOLVING AND DECISION MAKING, PLANNING AND ORGANIZING

AUGUST

BUILDING A REPUTATION FOR SUCCESS

Reputations play a significant role in developing a successful career. They tend to develop quickly, and the further removed people are from an individual, the more their perceptions are based on hearsay. Reputations can enhance or damage a career. This program will provide information on how reputations are formed, actions to help individuals build their desired reputations and a process for getting feedback.

8-11 *Video Broadcast/Webcast*
8-23 *Web Conference*

How Reputations Are Formed & Tips for Building Desired Reputation
Process for Soliciting, Giving and Using Feedback

COMPETENCIES ADDRESSED: INTERPERSONAL SKILLS, COMMUNICATION, PROFESSIONALISM, WILLINGNESS TO LEARN, ADAPTABILITY/FLEXIBILITY

SEPTEMBER

HUMAN RELATIONS

Hiring can be the most expensive operations cost in your company. Do you know how to attract, interview and ultimately hire and train the right people for the right job? Once you've hired and trained them do you know how to avoid an even more expensive lawsuit? This month we'll feature several programs to help those in your organization that must hire, develop and retain employees to thrive in this challenging marketplace.

9-8 *Video Broadcast/Webcast*
9-20 *Web Conference*

Interviewing and Hiring Secrets
How to Avoid a Lawsuit

COMPETENCIES ADDRESSED: STAFFING, MONITORING WORK, ENTREPRENEURSHIP

OCTOBER

PROFESSIONAL IMAGE: YOUR BUSINESS PICTURE

What you wear, how you accessorize and how you comb your hair IS your business. It also impacts those critical first and lasting impressions that are critical to business success. Creating a professional presence that projects self-confidence, personal style and business competence doesn't happen by accident. This month, we will share tips on how to identify your personal style and how to create an image that conveys the message that you are competent, confident and capable.

10-13 *Video Broadcast/Webcast*
10-25 *Web Conference*

Life Looks Better When You Do
Tips for creating a positive image

COMPETENCIES ADDRESSED: PROFESSIONALISM, ADAPTABILITY AND FLEXIBILITY

NOVEMBER

REGULATORY COMPLIANCE

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.

11-10 *Video Broadcast/Webcast*

Regulatory Compliance Update

COMPETENCIES ADDRESSED: INDUSTRY KNOWLEDGE

DECEMBER

BUSINESS ETIQUETTE

Whether you are interacting with new clients or familiar co-workers, appropriate etiquette is key to maintaining relationships crucial to your business success. From networking to coping with cubicles, offices, cell phones, telephones, e-mail and the general workplace, there are behavioral norms, standards of behavior, communication and dress. While they may vary among cultures and from company to company, knowing and adhering to these standards are imperative for career building.

12-1 *Video Broadcast/Webcast*
12-13 *Web Conference*

What is It & Why Is It Important?
Technology Etiquette

COMPETENCIES ADDRESSED: PROFESSIONALISM, INTERPERSONAL SKILLS, NETWORKING, COMMUNICATING, WORKING WITH TOOLS AND TECHNOLOGY

SGA ONLINE

SGA online courses and workshops are designed to provide basic natural gas industry information to all employees.

- **Introduction to the Natural Gas Industry (INGI)**

This course is designed for anyone needing an understanding of the industry to communicate with customers, clients, and other departments within their own organization. Introduces students to key players in the natural gas industry, covers how natural gas is found and produced by exploration and production companies, explains how gas is shipped and sold to local distribution companies (LDCs), introduces students to how LDCs deliver, market, and sell natural gas to customers; explains the Ratemaking Process, and touches on Safety and Environmental issues.

INCLUDED IN SGA NETWORK SUBSCRIPTION – PER PARTICIPANT FEE FOR NON-NETWORK SUBSCRIBERS

- **The Ratemaking Process**

This course Introduces students to the Ratemaking process as it pertains to the Natural Gas Industry. It is important that individuals working in the natural gas industry gain an understanding of this process since almost everyone in the industry has some impact on rates. The course will cover topics such as strategic ratemaking, determining revenue requirements, allocating costs, and designing rates, revenue decoupling mechanisms and trends. The student will also walk through an exercise called “The Van Go Transportation Service” that will demonstrate the process.

INCLUDED IN SGA NETWORK SUBSCRIPTION – PER PARTICIPANT FEE FOR NON-NETWORK SUBSCRIBERS

- **DOT Part 192**

This course is designed to introduce the student to the code requirements found in the Department of Transportation (DOT) Code of Federal Regulations (CFR) Part 192. This course was developed using material created by Transportation Safety Institute trainers and subject matter experts within the industry. The training will discuss the specific requirements for each of the subparts found in the CFR Part 192 code. There are modules that address topics for a large variety of participants including distribution & transmission, operations & maintenance, training & compliance. **ENTERPRISE LICENSE AVAILABLE**

- **Control Room Management**

Designed to teach controllers, their supervisors, management, and other pipeline personnel about the impact of human factors on pipeline safety, specifically how to recognize and manage fatigue both on and off the Job. **PER PARTICIPANT FEE**

- **Practical Employee Relations: Replacing Liability with Credibility**

A continuing challenge facing employers in these tough economic times is staying litigation-free. Compliance-based training programs are only a partial solution. As a result of losing more lawsuits than they won after the federal and state EEO laws came into effect, employers adopted compliance-based training programs. This resulted in employers winning more lawsuits than they lost. If you had the best compliance-based program, theoretically you should win all your lawsuits. But you would still have lawsuits because the focus of the program remained on “what not to do.” **PER PARTICIPANT FEE AND ENTERPRISE LICENSE AVAILABLE**

- **Leading a Customer Focused Environment Web Workshop**

This course teaches the fundamentals of fostering a customer focused work environment. The class will teach leaders how to enable employees to give excellent customer service. A post-class action plan specific to the participants work group will be required for course completion. **COMING IN 2011 – PER PARTICIPANT FEE**

SGA NETWORK

Nadine Fred (972) 620-4015
nfred@southerngas.org

Doug Hinkle (972) 722-2134
dhinkle@southerngas.org



www.southerngas.org
Training & Education

Natalie Corey (205) 335-1805
ncorey@southerngas.org

Elaine Parrish (972) 620-4017
eparrish@southerngas.org