

Cooperative Career Essentials Program

October 18, 2023 | Holiday Inn South, Eau Claire

INSTRUCTOR

Lisa Blanton

PROGRAM

Registration: 8:30 a.m.

Program: 9 a.m.–4 p.m.

REGISTRATION

Co-ops participating in the pre-payment plan: 1¾ Skill Builder Credits per participant

Register online at:

http://www.weca.coop/calendar_list.asp

REGISTRATION DEADLINE

Friday, September 29

PROGRAM LOCATION

Holiday Inn South

4751 Owen Ayres Court
Eau Claire, WI 54701
(715) 830-9889

Room Block Name: Wisconsin Electric Cooperative Association

Room Block Rate: \$123.95 + tax/night

Room Block Expires: Friday, September 15

Room Block Link: <https://bit.ly/2023EAU-HI>

Rooms may be available under the room block after the cut-off date only if the hotel has rooms available. Contact the hotel directly to book rooms after the deadline date above or request WECA's local negotiated rate.

FOR MORE INFORMATION

Contact Wendy Fassbind at (608) 467-4589 or wendy@weca.coop

***In order to hold this course, a minimum enrollment of 20 participants is required.**



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Communicating to Influence: Gain Support That Gets Results

NRECA Course 5306.05 (morning session)

Do you ever wonder if others actually hear what you're saying? Do your suggestions seem ignored, or do others just not seem to get your ideas? The ability to influence others to act is a critical but difficult skill to master—especially when you have no authority over others, such as customers, co-workers and management. How can you inspire action when the only tool you have is communication? No matter your current position or role, you can gain buy-in and influence opinions through communication. Join this half-day course to learn how, making your contributions, skills and value impossible to ignore.

LEARNING OBJECTIVES

- Understand how to appeal to various individuals, groups, or situations.
- Know when to adapt your approach, tone or body language.
- Influence others using message management techniques and communication channels.
- Gain support for your ideas regarding improvement and innovation.
- Build credibility and make a greater impact within your organization.

Improve Your Relationships: Strategies to Overcome Challenging Behavior & People

NRECA Course 5306.05 (afternoon session)

At every organization there are people whose behavior, attitude, work habits or other characteristics present an occasional challenge for those around them. You may even feel there is no way you can deal with them because some people are just difficult—or are they? Often, our immediate response is to shrink or sulk, become defensive or attack, but there are smarter moves to make when attempting to overcome challenging people and their behaviors. This program will help you realize the similarities and differences between yourself and others and how this creates a perception of “difficulty.” Tips and tools will be presented to help you understand how to effectively work with anyone – especially those that push your buttons!

LEARNING OBJECTIVES

- Spot people you perceive to be difficult and understand why.
- Understand ways in which communication may be the cause of difficulty in working relationships.
- Be assertive without being aggressive or jeopardizing your values.
- Mitigate your frustration to avoid making a difficult situation worse.
- Stop trouble from escalating using proven techniques.
- Learn strategies for handling situations when your buttons get pushed.

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