

THE POWER OF US

Cooperative. Community. Connection.



2020 NDAREC EDUCATION PROGRAMS

Board Governance Training and Professional Development Services provided by the North Dakota Association of Rural Electric Cooperatives (NDAREC)



CONTENTS



Education Calendar at a Glance	2
Director Education Suite	3
Employee and Employee Association Education Suite	5
All-Employee Webinar Suite	7
Roster of Guest Instructors	8

FOR MORE INFORMATION, CONTACT:

Pamela Clark-Stein, NDAREC director of education and member services
701.667.6408
pstein@ndarec.com

EDUCATION CALENDAR AT A GLANCE

Special Note to Our Members!

Live classroom programs and webinars included in the NDAREC prepaid education program are indicated by a check mark. For our members who choose a 2020 prepaid education plan, there is no registration fee. NDAREC members that choose a “pay as you go” approach will be billed a registration fee of \$400/person/live classroom program and \$150/person/webinar.

The calendar includes dates for the specialized Engineering and Operations webinar series and the NRECA Supervisor and Manager Development Program (SMDP) classroom series. Descriptions and

instructor credentials for these six webinars and four SMDP courses will be provided separately.

NDAREC provides detailed course and registration information to NDAREC members approximately 4-6 weeks in advance of all live classroom programs and conferences. This information will be distributed electronically.

We look forward to serving you and your cooperative in 2020 and welcome your participation in these shared learning opportunities.

January 7

Utility Easements: Rights and Obligations webinar

**Included in the Engineering and Operations webinar series*

✓ January 11

Director Duties and Liabilities, NRECA Credentialed Cooperative Director #2600

✓ February 8

Rules and Procedures for Effective Board Meetings, NRECA Board Leadership #901

✓ February 11 to 13

N.D. Engineering and Operations Association Conference & Exhibitor Showcase

**A registration fee/person is charged for this conference in addition to what is covered as part of the prepaid education plan.*

✓ February 19

Cooperative Communications Workshop

✓ February 20

N.D. Member Services Association Winter Meeting

March 10

Separable Connectors in Underground Systems webinar

**Included in the Engineering and Operations webinar series*

✓ March 21

Financial Decision Making, NRECA Credentialed Cooperative Director #2640

✓ March 31 and April 1

Work Order Workshop

✓ April 11

The Role of the Board Chair in Conducting Effective Meetings, NRECA Board Leadership #903

April 15

Know the Rules: Legal Responsibilities and Liabilities for Supervisors, NRECA Supervisor and Manager Development Program (SMDP) #717

April 16

Building Your Co-op's Culture: The Supervisor's Role, NRECA Supervisor and Manager Development Program #715

✓ May 7

Developing Direct Reports all-employee webinar

June 9

Designing Secondary and Services webinar
**Included in the Engineering and Operations webinar series*

July 7

Load Balancing on Wye Systems webinar
**Included in the Engineering and Operations webinar series*

✓ August 13

Leading Diversity in Today's Workplace all-employee webinar

September 8 to 10

NDAREC Cooperative Connection orientation program for new employees and directors

✓ September 16 to 18

N.D. Office Managers and Accountants Association Conference

✓ October 1

Stop Passing the Buck: Driving Employee Accountability all-employee webinar

October 13

Conservation Potential Assessments
**Included in the Engineering and Operations webinar series*

October 14

Change is Hard: Guiding Your Team through Complex Times, NRECA Supervisor and Manager Development Program #714

October 15

Time Management and Productivity Toolkit for Supervisors, NRECA Supervisor and Manager Development Program #716

✓ October 24

Capital Credits Issues and Decisions, NRECA Board Leadership #975

✓ December 3

Teamwork: Redefining Success in Today's World

December 8

Storm Hardening and Best Practices
**Included in the Engineering and Operations webinar series*

✓ December 10

Workplace Trust: The Key to Strong Teams all-employee webinar

DIRECTOR EDUCATION SUITE

Director Duties and Liabilities, NRECA Credentialed Cooperative Director #2600 **January 11 – Mandan**

Boards are responsible for directing the affairs of the corporation. This course addresses 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:

- Overview of today's multi-billion-dollar electric utility business
- 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

Instructor: Adam Schwartz

Rules and Procedures for Effective Board Meetings, NRECA Board Leadership #901 **February 8 – Mandan**

This course provides an overview of what directors need to know about parliamentary procedures to become more effective participants in board meetings. Participants will understand the purpose and use of proper procedure in business meetings, basic structure and content of Robert's Rules of Order.

Key topics:

- Parliamentary procedure to ensure effective, democratic meetings
- Essential rules of debate
- Key elements of agendas and minutes
- Procedures for voting, elections and secret ballots

Instructor: Colette Collier Trohan

Financial Decision Making, NRECA Credentialed Cooperative Director #2640 **March 21 – Mandan**

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

Key topics:

- Key financial decisions boards must make
- Three key financial documents and three key financial ratios
- The basics of allocating and retiring capital credits policy
- Key elements of an equity management policy
- Rate-making basics

Instructor: Rod Crile

The Role of the Board Chair in Conducting Effective Board Meetings, NRECA Board Leadership #903 **April 11 – Mandan**

The board chair has the responsibility for organizing the meeting, creating a productive atmosphere, allowing for the free exchange of opinion, presenting the issues to be resolved, bringing decisions to resolution, and moving the cooperative forward. This course focuses on the skills necessary to run an effective meeting, with group activities to practice handling common presiding challenges.

Key topics:

- Benchmarks for a successful board meeting
- Meeting preparation and agenda development
- The differences in learning styles and personalities
- A review of basic presiding skills

Instructor: Colette Collier Trohan

**Capital Credits Issues and Decisions, NRECA Board Leadership #975
October 24 – Bismarck**

Adopting and implementing a capital credits policy are key responsibilities of a cooperative's board of directors and management. In this era of increased scrutiny of capital credits by members and legislators, directors must understand the co-op's capital credits policy, be able to explain it to the membership, and ensure that management designs and implements a communications plan for the capital credits philosophy.

Key topics:

- How funds will be allocated to members
- Whether or not to make special retirements
- The best approach to retiring capital credits and maximizing the value for the cooperative and its members

Instructor: Mike Bunney



EMPLOYEE AND EMPLOYEE ASSOCIATION EDUCATION SUITE

Engineering and Operations Association Conference & Exhibitor Showcase February 11 to 13 – New Town

All employees are welcome to participate.

The N.D. REC Engineering and Operations Association provides technical training for engineers, operations and construction personnel at its annual conference. This year's conference will feature multiple sessions based on 2019 conference evaluations and other topics selected by the conference-planning committee.

Featured sessions will include Underground Specifications and Design, Interconnection Studies for Distributed Energy Resources and Demand-Side Management with Kevin Mara.

Conference presenters: Kevin Mara and other presenters (to be announced)

Cooperative Communications Workshop and Telling Your Community's Story February 19 – Bismarck

Who is telling your community's story? This workshop focuses on electric cooperatives' powerful role in community development. One of the ways cooperatives can help communities thrive is to help them "tell their story." Join us for this inspirational and thought-provoking workshop, followed by a special session for community leaders. Co-op participants are encouraged to invite their community leaders to join them for a special joint session in the afternoon.

Key topics:

- Telling your story to become visible
- Finding authentic and interesting stories
- Exploring new ways to get your story out
- Making your story memorable

Minimalism, Intentionality and Alignment February 20 – Bismarck

This professional development program will be offered as part of the meeting agenda for the N.D. Member Services Association winter meeting. All employees are welcome to participate.

This premiere session for member services professionals, communicators and electric cooperatives' employees will focus on aligning schedules, commitments and work projects with passion and energy – and this journey called life.

On behalf of NDAREC and its member-cooperatives, an evening session will be open to the public for anyone interested in learning more about minimalism, finding simplicity in a culture of consumption and how decluttering can change your life.

Instructor: Joshua Becker

Work Order Workshop March 31 and April 1 – Mandan

For electric cooperatives and other electric utilities, their biggest investment is the electric infrastructure assets needed to deliver electricity. It's a complex process to take raw materials, labor and overhead and convert to an organization's largest asset. This workshop will provide an overall understanding of the work order system, how the investment gets paid for and numerous components within the work order system.

Key topics:

- Understanding of 740c codes including new construction, system replacements and retirement of plant. What is a work order, unit, assembly and CPR? When do you capitalize costs or expense them? What is so special about special equipment? What about depreciation? The impact of using contract labor versus in-house labor?
- Work order accounting system, including infrastructure investment, repairs and maintenance, Federal Emergency Management Agency payments from a declared disaster and aid of construction
- Work order setup, inventory, overhead allocations and factors, closing of work orders, stores expense, standard costs and internal controls
- Components of the intricate work order process and how it shows up on the monthly billing statement to member-owners

Instructor: Teri Wallis

N.D. Office Managers and Accountants Association Conference

September 16 to 18 – Fargo

All employees are welcome to participate.

This annual conference features topics identified through an online survey of members and the executive officers of the N.D. Office Managers and Accountants Association.

Key topics:

- Financial tools
- Technology and best practices
- Legal and compliance issues
- Leadership

Conference presenters: Multiple presenters will be featured to address the selected conference topics.

Teamwork: Redefining Success in Today's World December 3 – Bismarck

Today's workplace is changing rapidly. More demands, diversity among co-workers and member-owners served

by electric cooperatives, and technology often calls for immediacy. The teams that succeed in this environment are different. They know how to leverage each team member's strengths in a way that tackles even the most challenging situations.

In this interactive session, participants will learn new skills to successfully navigate conflict and difficult conversations to move issues forward while maintaining relationships.

Key topics:

- Complexities of today's environment and customer expectations
- The root cause of workplace conflict with co-workers, team members and member-owners
- A roadmap to guide dialogue in difficult conversations, whether caused by the circumstance or by the individual
- Strategies to stay focused on self-awareness and self-management

Instructor: Kayla Curry



EMPLOYEE WEBINAR SUITE

**For the most up-to-date seminar and webinar details and registration information, please visit the NDAREC website at www.ndarec.com.*

The following all-employee webinars provide learning opportunities from the convenience of your office. Each webinar is a 60-minute presentation and is recorded to increase accessibility for those who have a conflict with a webinar date and to serve as an electronic resource for staff meetings and discussions. For continuity in instruction, Kayla Curry, Organization Impact, will serve as the instructor for all four webinars.

Developing Direct Reports

May 1

For all employees

Every company takes pride in its employees and its focus on customer service. Creating a competitive advantage requires an intentional approach in developing each person on the team. This webinar explores how to bridge the gap between the team's current skill needs and those required for future success.

Key topics:

- Learn how to assess department knowledge needs
- Discover a conversation template that builds on success and inspires new effort toward growth goals
- Identify tactics that drive momentum and continued focus toward growth goals

Leading Diversity in Today's Workplace

August 13

For all employees

Diversity in the workplace has taken on renewed importance with companies. Employees of varying backgrounds, ethnicities, gender, ages, values and experiences bring unique perspectives to the workplace – helping to innovate, evaluate and find solutions. It can also be the root of conflict. When this conflict goes unresolved, animosity and distrust can actually slow progress. This session addresses the skills needed for leaders to embrace and engage in dialogue that focuses on the productive elements of team diversity as well as ways to help the team do the same.

Key topics:

- Cultural diversity and how it can make your team stronger
- Tips on how to build a workplace where respect is the foundation of your cooperative's culture
- Personal experiences that lead to hidden biases and stereotypes

Stop Passing the Buck: Driving Employee Accountability

October 1

For all employees

How often do you hear someone on your team blame another individual or fail to take ownership for their own work? It boils down to accountability, which can be hard to define in the workplace. In the end, the lack of this important discipline can truly make or break a team. In this webinar, participants will learn how to effectively deal with the finger-pointing that takes place when something goes wrong, and how to encourage peers to courageously be a team of diverse individuals.

Key topics:

- Learn the difference between personal, individual and team accountability
- Identify how to proactively address the warning signs of accountability with your peers
- Discover how to effectively confront a peer when a lack of accountable behavior has occurred

Workplace Trust: The Key to Strong Teams

December 10

For all employees

The workplace isn't what it used to be. Ethics scandals, unexpected downsizing and fierce competition have raised the bar in leadership ethics and accountability. For leaders, trust is the secret ingredient from which all performance is created. However, developing this critical skill is much easier said than accomplished. This webinar explores personal and organizational trust and the tools required to be successful.

Key topics:

- Explore the impact of trust and the reach of your influence and potential
- Learn practical ways to monitor your trust factor in the organization
- Answer the three questions every employee needs from his and her teammates

ROSTER OF GUEST INSTRUCTORS

ADAM SCHWARTZ

Adam Schwartz is founder and principal of The Cooperative Way, a consulting firm dedicated to helping cooperative businesses succeed. Schwartz has served cooperatives from different sectors for more than two decades.

Schwartz leverages his extensive cooperative network to create marketing collateral, training guides and articles to convey the strategic advantages co-ops enjoy in the marketplace. He is a frequent speaker and author on the cooperative business model and has appeared on MSNBC and CNN to promote cooperatives as the better business model for economic and social change.

Prior to founding The Cooperative Way, Schwartz served as vice president for public affairs and member services for the National Cooperative Business Association (NCBA), the only national cross-sector member association with a mission of developing, protecting and advancing cooperative businesses.

Before joining NCBA, he served as vice president of external affairs for the National Rural Telecommunications Cooperative in Herndon, Va. and senior legislative representative for NRECA in Washington, D.C.

COLETTE COLLIER TROHAN

Colette Collier Trohan is the president of A Great Meeting, Inc. She holds a Master of Science degree in Nonprofit Management, is a Certified Association Executive and a Professional Registered Parliamentarian and Certified Professional Parliamentarian-Teacher. She has more than 30 years of experience with nonprofit boards. She serves as a parliamentarian before and during meetings, advises on governing documents, and provides training on how to have a great meeting – one that stays on track, is fair and reaches clear decisions.

ROD CRILE

Rod Crile retired from the National Rural Utilities Cooperative Finance Corporation (CFC) after serving 13 years as a regional vice president. In addition to his normal CFC duties, he also served as an instructor for NRECA.

Prior to joining CFC, Crile was Vice President of Business and Engineering Systems and Support for the National Information Solutions Cooperative (NISC). Other positions held with NISC included member support director, industry advancement manager and cost/general accounting administrator.

Combining his tenure at NISC, CFC and two Ohio rural electric cooperatives, Crile brings more than 30 years of cooperative experience to the classroom.

MIKE BUNNEY

Mike Bunney began his career with electric cooperatives in 1976. He served with two electric cooperatives in South Dakota: accountant and office manager at Butte Electric Cooperative and manager of administrative services and general manager at Black Hills Electric Cooperative. Bunney brings years of experience on the distribution side of the electric utility industry and with the National Rural Utilities Cooperative Finance Corporation (CFC) on the financing side. With more than 40 years in the cooperative network, he is a proven and trusted advocate for electric cooperatives.

KEVIN MARA

Kevin Mara is a vice president and board member of GDS Associates, Inc. He serves as the Principal Engineer for Hi-Line Engineering, which functions like a department within GDS Associates. Mara has 30-plus years of experience and expertise in power system analysis, system reliability and loss analysis, as well as management and operation of electric utilities. He authored three manuals for the National Rural Electric Cooperative Association, which includes the Simplified Staking Manual, Underground Operation Manual and Comparison of Arc Flash Calculation Methods.

Mara has developed and taught seminars on overhead and underground design, underground distribution design, overcurrent protection and the National Electrical Safety Code. He has taught more than 7,000 people in various courses, reaching across the country from Florida to Alaska. He is a Registered Professional Engineer in 25 states.

LORIE VINCENT

Lorie Vincent is a popular speaker, writer and trainer who brings a wealth of knowledge, experience and enthusiasm to the industry. She is a strong proponent of regionalism, an advocate for rural America, a public relations maven, a kick-butt event planner and an economic development practitioner with a proven record.

Throughout her career, she has engaged more than 300 audiences, large and small. Her custom-designed topics include economic and rural development, leadership, team building and community engagement. You won't want to miss the launch of her two upcoming books "Stand Up Rural America – Get Yourself a Seat at the Big Table" and her collection of personal stories "Misadventures, Mishaps & Mayhem of a Small-Town Girl Gone Global."

JOSHUA BECKER

Joshua Becker is an American author, writer and philanthropist. He has written four books on minimalism and intentional living, which have collectively sold hundreds of thousands of copies and have been translated from English into several languages including Chinese, Spanish, German and Polish. In particular, his books *The More of Less* and *The Minimalist Home* have been named best sellers by the *Wall Street Journal*, *Publisher's Weekly*, *USA Today*, Audible and Amazon. Becker has addressed audiences publicly on his writing and on minimalism throughout America and internationally.

TERI WALLIS

Teri Wallis is passionate and experienced in providing education, training and consulting services to electric utilities. She has more than 21 years of experience working in and with cooperatives across the U.S., and more than 15 years working as a chief financial officer.

Her work experience includes working at the national level as a regional vice president for the National Rural Utilities Cooperative Finance Corporation; serving as an instructor for the National Rural Electric Cooperative Association Cooperative (NRECA) Financial Professional Certificate program; and financial topics in the NRECA Management Internship Program. Prior to working at the national level, Teri was a chief financial officer at an electric cooperative that served more than 20,000 members.

KAYLA CURRY

Kayla Curry has been involved with human resources, training and development since 1991. She received a Bachelor of Science degree in Organizational Communication and Master of Science degree in Organizational Communication with an emphasis in training and development from Murray State University.

Curry previously served as a director of human resources. In addition, she served as Director of Organizational Strategy for the Gaylord Entertainment Hotels division. Her additional work experience includes sales training with a large corporation and technology training with another. She is a member of the American Society of Training and Development and the Society of Human Resources Management.





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