

Supervisor & Manager Development

October 16, 2024 | Holiday Inn South, Eau Claire

INSTRUCTOR
Michael Marsh

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, per course

Register online at:

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

REGISTRATION DEADLINE

Friday, September 13

PROGRAM LOCATION

Holiday Inn South

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

Room Block Name: WECA

Room Block Rate: \$125.95 + tax/night

Room Block Expires: September 13, 2024

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.

FOR MORE INFORMATION

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



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Building Your Co-op's Culture: The Supervisor's Role

NRECA Course 715.1

1¾ WECA Skill Builder Credits

"Culture eats strategy for breakfast," is a famous quote by the late business management guru Peter Drucker. All great organizations have great cultures, and great cultures are designed intentionally, not left to chance. Organizational culture is defined as a system of shared assumptions, values and beliefs which governs how people behave in organizations. This course addresses the steps supervisors can take to help build a culture where employees trust each other, hold themselves (and others) accountable, focus their efforts on the co-op's goals and strive to continuously improve their processes..

LEARNING OBJECTIVES

- Explain the tremendous impact culture has on organizational effectiveness.
- Describe your co-op's culture and the purpose and values that the culture supports.
- Recognize the responsibility that supervisors have in supporting a positive culture.
- Adjust your leadership techniques to better align your team members with your co-op's purpose and values.
- Anticipate changing member needs at your co-op and discuss how your co-op's and your team's cultures can help meet these needs.

KEY TOPICS

- What is organizational culture?
- How to see culture
- Benefits of a strong, positive culture
- Impact of a negative culture on the four mission-critical areas (safety, member service, reliability and cost control)
- What drives culture – purpose and values
- Case studies of co-ops living their purpose
- Cultural challenge faced by U.S. organizations
- Supervisors' responsibilities in supporting culture
- Quinn model of organizational culture types
- Changing member needs and your co-op's culture

*In order to hold this course, a minimum enrollment of 18 participants is required.

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