

The I&E Continuing Education Program

Cooking up Winning Recipes!

2016-2017

Director Gold

Board Leadership

Credentialed Cooperative Director

Management Essentials

Supervisory



Association of Illinois
Electric Cooperatives

Your Touchstone Energy® Partner 



NRECA Training

for Directors, Managers, Supervisors and Employees

All courses, unless otherwise noted, are held at the AIEC Headquarters – Springfield, IL

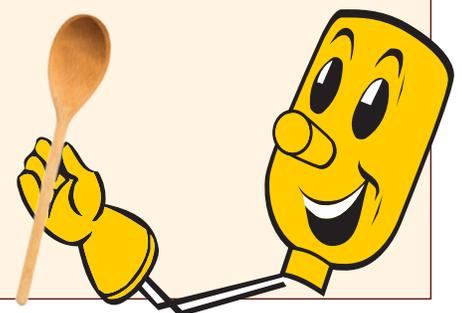
| COURSE NUMBER | COURSE NAME | DATE | INSTRUCTOR |
|------------------|--|-----------------------------|------------------|
| NEW 943.1 | Effective Communications in Your Community <i>New!</i> | 11/2 <i>Northfield</i> | Jody Severson |
| 641.1 | Leading and Managing Teams | 11/10 | Jean Freeman |
| 386.05 | The Supervisor & Human Resources | 12/1 | Mary Zitek |
| 387.05 | Tools for Effective Performance Management | 12/1 | Mary Zitek |
| 2600.1 | Director Duties & Liabilities | 1/5/17 | Pat Mangan |
| 2610.1 | Understanding the Electric Business | 2/8 | Wallace Barron |
| 655.1 | Cooperative Finance & Accounting for the Non-accountant | 3/7 | Kim Mikkelsen |
| NEW 964.1 | Communicating the New Energy Landscape <i>New!</i> | 3/8 <i>Northfield</i> | Bryan Singletary |
| 380.05 | Getting Started as a Supervisor | 5/16 | Mary Zitek |
| 388.05 | Occupational Health & Safety for Supervisors | 5/16 | Mary Zitek |
| NEW 961.1 | The Evolution of Electric Cooperative Power Supply <i>New!</i> | 7/26 <i>Crowne Plaza</i> | Scott Luecal |

The IEC Continuing Education Advantage

- Convenient seminar locations, meals and housing
- Low cost through group purchase of training programs
- Unlimited number of attendees from your cooperative
- Attended by co-op colleagues with similar challenges
- Experienced NRECA training staff
- Updated and revised seminar content
- Subject matter designed for your specific job or duties

Don't be left behind...

These courses are excellent opportunities for “refreshers” as well as for “first-timers” to master the future.



Certificates/Programs

Credentialed Cooperative Director (CCD)

The CCD curriculum consists of five courses designed to provide the minimum knowledge and skills required of cooperative directors. Directors have several opportunities to attend courses, including NRECA's Pre-Annual Meeting, Pre-Annual Directors' Conference, Summer Schools, Pre-Regional Meeting, statewide association sponsored programs and on-site training. The CCD is earned by attending all five required courses and successfully completing a learning assessment for each.

- 2600.1 Director Duties and Liabilities
- 2610.1 Understanding the Electric Business
- 2620.1 Board Roles and Relationships
- 2630.1 Strategic Planning
- 2640.1 Financial Decision Making

Board Leadership Certificate (BLC)

This program offers more advanced courses for directors and can be attained after earning the CCD. Directors must complete ten credits from the 900-level courses and must have earned the CCD certificate to earn the BLC. Directors may attend BLC courses at any time, but may not earn the certificate until he or she has earned the CCD certificate.

The Director Gold Certificate has been created to recognize directors committed to continuing their education beyond the CCD and BLC and who desire a tangible credential that demonstrates their ongoing commitment to advancing their knowledge and performing their fiduciary duty to the best of their ability.

To earn the initial Director Gold Certificate (DGC), a director must meet the following criteria:

- Hold the CCD and BLC credentials.
- Earn three additional credits from the BLC series of courses. For the initial Director Gold credential, only BLC courses will be accepted for credit. Upon renewal, other options are available as listed below.

Maintaining Director Gold Status

To maintain DGC, directors must earn three credits from the NRECA Approved List of Continuing Education Programs

within a two-year (24-month) period from the time their last Director Gold credential was awarded. The list of programs eligible for credit may be amended from time to time at NRECA's discretion.

Board Leadership Certificate courses include:

- 901.1 Rules & Procedures for Effective Board and Membership Meetings
- 903.1 The Role of the Board Chair in Conducting Effective Meetings
- 912.05 The Power of Cooperatives
- 913.1 Cooperative Foundation: Co-op Legacy, Principles and Impact on Communities
- 914.1 Cooperative Communications and Public Opinion – The Director's Perspective
- 918.1 Maximizing Your Grassroots Strategy
- 919.1 Cooperative Structure: A Strategic Advantage
- 921.1 Risk Oversight: The Board's Role in Risk Management
- 924.1 When Disaster Strikes - Continuity Planning & Emergency Response for Directors
- 925.1 Co-op Bylaws: Guiding Principles and Current Issues
- 929.1 Current Issues in Policy Development
- 930.1 Ethics and Governance: Implementing the New Accountability
- 935.1 Appraising and Compensating the CEO
- 943.1 Conversation Skills Outside the Boardroom
- 951.2 Developing Effective Boardroom Decision-Making (2-day course)
- 955.1 Your Board's Culture: Its Impact on Effectiveness
- 956.1 Crucial Conversations in the Boardroom
- 957.1 How to Evaluate and Improve Board Performance
- 958.1 Succession Planning: Developing the Purpose-Driven Organization
- 961.1 The Evolution of Electric Cooperative Power Supply
- 963.1 Strategic Technologies and their Impact on the Cooperative

- 964.1 Communicating the New Energy Landscape
- 974.1 Rate Strategies for 21st Century Challenges
- 975.1 Capital Credits: Legal and Financial Issues

Supervisory Certificate

This curriculum is based on a set of supervisory competencies identified by new cooperative supervisors, experienced supervisors and CEOs. These courses deliver instruction on core competencies in the areas of leadership, communication and basic administrative skills. The curriculum consists of nine, half-day courses that can be combined to comprise a full day of training. To earn this certificate, individuals must complete all nine courses.

Supervisory Certificate courses include:

- 380.05 Getting Started as a Supervisor
- 381.05 Personal Time Management
- 382.05 A Supervisor's Role in Managing Change
- 383.05 Maximizing Effectiveness Through Communication
- 384.05 Resolving Conflict Through Negotiation
- 385.05 Motivating Employees
- 386.05 The Supervisor and Human Resources
- 387.05 Tools for Effective Performance Management
- 388.05 Occupational Health and Safety for Supervisors

Management Essentials Certificate (MEC)

The MEC program is designed for experienced supervisors and mid-level managers. The program explores how to maintain technical expertise while demonstrating leadership. MEC provides the personal, interpersonal, and group skills to be influential in one-on-one situations, facilitate group performance, and become effective managers. To earn this certificate, individuals must complete all four core courses (640.1 through 643.1) and three elective credits (650.1 through 655.1).

Certificates/Programs (Continued from page 3)

Management Essentials Certificate courses include:

Required

- 640.1 Advanced Workplace Communication Strategies
- 641.1 Leading and Managing Teams
- 642.1 Maximizing Employee Performance
- 643.1 Planning and Leading Change at Your Co-op

Elective

- 650.1 Managing Successful Projects
- 651.1 Negotiating and Managing Contracts
- 652.1 Writing with Power – (Online Course)
- 653.05 Delegating Effectively – (Online Course)
- 654.05 Avoiding HR Pitfalls – (Online Course)
- 655.1 Cooperative Finance and Accounting for the Non-Accountant
- 656.1 Conducting Effective Meetings – (Online Course)
- 657.1 Crucial Conversations for Co-op Staff

Robert I. Kabat Management Internship Program

The Robert I. Kabat Management Internship Program (MIP) is an intensive, six-week program that focuses on a variety of contemporary management issues. Held at the University of Wisconsin, Madison, it is comprised of three, two-week units that focus on advanced proficiency in critical areas of cooperative management. Emphasizing practical applications, distinguished faculty provide direction and lead discussion on:

- Business process analysis and planning
- Cash-flow statements and capital budgeting decisions
- Technology planning
- Power supply and G & T functions
- Legal issues for cooperatives

- Cost of service and pricing models
- Government relations and grass roots advocacy
- Key accounts and owner service processes
- Engineering issues and safe operations
- Board and management relations
- Communication and presentation skills

Participants have the chance to apply what they learn in two projects: 1) a group project, and 2) an individual project. The small group project is completed on campus during the six-week period. The individual project—a requirement for completion of the MIP certificate—is completed at your cooperative and is designed to apply the tools gained in the classroom at the cooperative. The MIP program develops the best talent in the electric cooperative industry and prepares them for senior management responsibilities.

Key Accounts Certification

By understanding and delivering Key Account strategies, cooperatives can provide the insights and guidance their “key” members need to make successful business decisions. This is particularly true in a time when many cooperatives are experiencing flat or declining sales. Cooperatives that fully leverage their combined technical expertise and member relationships as a deliberate business approach are more likely to retain their key accounts and while building trust and loyalty.

Who should be interested in Key Accounts?

Key Account Managers, Member Service Representatives, Engineering & Operation Managers, and other cooperative staff providing support or technical services to strategic member accounts.

NRECA members have unique and fluid learning needs and key account responsibilities aren’t confined to just one role. Because of this, they have developed a set of competency-based, accessible key accounts learning opportunities that allow our members to target specific professional development needs. Listed below are three offerings that provide the opportunity to attend a two-day course, and advanced

one-day course, and pursue certification. We encourage those interested in pursuing certification to complete the process in two years.

Certified Key Account Executive (CKAE) Certification

The CKAE Certification establishes that participants have attained certain knowledge of and experience in the key account competencies. Participants can sign up for certification immediately after completing the Advanced Key Account Management course and will have six months to complete the Online Assessment and Key Accounts Business Plan.

To attain and maintain the CKAE credential, participants will need to successfully complete the following:

1. Coursework

- 487.2 Managing Your Electric Cooperative’s Key Accounts
- 489.1 Advanced Key Account Management

2. Online Assessment

- Immediately after completing the Advance Key Accounts Management course, participants will be emailed a link to a 50 item assessment.
- The assessment will cover material from both the two-day and one-day key account courses.
- A minimum score of 80% is required for passing.

3. The Key Accounts Business Plan

- From date of registration for certification, participants have six-months to submit a Business Plan for review. The Business Plan is a document that provides the essentials of the key accounts initiative. It will outline the rationale for targeting key accounts, identify strategic key accounts goals, and provide a budget. The plan will also include an analysis of member segments and the cooperative’s competition.

Certificates/Programs

Cooperative Financial Professional Certificate (CFPC) Program

The CFPC is a competency- and outcome-based, interactive program for experienced finance professionals and senior leaders working in electric and service cooperatives. Participants will learn key financial concepts, practices, and tools AND crucial business consulting skills. During the program, participants will begin apply learning in an analysis of their own cooperatives to produce Equity, Debt, and/or Cash/Treasury Plans. The resulting Capstone Project will be due 90-days after program completion.

Topics include:

- Financial Leadership: Balancing Stewardship and Business Partnership
- Environmental Scan of Industry
- KRTA and Financial Trend Analysis
- Base Case Financial Forecasting
- Capital Finance: Equity
- Capital Finance: Debt Management
- Capital Finance: Capital Credit Allocations & Retirements
- Capital Finance: Financial Policy
- Capital Expenditure: Capital Budgeting
- Capital Expenditure: Lease vs. Purchase
- Capital Expenditure: Utility Plant Decisions
- Treasury/Cash Management
- Electric Rates: Rate Design and Cost of Service
- Electric Rates: Revenue Requirements

NRECA and CFC have partnered to develop and deliver a program that involves two, one-week onsite learning sessions and online Web conferences. The first session is held in the Fluno Center for Executive Education at the University of Wisconsin, Madison. This is followed up later with a series of online Web conferences. The final session is held at CFCs headquarters in Dulles, Virginia. The program provides approximately 80 CPE hours.

Loss Control Internship Program

The Loss Control Internship program consists of a series of four, one-week seminars held at the world-class Fluno Center for Executive Education in Madison, Wisconsin. Participants must pass all tests with a cumulative score of 70% or better, complete a 30-hour OSHA course and complete an individual comprehensive project that is approved by the Loss Control Internship Certification Panel. After earning the CLCP, individuals must complete eight hours of safety and/or loss control training each calendar year and pay an annual professional fee to maintain their CLCP status. Attendees gain invaluable information on areas crucial to loss control operations.

Loss Control Internship sections include:

- 830.5 Seminar I - Provides a safety and regulatory overview
- 831.5 Seminar II - Teaches skills such as presentation, reporting, investigation, and analysis—all vital for the safety professional
- 832.5 Seminar III - Reviews all relevant regulatory safety standards
- 833.5 Seminar IV - Focuses on managing the safety function

Advanced Loss Control Internship Program

The Advanced Loss Control Internship Program is a three-day interactive training program for Certified Loss Control Professionals. The program provides real-world applications and strategies for enhancing training skills and providing effective safety training. Participants will participate in roundtable discussions about best practices, get an update on regulatory requirements, and become Sentry certified as trainers in aerial devices. Prerequisite for program: CLCP in good standing.

Introduction to Distribution Engineering (IDE)

The IDE is a two-part training program designed to train early career engineers and experienced graduates of electrical technology programs. The program goal is to provide participants

with hands-on learning to assist with finding and using critical information to deal with today's co-op challenges.

IDE graduates return to their co-ops with a fundamental understanding of their job and the ability to anticipate — and solve — problems on their own.

Unit A:

- Utility Fundamentals: Engineering Perspectives
- Regulatory & Compliance
- System Design & Build

Unit B:

- System Planning & Operation
- Engineering Analysis/System Design
- Load Flow Analysis and Software
- Diversity, Load Factors
- Reliability and Quality of Service
- Power Quality
- System Losses
- System Protection

Certified Cooperative Communicator (CCC) Program

There are three steps to attaining the CCC designation.

Step 1: Submit a Candidate Application

- Submit candidate application. Once the application has been approved, the applicant can continue with the certification process. (Fee: \$150 or \$175)

Step 2: Submit a Portfolio of Work

- Applicants must submit a Portfolio of Work within nine months after being accepted into the program. Participants must also pass the portfolio of work before they can take the written examination. (Fee: \$150 or \$175)

Step 3: Pass the Written Exam

- To become a CCC, participants must take the written examination and receive a passing score. If they fail the exam, they may retake it once during the 24-month eligibility period. (Fee: \$150 or \$175)

Other Online Computer Courses



Using cutting-edge technology, NRECA has created online courses that are designed to be taken at the learner's pace and schedule. Online courses often include reading materials, audio files, interactive exercises and quizzes, interaction with the instructor through web conferences or email, and opportunities to earn continuing education credits for qualifying courses. In addition to the Management Essential Elective online courses in the MEC, the following are offered and can be completed on-line through the cooperative.com website.

Electricity Basics - Free!

This online program gives co-op employees and directors an overview of how electricity works. It discusses what electricity is, how electricity is generated and how it is brought into homes and businesses that rely on it. Also covered are important safety tips all people should follow and resources for consumers who want to conserve electricity.

It addresses such questions as:

- What's a watt? How is it different from voltage?
- How is electricity use measured?
- What are the fuel sources for generating electricity?
- How are members billed for electricity?
- What are the dangers in electricity use and how can people avoid them?

For those who want to dive deeper into topics covered in this program, additional resources are provided.

This program takes approximately 45 minutes to complete. However, you can stop and start again at any time.

Online Orientation for New Co-op Employees and Directors

FREE

This short online program is the perfect tool for familiarizing new co-op employees and directors with the fundamentals of the cooperative business model. It also details how electric cooperatives are different from other segments of the utility industry, and discusses the roles of the key groups in any successful electric co-op: Members, the Board of Directors, the CEO or General Manager, and the employees.

This program includes additional resources, including descriptions of how co-ops deliver safe, reliable electricity and how co-ops handle outages.

This program takes approximately 40 minutes to complete. However, you can stop and start again at any time.

Work Order and Plant Accounting Procedures

The purpose of the Work Order and Plant Accounting Procedures course is to provide a basic understanding of the procedures, methods, and records that are necessary

to properly track and account for all components of electric plant, from the time a need for the plant is demonstrated, through the time the plant has been removed from the system and the accounting records.

You will gain an understanding of the procedures, requirements and forms necessary to obtain Rural Development loan funds to finance the costs of certain electric plant additions and retirements.

State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Please first check with your State Board of Accountancy directly to ensure you will receive CPE credits. Go to cooperative.com for information/pricing.

Distributed Generation Interconnection

The purpose of this online course is to give co-op staff a framework and resources for responding to member requests to connect their generation facilities into the co-op's distribution system. This course gives an overview of distributed generation, discusses the most important industry standards, describes the various engineering studies that need to be conducted, and goes into detail on several real-life case studies. In addition, this course provides numerous resources for further information. Go to cooperative.com for information/pricing.

Introduction to Mandatory Reliability Compliance

North American Electric Reliability Cooperation (NERC)

The purpose of this online course is to provide cooperative employees and directors with an overview of mandatory reliability compliance activities associated with the North American Electric Reliability Corporation (NERC) and its relationship with the Federal Energy Regulatory Commission (FERC). This course was developed through a partnership with NRECA and its members ACES and Hoosier Energy.

This course takes approximately one hour to complete. However, you can stop and start again at any time. To get started, you first need to register. After that, you'll have access to the course for one year. Go to cooperative.com for information/pricing.

2016-2017

Board Leadership Certificate (BLC) Courses

943.1

NEW

Effective Communications in Your Community

November 2, 2016 • 9:00 a.m. - 4:00 p.m. • Northfield Inn Suites & Conference Center

Jody Severson, Instructor

Communicating is a natural part of being a co-op director. Many directors face increasing requests to answer questions, explain policies, and even defend their co-ops in a host of venues including director-to-member, speaking in public, a media interview, or in the digital space. This course will provide directors with guidance and takeaways on how to handle any public or private speaking situation as well as allow for practice on how (or how not) to communicate your co-op's policies, plans, and issue positions on such matters as rates, distributed energy resource, or the benefits of belonging to a consumer centric cooperative utility.

Who should attend?

Directors of cooperative boards and CEOs who serve on G&T Boards.

Credit available:

One (1) credit will be awarded upon the successful completion of this course. Credit for this course will be applied toward NRECA's BLC and counts as continuing education for the DGC status upon completion of the BLC.

964.1

NEW

Communicating the New Energy Landscape

March 8, 2017 • 9:00 a.m. - 4:00 p.m. • Northfield Inn Suites & Conference Center

Bryan Singletary, Instructor

The emergence of distributed energy resources (DER) technologies is giving consumers more choices than ever before. Electric cooperatives are well positioned as consumer-owned organizations to be their member's "trusted partner" in navigating the opportunities, risks, and benefits of solar and other emerging technologies. This course discusses the top DER technologies, policy issues and questions that co-ops must be prepared to discuss with their members.

Who should attend?

Directors of cooperative boards and CEOs who serve on G&T Boards.

Credit available:

One (1) credit will be awarded upon the successful completion of this course. Credit for this course will be applied toward NRECA's BLC and counts as continuing education for the DGC status upon completion of the BLC.



2016-2017

Board Leadership Certificate (BLC) Courses

961.1

NEW

The Evolution of Electric Cooperative Power Supply

July 26, 2017 • 9:00 a.m. - 4:00 p.m. • Crowne Plaza Hotel

Scott Luecal, Instructor

Electric co-op boards face a rapidly evolving energy landscape where power supply decisions are more complex, involve greater risks and have greater cost consequences for members than ever before. The Clean Power Plan (CPP) effectively phases out the use of coal as a future generation resource in the United States. This is a dramatic shift and has significant implications for the diversity of the U.S. electricity generation portfolio, for electricity suppliers, and for their customers. This course focuses on strategies boards can pursue in the face of this uncertainty, including understanding what your members want, work closely with your power supplier, communicating with members, being the trusted partner providing guidance and advice.

Who should attend?

Directors of cooperative boards and CEOs who serve on G&T Boards.

Credit available:

One (1) credit will be awarded upon the successful completion of this course. Credit for this course will be applied toward NRECA's BLC and counts as continuing education for the DGC status upon completion of the BLC.



2016-2017

Credentialed Cooperative Director Certificate (CCD) Courses

2600.1

Director Duties and Liabilities

January 5, 2017 • 9:00 a.m. - 4:00 p.m.

Pat Mangan, Instructor

Boards are responsible for directing the affairs of the corporation. This course discusses and explains 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.

Who should attend?

Directors of cooperative boards and CEOs who serve on G&T Boards.

Key topics:

- An overview of today's multi-billion-dollar electric utility business

- The 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

Credit available:

One (1) credit will be awarded upon the successful completion of this course and the learning assessment. Credit for this course will be applied toward NRECA's CCD Certificate.

2610.1

Understanding the Electric Business

February 8, 2017 • 9:00 a.m. - 4:00 p.m.

Wallace Barron, Instructor

The electric utility industry is an evolving high-tech system that must be designed and engineered to meet regulatory and consumer standards for reliability, quality, and safety. This requires an appropriate investment on a planned and ongoing basis. This course provides directors with an understanding of the key components of the electric utility industry.

Who should attend?

Directors of cooperative boards and CEOs who serve on G&T Boards.

Key topics:

- The basic functions and cost components of generation, transmission, and distribution

- Current and emerging technologies that are impacting utility operations and policies
- Issues related to distributed generation that the board may need to address
- How environmental issues and national policies impact the cooperative
- The board's role to ensure a safe working environment

Credit available:

One (1) credit will be awarded upon the successful completion of this course and the learning assessment. Credit for this course will be applied toward NRECA's CCD Certificate.

2016-2017

Management Essentials Certificate (MEC) Courses

641.1

Leading and Managing Teams

November 10, 2016 • 9:00 a.m. - 4:00 p.m.

Jean Freeman, Instructor

The difference between a good team and a great team is often found in the actions of the manager setting the course and leading the way. Success is often created by balancing a focus on the tasks at hand along with paying attention to the way people feel about how the work is getting done.

The participant will learn to view their cooperative as a system of interdependent departments that depend on each other to operate efficiently and effectively. The participant will examine the different stages of team development and learn to identify where their team(s) are operating. This knowledge, combined with the practical techniques the participant will learn, it will help them move their teams to greater levels of performance.

Who should attend?

Experienced supervisors and mid-level managers who seek professional development and have completed or are beyond the scope of NRECA's Supervisory Certificate.

After completing this course, participants will be able to:

- Promote cross-departmental teamwork and effectiveness
- Understand organizations as systems
- Recognize and work with different team styles and with demographic differences
- Gather diverse perspectives to improve organizational performance
- Build more effective work teams by using a model to manage their teams through the stages of team performance
- Determine three specific things the participant can do at each stage of their team's development to help them achieve higher levels of performance

Credit available:

One (1) credit for this course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's MEC.



2016-2017

Management Essentials Certificate (MEC) Courses

Back by Popular Demand!

655.1

Cooperative Finance and Accounting for the Non-accountant

March 7, 2017 • 9:00 a.m. - 4:00 p.m.

Kim Mikkelsen, Instructor

Follow the money - what every co-op manager should know about accounting and finance.

Participants will be engaged in a hands-on exploration of cooperative financial statements and learn how your work has an impact on the bottom line. The course will take the mystery out of such financial terms as: TIER, equity ratio, capitalization, KRTA, Debt Service Coverage, depreciation, and the Form 7.

Who should attend?

Experienced supervisors and mid-level managers who seek professional development and have completed or are beyond the scope of NRECA's Supervisory Certificate.

After completing this course, the participant will be able to:

- Describe the components of an operating statement
- Describe the primary categories on a balance sheet
- Differentiate between margins and cash
- Explain the difference in operating and non-operating margins
- Calculate common key financial ratios
- Identify how departmental operations impact the cooperative's financial outcomes
- Differentiate between capitalized and expensed items
- Explain how margins, capital credits, and plant growth affect members' equity
- Understand how benefits, overheads, aid-to-construction, plant additions, and work orders are accounted for on the financial statements

Credit available:

One (1) credit for this course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's MEC.



2016-2017

Supervisory Certificate Courses

386.05

The Supervisor & Human Resources

December 1, 2016 • 9:00 a.m. - Noon

Mary Zitek, Instructor

When it comes to HR issues, doing what is the most convenient or nice thing to do might not be the legal or right thing to do. Whether their co-op has a full-time human resources staff to help the participant or not, to successfully supervise co-op employees the participant needs to understand the human resource function and their liability with regard to employment laws.

This course focuses on the co-op supervisor's role in compensation and benefits, training and development, employee and labor relations and interviewing.

Who should attend?

Electric cooperative employees including but not limited to: line foremen, front-line supervisors and managers, engineering, marketing, and member services supervisory positions.

After completing this course, participant will be able to:

- Outline the functions of a human resources department
- Ensure compliance with all applicable laws and co-op policies
- Describe their liability with regards to employment laws
- Clarify the relationship between their responsibilities and those of HR

Credit available:

One-half (.5) credit for each course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's Supervisory Certificate.

387.05

Tools for Effective Performance Management

December 1, 2016 • 1:00 p.m. - 4:00 p.m.

Mary Zitek, Instructor

Conducting annual performance reviews are often one of the most difficult things for a supervisor to do. In reality, they can be done with greater ease and with better results if the participant addresses performance daily rather than just once a year.

This course introduces the participant to effective activities (including disciplinary action) that they can use to help them and those they supervise create and meet development goals that benefit both the individual and co-op. You'll leave this course more confident in their daily performance management and ready to conduct the next performance appraisal with confidence.

Who should attend?

Electric cooperative employees including but not limited to: line foremen, front-line supervisors and managers, engineering, marketing, and member services supervisory positions.

After completing this course, participant will be able to:

- Identify the aspects and value of performance management at their co-op
- Develop day-to-day planning, monitoring, and evaluation skills needed for effective performance management
- Improve working relationships with effective coaching techniques and the use of feedback
- Recognize the types of performance appraisals and techniques for conducting an effective appraisal
- Decide when to use formal discipline

Credit available:

One-half (.5) credit for each course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's Supervisory Certificate.



2016-2017

Supervisory Certificate Courses

380.05

Getting Started as a Supervisor

May 16, 2017 • 9:00 a.m. - Noon

Mary Zitek, Instructor

As a new supervisor the participant has the added responsibility of overseeing other people's work in addition to getting their own work done. Striking the balance can be challenging and many experienced supervisors say they would do things a little differently if they had a chance to start over as a supervisor.

This course will help the participant as a newly promoted supervisor get it right the first time as they transition into supervision. Course content is presented in a practical way and focuses on understanding the co-op business, helping the participant in clarifying roles and responsibilities, gaining acceptance as a new supervisor, and creating a long-term development plan for continued success.

Who should attend?

Electric cooperative employees including but not limited to: line foremen, front-line supervisors and managers, engineering, marketing, and member services supervisory positions.

After completing this course, participants will be able to:

- Differentiate between being an employee and a boss
- Clarify the roles and responsibilities of their employees
- Identify the characteristics of successful work groups
- Use a variety of techniques for encouraging initiative

Credit available:

One-half (.5) credit for each course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's Supervisory Certificate.

388.05

Occupational Health & Safety for Supervisors

May 16, 2017 • 1:00 p.m. - 4:00 p.m.

Mary Zitek, Instructor

As a supervisor the participant is the bridge between the health and safety rules for their workplace and the employees that must comply with those rules. At the end of the day, we all want everybody to do great work and go home safe and sound. To achieve this, supervisors need to fulfill their legal obligations to address the safety and health of their employees while on the job.

This course addresses the health and safety rules and regulations for which the participant is responsible, teaches ways to stay up-to-date on OSHA's training requirements and standards, gives them tools to enforce the standards (including discipline), and directs the participant to additional resources to assist them with their health and safety responsibilities.

Who should attend?

Electric cooperative employees including but not limited to: line foremen, front-line supervisors and managers, engineering, marketing, and member services supervisory positions.

After completing this course, participant will be able to:

- Identify the elements of loss control as it applies to employee safety and health including the impact on the co-op's bottom line
- Clarify the role of the supervisor in preventing unsafe acts and conditions
- Identify key regulations affecting electric co-ops, including OSHA, the National Electric Safety Code and EPA
- Describe tools for maintaining discipline Explore available resources for further study in loss control

Credit available:

One-half (.5) credit for each course will be awarded upon the successful completion of this course. Credit for this course may be applied toward NRECA's Supervisory Certificate.



Course History at AEC

| Course No. | Description - Courses still being offered by NRECA | Dates Held | Scheduled 2016-17 |
|--|--|---|-------------------|
| 300 Level Courses (Required for Supervisory Certification) | | | |
| 380.05 | Getting Started as a Supervisor | 3/05, 10/07, 12/10, 4/13, 4/15 | 5/16/17 |
| 381.05 | Personal Time Management | 10/05, 4/09, 12/10, 4/13, 12/15 | |
| 382.05 | A Supervisor's Role in Managing Change | 10/05, 3/08, 4/11, 1/13, 4/15 | |
| 383.05 | Maximizing Effectiveness Through Communication | 10/06, 12/09, 12/11, 11/13, 12/15 | |
| 384.05 | Resolving Conflict Through Negotiation | 3/05, 3/08, 4/11, 11/13, 5/16 | |
| 385.05 | Motivating Employees | 10/06, 12/09, 12/11, 5/14, 5/16 | |
| 386.05 | The Supervisor and Human Resources | 3/06, 4/09, 3/12, 5/14 | 12/1/16 |
| 387.05 | Tools for Effective Performance Management | 3/06, 3/10, 1/13, 11/14 | 12/1/16 |
| 388.05 | Occupational Health and Safety for Supervisors | 10/07, 3/10, 3/12, 11/14 | 5/16/17 |
| Certified Key Account Executive (CKAE) Courses | | | |
| 477.2 | Key Accounts Management | 3/97, 3/02 | |
| 478.2 | Advanced Key Accounts Management | 3/99 | |
| 481.2 | Key Accounts Resources Workshop | 3/99, 1/05 | |
| 484.1 | Developing Key Customer Utility Partnerships | 10/12 | |
| 486.1 | Energy Audits for Key Accounts | 11/10 | |
| 600 Level Required Courses (Required for Management Essentials Certificate) | | | |
| 640.1 | Advanced Workplace Communication Strategies | 11/08, 11/11, 11/15 | |
| 641.1 | Leading and Managing Teams | 4/09, 1/14 | 11/10/16 |
| 642.1 | Maximizing Employee Performance | 10/09, 3/14 | |
| 643.1 | Planning and Leading Change at Your Co-op | 1/11, 1/15 | |
| 650.1 | Managing Successful Projects | 12/14 | |
| 651.1 | Negotiating and Managing Contracts | 3/13 | |
| 655.1 | Cooperative Finance & Accounting for the Non-Accountant | 1/16 | 3/7/17 |
| 2600 Level Required Courses (for Credential Cooperative Director (CCD) Certification) | | | |
| 2600.1 | Director Duties and Liabilities | 1/07, 1/09, 1/11, 1/13, 1/15 | 1/5/17 |
| 2610.1 | Understanding the Electric Business | 2/07, 2/09, 2/11, 2/13, 2/15 | 2/8/17 |
| 2620.1 | Board Roles and Relationships | 1/99, 2/01, 1/04, 1/06, 1/08, 1/10, 1/12, 1/14, 1/16 3/98, 7/99, 7/01, 2/04, 1/06, 3/08, 2/10, 2/12, 3/14, 2/16 | |
| 2630.1 | Strategic Planning | | |
| 2640.1 | Financial Decision Making | 2/99, 1/01, 2/03, 2/06, 2/08, 3/10, 1/12, 2/14, 3/16 | |
| 900 Level Courses (for Board Leadership Certificate) | | | |
| 901.1 | Rules and Procedures for Effective Board and Membership Meetings | 7/02, 7/05, 3/11, 3/15 | |
| 902.1 | Understanding the Role of the Board Chair | 11/08 | |
| 903.1 | Role of Board Chair in Conducting Effective Meetings | 11/05 | |
| 913.1 | Cooperative Foundation: Co-op Legacy, Principles and Impact on Communities | 7/13 | |
| 914.1 | Cooperative Communications and Public Opinion – The Director's Perspective | 2/07, 11/11 | |
| 916.1 | Getting Involved: The Director's Role in Shaping Energy Policy | 11/09 | |
| 918.1 | Maximizing Your Grassroots Strategy | | |
| 921.1 | Risk Oversight: The Board's Role in Risk Management | 11/15 | |
| 924.1 | When Disaster Strikes – Continuity Planning & Emergency Response for Directors | 11/07, 7/11 | |
| 925.1 | Co-op Bylaws: Guiding Principles & Current Issues | 7/11 | |
| 929.1 | Current Issues in Policy Development | 11/04, 7/14 | |
| 930.1 | Ethics and Governance: Implementing the New Accountability | 3/06, 11/13 | |
| 935.1 | Appraising & Compensating the CEO | 8/12 | |
| 943.1 | Effective Communications in Your Community | | 11/2/16 |
| 955.1 | Boardroom Dynamics, How Your Boardroom Environment Impacts Effectiveness | 3/13 | |
| 956.1 | Crucial Conversations in the Boardroom | | |
| 957.1 | How to Evaluate and Improve Board Performance | 7/15 | |
| 958.1 | Succession Planning: Developing the Purpose-Driven Organization | 11/14 | |
| 961.1 | The Evolution of Electric Cooperative Power Supply | | 7/26/17 |
| 963.1 | Strategic Technologies and their Impact on the Cooperative | 7/16 | |
| 964.1 | Communicating the New Energy Landscape | | 3/8/17 |
| 966.1 | Understanding the New World of Power Supply | 7/08 | |
| 974.1 | Rate Strategies for the 21st Century | 3/12 | |
| 975.1 | Capital Credits: Legal and Financial Issues | 7/06 | |

Hotel/Course Location Information

| | | |
|---|----------------|-------------------------------------|
| Baymont Inn: 5871 S. Sixth Street - Springfield, IL | (217) 529-6655 | Room Rate \$67.49 + tax |
| Crowne Plaza Hotel: 3000 S. Dirksen Parkway - Springfield, IL | (217) 529-7777 | Room Rate To be announced |
| Northfield Inn Suites & Conference Center 3280 Northfield Dr. - Springfield, IL | (217) 523-7900 | Room Rate \$85.00 + tax |

Room Blocks

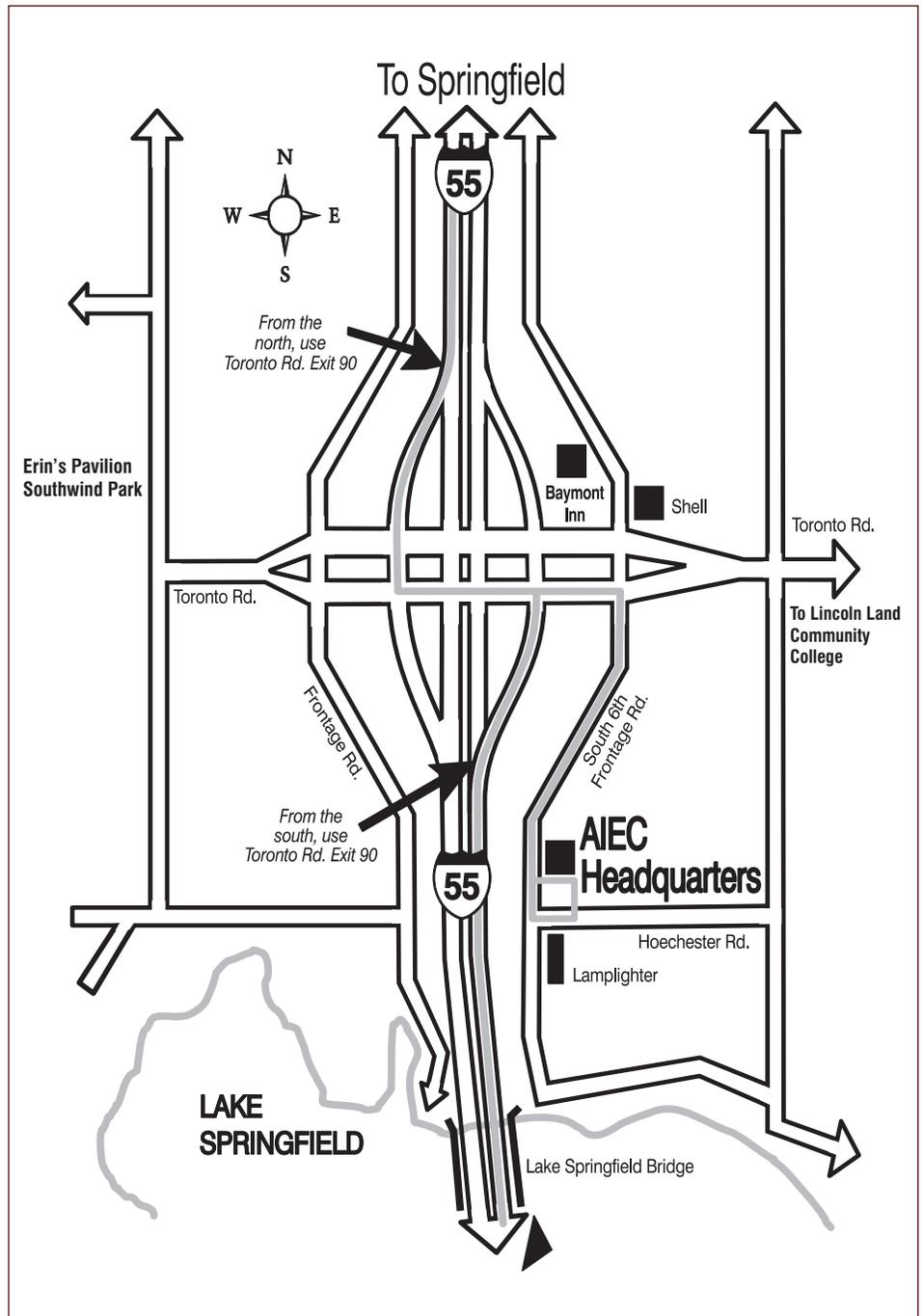
For all courses, unless otherwise noted, blocks of rooms are set aside at the Baymont Inn, approximately a mile north of the AIEC headquarters. When making reservations request a room in the "AIEC CE block". Participants are responsible for their own room charges upon checkout.

For other AIEC hotel rates based on availability, visit www.aiec.coop. Go to the Safety & Training Department, under "Helpful Links", click on AIEC Hotel Rates.

If you are disabled and need special accommodations to ensure your full and equal enjoyment of a training course, contact the AIEC.

Cooperatives participating in the IEC Continuing Education Program may send an unlimited number of participants to these courses.

The NRECA schedules additional courses in conjunction with the NRECA Annual Meeting, regional meetings and summer sessions. The NRECA registration fee for a course exceeds \$500. For schedule information, contact the AIEC or visit www.cooperative.com.





www.cooperative.com

You Can Check Your Course History Online

- Log onto www.cooperative.com
- Click on the Member Center tab along the top
- Select the “My Course Record” link

This provides a list of NRECA courses that you have completed.

If you are not registered on the website, it's easy to do. Just follow the simple instructions located on the website's homepage.

