

Skill Builders

2020 WECA Skill Builder Program



- Attend a wide range of education, training, and professional development courses designed specifically for cooperatives.
- Take advantage of NRECA certificate, certification, and accreditation programs.
- Network with other cooperative leaders, learn from their experiences, and shape the future cooperative movement.
- Enhance the effectiveness of member service in your cooperative.



Constructing the foundation of successful cooperatives.

Credentialed Cooperative Director

The Credentialed Cooperative Director (CCD) curriculum demonstrates NRECA's commitment to directors, ensuring they have an opportunity to develop the competencies they need to succeed in a new and uncertain environment. The CCD certificate is awarded upon the successful completion of all five CCD courses in the curriculum. The three courses listed will be offered in the 2020 rotation. The remaining two will be offered in 2021.

Directors who have earned their CCD or Board Leadership (BLC) certification may audit courses they have already taken, at a 50 percent discount if space permits. In order to receive the reduced rate, applicants must note this at the time of registration prior to attending the program.

DIRECTOR DUTIES AND LIABILITIES

Course 2600 (1¾ SB credits)

Holiday Inn South | Eau Claire
April 7, 2020

Boards are responsible for directing the affairs of the corporation. This course discusses and explains the duties of loyalty, obedience, and due care, and the need for directors to acquire the minimum knowledge and skills necessary to fulfill their responsibilities within the cooperative context.

Key topics:

- An overview of today's multi-billion dollar electric utility business
- The concepts and values that govern cooperatively-owned businesses and related types of organizations
- Legal and regulatory concepts affecting public utilities
- Key legal documents such as articles of incorporation and bylaws
- The role of management and guidelines for maintaining an effective relationship with the CEO

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BOARD OPERATIONS AND PROCESS

Course 2620 (1¾ SB credits)

Holiday Inn South | Eau Claire
April 8, 2020

The board of directors is responsible for managing the affairs of the corporation. In fulfilling its duties, the board typically can only take official action via majority vote in a duly convened meeting. This course focuses on the legal requirements for holding board meetings and also on the human factors and group processes that make such meetings productive and effective.

Key topics:

- Identifying the individuals and groups with whom the board must maintain effective working relationships
- Understanding, working with, and responding to members
- How public officials and opinion leaders affect the cooperative and the board's role in building and maintaining effective relationships
- Lessons and guidelines regarding key internal relationships: with the board chair, with the attorney, and within the cooperative.

FINANCIAL DECISION-MAKING

Course 2640 (1¾ SB credits)

Holiday Inn South | Eau Claire
October 6, 2020

This course is designed to help directors understand the role of the board in financial planning, including identifying the basic documents used in financial planning and reporting, assessing the issues that drive financial decisions, balancing competing goals, and taking responsibility to monitor and evaluate results.

Key topics:

- Identifying the key financial decisions boards must make
- Recognizing three key financial documents and three key financial ratios
- Understanding the policy basics of allocating and retiring capital credits
- Understanding key elements of an Equity Management Policy
- Identifying ratemaking basics

Board Leadership Certificate

The CCD Certificate is a prerequisite for the Board Leadership Certificate (BLC). However, directors do not need to have a CCD certificate in order to enroll in these courses. These courses are designed to be “challenger” workshops on key current issues. The BLC consists of a series of courses focusing in greater depth on specific industry and governance issues. These include issues such as risk management, power supply, parliamentary procedure, technology, and policy development. The BLC certificate is earned by completing a total of 10 NRECA course credits from the NRECA 900-level courses. Directors may attend BLC courses at any time, but the BLC will not be awarded until the CCD program requirements are completed.

EQUITY MANAGEMENT AND BOARDROOM DECISION-MAKING

Course 977.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
January 6, 2020

This class has the board member consider common boardroom decisions and how these decisions affect the cooperative’s financial strength. In one day, you will cover a year’s worth of key financial decisions and how they affect the cooperative’s equity position. Concepts will be reinforced through practical and strategic exercises designed to give attendees a theoretical understanding that he/she can apply to situations back at their own co-op.

Key topics:

- Explain the purpose and function of key financial statements (balance sheet, statement of cash flows, statement of operations)
- Apply a process for determining a board’s philosophy regarding key financial metrics (TIER, Equity, MDSC)
- Analyze the impact of boardroom decisions (plant growth, construction, etc.) and tradeoffs between key financial areas (e.g., rates, equity, and capital credits)
- Communicate clear guidance to the CEO regarding financial decisions

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IMPROVING BOARD DECISION-MAKING QUALITY

Course 953.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls

January 7, 2020

Boards exist to make decisions on behalf of the members. At a time when cooperative governance is under scrutiny, boards are looking for ways to demonstrate that their decisions are grounded in fair process and with appropriate objectivity and due diligence. Recognizing, and avoiding, the common pitfalls of decision-making can increase the likelihood of the board making a good decision while decreasing the risks of making bad ones. This course delves into the hurdles, traps, and minefields that can negatively affect boardroom decision-making and provides strategies for counterbalancing them.

Key topics:

- Increasing the likelihood of good decisions
- Recognizing decision-making roadblocks
- Applying strategies and tactics to mitigate decision-making roadblocks

COOPERATIVE FUNDAMENTALS, LEGACY, AND ECONOMIC IMPACT

Course 913.1 (1½ SB credits)

Holiday Inn Hotel & Convention Center | Stevens Point

August 4, 2020

Understanding the unique aspects of the cooperative business model better prepares directors to lead organizations with purpose, not profit, at their core. Course participants will explore the cooperative principles and define how they provide a competitive advantage for today's co-op organizations.

Key topics:

- Describe the role cooperative business enterprises play in the world's economy
- Distinguish the cooperative business model from other business models
- Articulate the seven cooperative principles and how those are applied in today's electric cooperatives
- Understand the history of electric cooperatives—how and why they were created; the challenges they have overcome through the years
- Be able to identify future challenges facing electric co-ops and the cooperative business model

Board Leadership Certificate

COOPERATIVE COMMUNICATIONS AND PUBLIC OPINION: THE DIRECTOR'S PERSPECTIVE

Course 914.1 (1½ SB credits)

Holiday Inn South | Eau Claire
October 7, 2020

Given the challenges of the evolving energy landscape, effective communications from the cooperative is an area of increasing importance. Whether communicating future rate increases or advertising our cooperative's participation in renewable energy programs, strong communication programs can strengthen your identity with member-consumers and build loyalty.

Key topics:

- The difference between the communication roles and responsibilities of directors and those of cooperative staff
- The purpose of a communications policy
- The value of a message
- How a cooperative can manage messages and public perception

Supervisor & Manager Development

The NRECA Supervisor and Manager Development Program (SMDP) is a flexible, co-op-specific education program focused on strengthening the leadership skills, knowledge, and abilities needed to hire, develop, and lead others, manage performance, communicate effectively, and make decisions. The goal of this program is to equip co-op supervisors and managers with tools and resources to successfully lead and engage high-performing teams in support of the four mission-critical areas of safety, member satisfaction, reliability, and cost control.

This program is intended for co-op staff with leadership responsibilities ranging from individual contributors considering a supervisory role, to new and experienced supervisors, and middle managers. Regardless of where you are in your co-op's supervisor and manager hierarchy, this program offers a learning plan just for you.

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STEPPING INTO YOUR SUPERVISORY ROLE: LEARNING TO LEAD

Course 710.1 (1½ SB credits)

Holiday Inn South | Eau Claire
April 7, 2020

As a team member, you mastered the technical skills of your job. If you're considering taking on a supervisory position or have become a supervisor, there are different skills, abilities, and knowledge you need to be successful. The supervisor's influence on productivity, morale, and work quality should not be understated. Learn to navigate the transition into a supervisory role, clarify roles and responsibilities, align your team's work with your co-op's mission-critical areas, discuss the challenges of new supervisors and determine the best approaches to addressing them, and create a personal long-term development plan.

Learning objectives:

- Understand your role and responsibilities as a supervisor
- Set expectations and goals for your team and its work to align with your co-op's mission
- Learn the different types of leadership styles, which style you tend to use and when you should use each one.
- Recognize the personal behavioral patterns that affect your team (both positively and negatively) and steps you can take to minimize the negative behaviors
- Learn the three types of power and how to use them appropriately
- Model the behavior you expect from your team
- Create your personal development plan for making a successful transition from a staff member to supervisor

Key topics:

- Four mission-critical areas of electric cooperatives
- Supervisors' role at the co-op and the challenges inherent in that role
- Four-step process for setting, monitoring, and supporting expectations of team members
- Importance of trust and being trustworthy
- Three types of power
- Leadership styles
- Time management
- Personal career development plan

Supervisor & Manager Development

YOU CAN'T DO IT ALONE: BUILDING A STRONG TEAM

Course 712.1 (1½ SB credits)

Holiday Inn South | Eau Claire
April 8, 2020

Teams are the backbone of electric cooperatives. High-performing teams ensure employee safety, provide superior member service, keep costs down, and ultimately provide reliable electricity to your members. Being an effective leader of a team requires the ability to leverage a wide range of personalities, skills, and abilities. As a supervisor, you must be able to analyze and capitalize on team strengths, work with diverse styles, and create an environment that builds collaboration. This course will teach you how to create and lead your team, identify and address team strengths and dysfunction.

Learning objectives:

- Set expectations and goals for your team and its work to align with your co-op's mission.
- Explain the developmental stages that all teams go through and discuss techniques for maximizing team performance in each stage.
- Recognize your team member type, its strengths and pitfalls, and the impact each team member type has on the team
- Assess your team's culture and the impact it has on the team's effectiveness.
- Recognize the role that trust has in team effectiveness and practice techniques for building trust among your team members.
- Establish a process of continuous improvement and evaluation for your team's activities.

Key topics:

- Stages of team development
- Four-step process for setting, monitoring, and supporting expectations of team members
- Impact of culture on teams
- Building trust among team members
- Team member type assessment
- Maslow's hierarchy of needs
- Employee motivation

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CHANGE IS HARD: GUIDING YOUR TEAM THROUGH COMPLEX TIMES

Course 714.1 (1½ SB credits)

Stoney Creek Hotel & Conference Center | Onalaska
October 14, 2020

With waves of technical, social, economic, and regulatory changes, electric cooperatives now find themselves operating in what the U.S. military calls a VUCA environment (volatile, uncertain, complex, ambiguous). In this environment, supervisors must adapt to—and lead—continuous change at their co-ops. The types of changes differ, yet the change process itself is predictable, and so are the ways people respond to change. Supervisors who understand the most effective techniques, and develop solid plans, for navigating their teams through complexity, chaos, and confusion are better equipped to thrive in a VUCA world.

Learning objectives:

- Understand the supervisor's roles and responsibilities related to changes at co-ops.
- Learn the typical causes of change, types of change, and tools to effectively manage change.
- Describe the reactions most people have to change and use techniques for managing these reactions.
- Model the attitudes and behaviors needed for a successful change initiative.
- Address barriers to change.
- Effectively use the “4 Ps” of change communications:
 - Purpose: why we have to do this
 - Picture: what it will look and feel like when we reach our goal
 - Plan: step-by-step, how we will get there
 - Part: what you can (and need to) do to help us move forward

Key topics:

- Recognizing typical causes and types of change
- Supervisors' responsibility in implementing change
- Techniques for managing team member reactions to change
- Planning process for implementing a change
- Future change agents impacting co-ops
- The “4 Ps” of change communications
- Modeling expected attitudes and behaviors

Supervisor & Manager Development

TRANSFORMING YOUR TEAM FROM DYSFUNCTION TO COHESION

Course 720.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
December 2, 2020

There is no fun in dysfunction. Petty conflicts, backstabbing behavior, gossip, and mistrust make it hard to go to work. Contrary to conventional wisdom, however, the causes of these dysfunctional behaviors are both identifiable and curable. With the right tools, supervisors and managers can transform their work environment to one of cohesion and collaboration. The Five Dysfunctions of a Team approach, developed by best-selling author and consultant Patrick Lencioni, identifies the root causes of dysfunction on teams and provides the keys to overcoming them. Using this approach, this course empowers supervisors and managers to establish trust, gain commitment to team goals, clarify roles and expectations, effectively communicate and constructively debate issues, make better decisions, and create a team environment to optimize performance.

DELIBERATE DECISION-MAKING

Course 722.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
December 3, 2020

Too often, we make decisions based on “gut instinct” alone. However, effective decisions are deliberate, not the result of unconscious thoughts, beliefs, or assumptions. In this course, participants determine the difference between decision-making and problem-solving, explore bias, and take a deep dive into critical thinking. Participants learn effective creative thinking and discussion techniques and leave with a full toolkit to use in any situation that will help improve decision-making, for themselves and with their team.

Learning objectives:

- Be aware of your daily decisions
- Understand the effects of your natural decision-making style
- Recognize bias in decision-making, even unconscious bias
- Strengthen your critical and creative thinking skills
- Identify good decision-making practices
- Discover decision-making processes and tools
- Practice proactivity and prioritization

Professional Development

ACCOUNTING FOR THE NON-ACCOUNTANT

Course PD 255.1 (1½ SB credits)

Stoney Creek Hotel & Conference Center | Onalaska
October 15, 2020

Follow the money—what every co-op manager should know about accounting and finance. Participants will be engaged in a hands-on exploration of cooperative financial statements and learn how work has an impact on the bottom line. The course will take the mystery out of such financial terms as: TIER, equity ratio, capitalization, KRTA, Debt Service Coverage, depreciation, and the Form 7.

Key topics:

- Describe the components of an operating statement
- Describe the primary categories on a balance sheet
- Differentiate between margins and cash
- Explain the difference in operating and non-operating margins
- Calculate common key financial ratios
- Identify how departmental operations affect the cooperative's financial outcomes
- Differentiate between capitalized and expensed items
- Explain how margins, capital credits, and plant growth affect members' equity
- Understand how benefits, overheads, aid-to-construction, plant additions, and work orders are accounted for on the financial statements.

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Other Courses and Events

EDUCATION AND LOBBY DAYS

(1 SB credit)

Concourse Hotel & Governor's Club | Madison
January 28–29, 2020

Directors and staff will be briefed on state issues affecting electric cooperatives and the energy industry. The two-day event will feature in-depth presentations, panel discussions with experts, verbal and written background information on legislative proposals, as well as insight into the political atmosphere at the Capitol.

FIRST CLASS CUSTOMER SERVICE WITH A HEART

(1¼ SB credits)

Holiday Inn South | Eau Claire
February 4, 2020

AND

Adams-Columbia Electric Cooperative | Friendship
February 5, 2020

Consistently delivering customer service at a high level can be a challenge. Changing customer expectations, coupled with their limited understanding of how cooperatives work, can leave CSR/MSR's feeling frustrated and exhausted. When frustration and exhaustion abound, this often leads to ineffective customer interactions and an increase in customer complaints. This session is designed to reinvigorate CSR/MSR's to deliver first class customer service! Focusing on 10 keys, each participant will learn valuable tips on how to minimize negative customer interactions and turn irate customers from foe to friend. Participants will also learn the power of empathy and how this quality must be at the forefront of every customer interaction.

Note: Same program held each day; offered at two convenient locations.

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RETIREMENT PLANNING SEMINAR

There are no program fees charged by NRECA. Meal and break charges will be billed at cost and divided equally among participants.

Comfort Inn & Suites | Black River Falls
February 6–7, 2020*

The NRECA Retirement Planning Seminar is designed for employees and their spouses who are within 5–10 years of retirement. It helps employees evaluate distribution options from their retirement plans, estimate retirement income and expenses, and realize the need for continued investment during retirement years. Social Security and estate planning are included in the program. Health and long-term care issues are also addressed. We would also like to encourage employees and their spouses who are within 10–15 years of retirement to attend. This will help employees to gauge if they are on the right track for their retirement years.

**This is a 1½-day program ending at noon on the second day.*

TIME TO RE-THINK OUR APPROACH TO GOVERNANCE (1 SB credit)

Holiday Inn South | Eau Claire
February 10, 2020

In order for cooperatives to survive and thrive, they must mold to their members, not the other way around. During this full day interactive workshop, participants will be given the opportunity to analyze their co-op's governance practices. This will allow them to take this tool back to their co-op so the whole board and senior management can participate in the process.

Perhaps it is time that we bring the same level of self-scrutiny to our governance practices that we bring to safety and reliability before others do it for us. The cooperative business model gives us direction about the kind of governance practices we should employ. In reality it is up to the co-op members, the elected leaders, and management to execute the process in a manner that is widely accepted as fair to all stakeholders.

The workshop will include a discussion with a panel of young electric co-op board members as a prelude to an all-attendee focused discussion on board succession planning.

Other Courses and Events

LEGAL SEMINAR FOR DIRECTORS & EMPLOYEES (1 SB credit)

Holiday Inn South | Eau Claire
February 11, 2020

Each year's topics reflect the changing environment that electric cooperatives operate in. The Wheeler, Van Sickle & Anderson, S.C. law firm will be covering evolving legal issues pertinent to the decisions made by electric cooperative directors, managers/CEOs, and key staff. Past topics include: Hiring best practices and pitfalls; best practices in discipline and termination; effective performance evaluations; and FLSA exemptions and regular rate of pay.

ELECTRIC INDUSTRY UPDATES (3 SB credits per co-op)

Feb. 17, 2020 8:30–11:45 a.m. Kalahari Resort | Wisconsin Dells

Feb. 17, 2020 1:15–4:45 p.m. Ramada White House Lodge | Richland Center

Feb. 18, 2020 8:30–11:45 a.m. Stoney Creek Hotel | Onalaska

Feb. 19, 2020 8:30–11:45 a.m. Holiday Inn South | Eau Claire

Feb. 20, 2020 8:30–11:45 a.m. Barron Electric Cooperative | Barron

Feb. 21, 2020 8:30–11:45 a.m. Holiday Inn & Convention Center | Stevens Point

Electric Industry Updates: WECA President & CEO Steve Freese will update employees on key state and national energy issues, discuss how employees can have a voice in the policy-making process, and talk about the impact of the fall elections.

Working with Different Generations and Mindsets: Nothing is more critical to a cooperative's success than remembering we all work for the members. The member service relationship makes electric co-ops different from other utilities. Today's co-op is a multigenerational group with many different ways of understanding its central mission. This session will provide tools to foster communication among individuals who see the workplace differently.

The Value of Teamwork: Teamwork is critical to co-op success. Oftentimes, defined roles and responsibilities reinforce behaviors that impede team development. Getting everyone on the same page is crucial. This session will examine characteristics of a successful team and the use of team chemistry to promote collaboration, avoid conflict, and develop a culture of safety and service.

CREDIT ISSUES & COLLECTIONS WORKSHOP

(1¼ SB credits)

Comfort Inn & Suites | Black River Falls

March 11, 2020

Extending credit to members and collecting past due balances are challenging tasks. This workshop will help you measure your collection effectiveness, ensure compliance with laws, and preserve good customer relations. Key topics include strategies to prevent collection problems starting with first contact with the member, updating what the law requires, the effect of class action lawsuits on capital credits in write-offs, effective communication of disconnection and collection policies, and best practices to mitigate collection challenges. We'll use a roundtable to compare notes, so bring your experiences to the discussion!

WORK ORDERS ACCOUNTING

(1¾ SB credits)

Comfort Inn & Suites | Black River Falls

March 12–13, 2020*

For almost all electric cooperatives and utilities, the biggest investment is the electric infrastructure assets including poles, wire, transformers, and the like. It's a complex process to take raw materials, labor, and overheads and convert them to a continuing property record (CPR). Are we capitalizing the costs or expensing them? What about depreciation? Not only is the work order accounting system complex, it's expensive. How are we going to pay for this infrastructure investment? What about repairs and maintenance? And storms? Or Federal Emergency Management Agency (FEMA) payments from a declared disaster? How about contributions in aid of construction (CIAC)? What is so special about special equipment?

Beyond that, there are many details, such as when a work order needs to be set up. What do I do with this staking sheet (electronic or paper)? And once the project is complete, then what?

Together, we will step through this intricate process to understand the components, as well as understand how it shows up on the monthly billing statement to the consumer! Measuring and benchmarking ratios and internal controls is critical when it comes to the biggest investment on the balance sheet.

This course is designed for any and all employees to benefit from the working knowledge of this critically important process.

**This is a 1½-day program ending at noon on the second day.*

Other Courses and Events

EMPLOYMENT LAW UPDATE

(1 SB credit)

Holiday Inn Hotel & Convention Center | Stevens Point
May 12, 2020

Employment regulations change regularly in response to new laws or court decisions that sometimes alter enforcement or implementation expectations. Keeping up with these changes is essential to minimizing liability, strengthening negotiation positions, and ensuring employees maximize benefits available to them. Often these changes are complex and require a legal perspective to help human resource professionals better understand the implications of court decisions and revised or new regulations. This workshop also provides several venues to make sure questions are answered, and cross-sharing of implementation strategies among cooperative human resources personnel.

HR PROFESSIONALS WORKSHOP

(1¼ SB credits)

Holiday Inn Hotel & Convention Center | Stevens Point
May 12–13, 2020*

HR issues that are crucial to your co-op's future will be addressed at the ever-popular open forum and legal update. The open forum provides the opportunity to discuss new HR concerns and assist in solving issues you may be experiencing. A legal update will focus on new and changing matters as well as provide information on issues that attorneys are seeing more often.

**This 1¼-day program starts approx. 3 p.m. May 12 and ends by 4 p.m. May 13.*

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EXECUTIVE MEDIA AND COMMUNICATION TRAINING FOR THE MODERN AGE

(1¼ SB credits)

The Florian Gardens Conference Center | Eau Claire
May 27, 2020

In the new media landscape, practical yet useful issues management depends on crafting the right messaging at the right time, and as quickly as possible. As electric co-ops face an ever-wider spectrum of issues, social media has created a new communication channel for members to learn about these issues, and then scrutinize the co-op's management of them.

Executive Communication and Media Training for the Modern Age is a workshop for co-op communicators and their CEOs/GMs—who may or may not have formal communication experience but will likely find themselves in the spotlight discussing co-op matters. The workshop combines traditional communication strategies and tactics with updates for online messaging.

Participants will learn how to manage an emerging or unanticipated issue by staying in control of a situation, especially when dealing with a membership that understands how to use video and social media. With the use of a slide deck, workbooks, video case studies, and hands-on exercises—participants will learn how to manage a public co-op issue in the age of viral media.

ENERGY ISSUES SUMMIT

(1 SB credit)

Holiday Inn Hotel & Convention Center | Stevens Point
August 5, 2020

This program provides co-op directors, CEOs, and staff with timely information about emerging energy issues. Last year's summit covered leasing for rural electric cooperatives; emerging challenges shaping distribution systems; habitat conservation measures that benefit the monarch butterfly and your cooperative; Wisconsin's dairy crisis; and electric vehicles. We will build on the success of past summits to offer another quality program in 2020. Specific topics and speakers will be determined.

Other Courses and Events

ELECTRIC COMMUNICATOR'S WORKSHOP

(To be held in conjunction with the Wisconsin REC Member Services Association Annual Meeting)
(1–2 SB credits)

Radisson Hotel | La Crosse
August 26–27, 2020

Enhance co-op communications by brushing up on basic skills, learning new techniques, and utilizing the latest in technology. Electric co-op communicators will also share ideas and maximize their use of the *Wisconsin Energy Cooperative News* magazine to effectively communicate with co-op members.

NEW EMPLOYEE ORIENTATION WORKSHOP

(½ SB credit)

Jackson Electric Cooperative | Black River Falls
October 8, 2020

This workshop will provide for new employees an introduction to the history of electric cooperatives; cooperative principles and structure; how electric cooperatives operate; cooperative finance; the role of the G&T in providing power; NRECA group and retirement benefits; and support organizations for local cooperatives.

Employees will also hear an electricity 101 presentation; various roles safety plays within electric cooperatives with suggestions for participants to take back to their home co-op; basic duties essential to all employees, focusing on general workplace safety and the well-being of the general public.

CUSTOMER SERVICE WEBINARS

(⅓ to 1 SB credit per co-op per webinar)

Online Webinars
Dates TBD

Often as not, “the little things” count as much as the big ones: A dissatisfied member appreciates the co-op because someone took time to listen to his complaint; a co-worker ups his game because he sees a fellow employee leading by example. The programs in this series will help cultivate the soft skills that pay off in a big way by making people’s attitudes an ally of the cooperative enterprise.

2020 Year at a Glance

January 6	Equity Management and Board Room Decision-Making (BLC)
January 7	Improving Board Decision-Making Quality (BLC)
January 28–29	Education & Lobby Days (Other)
Feb. 4 & 5	First Class Customer Service with a Heart (Other)
Feb. 6–7	Retirement Planning Seminar (Other)
Feb. 10	Time to Re-Think Our Approach to Governance (Other)
Feb. 11	Legal Seminar for Directors & Employees (Other)
Feb. 17–21	Electric Industry Updates (Other)
March 11	Credit Issues and Collections Workshop (Other)
March 12–13	Work Orders Accounting (Other)
April 7	Director Duties and Liabilities (CCD)
April 7	Stepping Into Your Supervisory Role: Learning to Lead (SMDP)
April 8	You Can't Do It Alone: Building a Strong Team (SMDP)
April 8	Board Operations and Process (CCD)
May 12	Employment Law Update (Other)
May 12–13	HR Professionals Workshop (Other)
May 27	Executive Media & Communication Training (Other)
August 4	Cooperative Fundamentals, Legacy, and Economic Impact (BLC)
August 5	Energy Issues Summit (Other)
August 26–27	Electric Communicator's Workshop* (Other) <i>*To be held in conjunction with the Wisconsin REC Member Services Association Annual Meeting.</i>
October 6	Financial Decision-Making (CCD)
October 7	Cooperative Communications and Public Opinion (BLC)
October 8	New Employee Orientation Workshop (Other)
October 14	Change is Hard: Guiding Your Team (SMDP)
October 15	Accounting for the Non-Accountant (PD)
December 2	Transforming Your Team from Dysfunction to Cohesion (SMDP)
December 3	Deliberate Decision-Making (SMDP)

Non-Skill Builder Programs

NRECA Youth Tour

June 19–25, 2020
Washington, D.C.

WECA Youth Leadership Congress

July 14–16, 2020
UW–River Falls, River Falls

WECA District Meetings

Dates and Location TBD

WECA Annual Meeting

November 11–12, 2020
Holiday Inn Hotel & Convention Center, Stevens Point



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