Office Support Professionals'

December 3, 2025 | Holiday Inn South, Eau Claire

WHO SHOULD ATTEND

Any/all office support staff, CSR/MSRs

PROGRAM

Registration: 8:30 a.m.
Program: 9 a.m.–3:45 p.m.

REGISTRATION

Cost: 1½ Skill Builder credits/person
Register online at:
http://www.weca.coop/calendar_list.asp

REGISTRATION DEADLINE

Friday, November 21

LOCATION

Holiday Inn South
4751 Owen Ayres Ct.
Eau Claire, WI
Phone: (715) 830-9889

Room Block Name: WECA
Room Block Rate: $121+tax/night
Room Block Deadline: November 1
Room Block Link: Dec. Room Block

Rooms may be available under the room block after the cut-off date only if the hotel has rooms available.

FOR MORE INFORMATION

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

CLASS MINIMUM

* In order to hold this course, a minimum enrollment of 18 participants is required. Class is limited to no more than 50 participants. Register early to secure your seat!

6405 Century Avenue, Suite 102
Middleton, Wi 53562-2200
Phone: (608) 467-4589
www.weca.coop

Office Support Professionals' Conference

AGENDA *(tentative)*

9 a.m. **Welcome & Introductions**

9:10 a.m. **Empowering Progress: How Administrative Staff Drive Process Improvement**
Teri Wallis, Terilyn Wallis Consulting

10 a.m. **Roundtable Discussions | Experiential Learning and Putting Change into Practice (Part 1)**

- Responding to challenging member situations and administering cooperative policies & procedures
- Supporting managers & leaders in awesome and challenging times
- Building and displaying personal confidence

10:45 a.m. **Break**

11 a.m. **Roundtable Discussion | Free Conversation Time (Part 2)**

- Best practices and sharing
- Individual questions, issues, practices, procedures, etc.

11:45 a.m. **Lunch**

12:30 p.m. **How Do I Make A Difference?**
Brad Gingras, Superior Strategies

2:15 p.m. **Break**

2:30 p.m. **Improving the Caller Experience & De-Escalating Tactics**
Mark Colton, Cooperative Response Center
Lynn Earl, Cooperative Response Center

CRC Cooperative Response Center, Inc.

3:45 p.m. **Adjourn**

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CFC National Rural Utilities Cooperative Finance Corporation — Created and Owned by America's Electric Cooperative Network

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RESCO SUPPLYING THE COOPERATIVE ADVANTAGE

nrtc Member driven. Technology focused.

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9 a.m. **Welcome and Introductions**

9:10 a.m. **Empowering Progress: How Administrative Staff Drive Process Improvement**
Administrative and office support professionals play a vital role in shaping the effectiveness and efficiency of their cooperatives. Whether your organization is actively seeking new ways to improve—or tends to rely on "the way it's always been done"—you have the power to influence positive change from within. This interactive session will explore how your unique position can help move your cooperative forward. You'll leave with practical strategies and renewed confidence in how your contributions can drive lasting progress—no matter where your cooperative starts.

Terilyn Wallis, *consultant, Terilyn Wallis Consulting*

10 a.m. **Roundtable Discussions | Experiential Learning and Putting Change into Practice (Part 1)**
- Responding to challenging member situations and administering cooperative policies & procedures
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10:45 a.m. **Break**

11 a.m. **Roundtable Discussion | Free Conversation Time (Part 2)**
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- Individual questions, issues, practices, procedures, etc.

11:45 a.m. **Lunch**

12:30 p.m. **How Do I Make a Difference?**
This session focuses on the core skills that help you show up as a great team member—especially on the hard days. Participants will learn practical ways to contribute positively to their team, maintain professionalism during stress, navigate challenging personalities, communicate with clarity, and practice self-awareness to stay grounded. The emphasis is on building the habits, mindset, and resilience that make you someone others can count on, no matter what the day brings.

Brad Gingras, *owner, Superior Strategies*

2:15 p.m. **Break**

2:30 p.m. **Improving the Caller Experience & De-Escalating Tactics**
The future of customer service is all about tuning in—listening to real calls, picking up on emotional cues, and practicing how to handle tough moments through role play. It's not just about solving problems, it's about connecting with people in a more human way.

Mark Colton, *business manager, Cooperative Response Center*
Lynn Earl, *staff dvelopment specialist, Cooperative Response Center*

3:45 p.m. **Wrap Up and Adjourn**

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