

# Cooperative Career Essentials Program

March 14, 2024 | Comfort Inn & Suites, Black River Falls

## INSTRUCTOR

Cynthia Wentland

## PROGRAM

**Registration:** 8:30 a.m.

**Program:** 9 a.m.–4 p.m.

## REGISTRATION

**Co-ops participating in the pre-payment plan:** 1¼ Skill Builder Credits per participant

**Register online at:**

[http://www.weca.coop/calendar\\_list.asp](http://www.weca.coop/calendar_list.asp)

## REGISTRATION DEADLINE

Friday, February 23

## PROGRAM LOCATION

### Comfort Inn & Suites

N6295 Holiday Drive  
Black River Falls, Wisconsin  
Phone: (715) 670-3010

**Room Block Name:** WECA

**Group Number:** NT56L9

**Room Block Rate:** \$104–114+tax/night

**Room Block Deadline:** Fri., February 14

**Booking Link:** <https://www.choicehotels.com/reservations/groups/NT56L9>

Rooms may be available under the room block after the cut-off date only if the hotel has rooms available. Contact hotel directly (not through reservations line).

Rooms block is available for the nights of March 11, 12, and 13.

## FOR MORE INFORMATION

Contact Wendy Fassbind at  
(608) 467-4589 or (608) 577-8729 (cell)  
or [wendy@weca.coop](mailto:wendy@weca.coop)



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## Effective Problem-Solving & Decision-Making NRECA Course 5130.05 (morning session)

Do you ever feel like you spend all your days solving problems? Or listening to complaints? You are not alone. Some research suggests that we make approximately 35,000 decisions a day. This kind of ongoing demand on our brains creates stress. So, it's important to recognize and focus on the specific problems that have the biggest effect on your results... versus those that are merely annoying (but receive a lot of attention!).

Additionally, enabling those around you to make high quality and sustainable decisions, fostering strong problem-solving capabilities is a winning coaching strategy. In this workshop you will get clear and actionable ideas to strengthen this important business competency for you and your team. You'll walk away with tools to implement immediately, while creating lasting results.

### LEARNING OBJECTIVES

- Learn the difference between complaints, negativity and problems.
- Understand how to foster strong critical thinking by eliminating biases and assumptions.
- Explore the value of using a structured process to coach others to high quality problem solving.
- Learn 7 styles of decision making and when to use each.

## Getting Comfortable Giving & Receiving Feedback NRECA Course 5308.05 (afternoon session)

Sometimes talking is hard. Like when giving feedback. Or receiving it and knowing what to say in response. Yet feedback is essential to building strong, collaborative relationships, to long lasting and trusted partnerships. So, let's focus on mastering it. In this session, you'll gain confidence and competence to provide and receive feedback. We'll learn the most critical tips and techniques to master this essential competency.

### LEARNING OBJECTIVES

- Understand a positive feedback mindset, why we need to reframe the value and impact of feedback.
- Avoid the 3 most common pitfalls of giving feedback poorly, resulting in defensiveness, confusion, or withdrawal.
- Receive feedback with composure and grace.
- Learn to process feedback from others, regardless of who's providing it and how they're giving it.

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