

JANUARY *U.S. ECONOMY & POLITICS

1/12	US Economics & Politics	Dr. Gene Stanaland presents "Waking the Economy Up from a Bad Dream"
1/12	BONUS ON-LINE PROGRAM	U.S. Politics presented by Bernadette Budde, BIPAC Political Analyst
1/17	CEWD: Working Together to Build the Skilled Energy Workforce of the Future	What is the Center for Energy Workforce Development and how can they help with industry development

FEBRUARY *INFLUENCING WITHOUT AUTHORITY

2/9	Influencing Without Authority	How to influence and delegate when you are in the position of authority and when you are not
2/21	Virtual Meetings	How to conduct effective virtual meetings for your team, stakeholders and customers

MARCH *NEW USES FOR NATURAL GAS

3/8	Natural Gas Uses	Uses for natural gas—Natural Gas Vehicles and Power Generation
3/20	SGA Spring Gas Conference	Timely Topics *LIVE* from the SGA Spring Gas Conference: DIMP Update
3/29	SGA Community Service Awards	Learn how your peers are making a positive impact with their customers in the communities they serve

APRIL *MAKING CHANGE HAPPEN

4/12	Making Change Happen	Managing behavior obstacles and the culture of change
4/24	Safety Best Practices	Changing Vintage Pipe and Continuing to create safety cultures

MAY *INDUSTRY UPDATE

5/10	SGA Management Conference	Timely Topics from the SGA Management Conference: Keynote Speaker
5/22	SGA Management Conference	More Timely Topics from the SGA Management Conference

JUNE *BEING A NATURAL GAS AMBASSADOR

6/14	Being Natural Gas Ambassadors	Helping employees engage our spheres of influence to understand the benefits natural gas can play in energy and in the future of our country
6/26	Marketing Best Practices	Learn from your peers about their effective Process Improvement programs

JULY *CONTINUOUS PROCESS IMPROVEMENT

7/12	Continuous Process Improvement	Road to Perfection: Effective CPI training and CPI tools for advocates and team leaders
7/24	SGA Operations Conference	Timely Topics *LIVE* from the SGA Operations Conference: Highlighting Roundtable discussions

AUGUST *OPERATIONS UPDATE

8/9	Midstream Operations & Operating Conference Update	Timely Topics from the SGA Operations Conference: Midstream Operations
8/21	Media Relations & Crisis Management	Crucial information in the field of liaison training Emergency response, Communications, Scene Management, and Media relations

SEPTEMBER *COACHING FOR RESULTS

9/13	Coaching and Managing for Results	How to achieve better results through coaching and fostering peoples strengths to drive results
9/25	Training Best Practices	Learn from your peers about their Training and Development Best Practices

OCTOBER *EFFECTIVE PRESENTATIONS

10/11	Effective Presentations & Engaging an Audience	How to give effective presentations and engage your audience
10/23	Technical & Business Writing	Tips, tools, and successful techniques for Technical and Business Writing

NOVEMBER *REGULATORY COMPLIANCE

11/8	SGA Leadership Conference	Timely Topics from the SGA Leadership Conference: Keynote Speaker
11/20	Regulatory Compliance	Update on Regulatory Compliance issues

DECEMBER *LOOKING TO THE FUTURE

12/13	Looking to the Future	Timely Topics from the SGA Executive Conference: Keynote Speaker
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