

**January WHY NATURAL GAS?**

America needs reliable energy to meet its growing needs. We need clean energy to protect our health and the environment. And we need domestic energy to reduce our reliance on foreign oil and bring jobs to our communities. As an employee of the natural gas industry, you know this but does your neighbor? Can you explain, ‘Why Natural Gas?’ This program will refresh your spirit on why natural gas is THE Clean, Abundant and Domestic energy solution.

- 1-13 *Video Broadcast/Webcast* **Why Natural Gas?**
- 1-25 *Web Conference* **Customer Service for Natural Gas**

**COMPETENCIES ADDRESSED:** Business Fundamentals, Customer Focus, Industry Knowledge

**February CREATING, CONVEYING AND OWNING A VISION**

Vision is sometimes called a picture of your company’s future. It is also its inspiration and the framework for strategic planning. A vision statement may apply to an entire company, a single division of that company or even to an individual. Regardless of whether it’s for the entire company of a single individual, the vision statement answers the question, “Where do we (I) want to go?” All employees should understand the process of creating, conveying and then owning a vision.

- 2-10 *Video Broadcast/Webcast* **Creating, Conveying and Owning a Vision**
- 2-22 *Web Conference* **Value Alignment- Setting Hard Goals & Keeping the Vision Alive**

**COMPETENCIES ADDRESSED:** Motivating & Inspiring, Strategic Planning, Developing an Organizational Vision

**March MANAGING FOR BUSINESS SUCCESS**

In today’s economy we all have to adjust to doing more with less; but how can you be successful and manage the growing business expectations with less money, resources and time. This month’s theme will explore concepts of delegation and processes improvement. How do you handle the information overload and prioritize your work. Have you recruited and hired the right people? How can you coach them and offer constructive feedback. And finally can you successfully provide a process for knowledge transfer and succession planning.

- 3-10 *Video Broadcast/Webcast* **Doing More With Less**
- 3-22 *Web Conference* **Knowledge Transfer & Succession Planning**

**COMPETENCIES ADDRESSED:** Delegating, Monitoring Work, Team Building, Clarifying Roles & Objectives,

**April PROJECT MANAGEMENT & IMPROVING PRODUCTIVITY**

This series will start off with a broadcast/webcast and provide an outline for improved productivity with emphasis on project management. Following will be two web conferences where participants will be polled and provided tips on industry-related project management; such as matrix, procedures, and process improvement.

- 4-14 *Video Broadcast/Webcast* **Project Management**
- 4-26 *Web Conference* **Project Management Session 2**
- 5-17 *Web Conference* **Project Management Session 3**

**COMPETENCIES ADDRESSED:** Teamwork, Planning & organizing, Scheduling & Coordinating

**May TRUST & ETHICS**

A company’s or an individual’s vision is generally tied to its core values. Unless that vision and those core values are maintained and upheld on a significant basis, trust falters. There is a direct correlation between ethics and trust. A presentation on how to engage others, exhibit and elicit passionate participation in your vision. As a leader, manager, and employee you must stand up for what you believe. You must model the way with integrity, openness, and accountability.

- 5-12 *Video Broadcast/Webcast* **Standing Up for What you Believe**
- 5-24 *Web Conference* **Compliance to Commitment**

**COMPETENCIES ADDRESSED:** Communicating, Motivating & Inspiring, Managing Conflict

**June COMMUNICATIONS**

Expert communicators understand how to listen beyond just hearing and how to listen between the lines. This month’s theme will review the elements of active listening, using and understanding body language and communications styles and will share tips on how to resolve points of conflict.

- 6-9 *Video Broadcast/Webcast* **Listening Between the Lines**
- 6-21 *Web Conference* **Conversations in Conflict**

**COMPETENCIES ADDRESSED:** Interpersonal Skills, Professionalism, Managing Conflict, Communications

**July** **EMBRACING CHANGE**

Hard work doesn't guarantee success. Our lives are filled with surprises and increasing complexities. Companies and individuals transition through cycles of energized, focused and directed peak times; flat, down times; times of transformation and reinvention and times for exploring and preparing for the next chapter. Exploring the characteristics of these cycles and learning to understand how to deal with them will help us better adjust and make new discoveries for confronting change in a positive and healthy manner.

- 7-14 *Video Broadcast/Webcast* *Embracing Change*
- 7-26 *Web Conference* *Developing Skills for Renewal*

**COMPETENCIES ADDRESSED:** Adaptability and Flexibility, Problem Solving and Decision Making. Planning and Organizing.

**August** **BUILDING A REPUTATION FOR SUCCESS**

Reputations play a significant role in developing a successful career. They tend to develop quickly, and the further removed people are from an individual, the more their perceptions are based on hearsay. Reputations can enhance or damage a career. This program will provide information on how reputations are formed, actions to help individuals build their desired reputations and a process for getting feedback.

- 8-11 *Video Broadcast/Webcast* *How Reputations Are Formed*  
*Tips for Building Desired Reputation*  
*Process for Getting Feedback*
- 8-23 *Web Conference* *Soliciting, Giving and Using Feedback*

**COMPETENCIES ADDRESSED:** Interpersonal skills, Communication, Professionalism, Willingness to learn, Adaptability/Flexibility

**September** **HUMAN RELATIONS**

Hiring can be the most expensive operations cost in your company. Do you know how to attract, interview and ultimately hire and train the right people for the right job? Once you've hired and trained them do you know how to avoid an even more expensive lawsuit? This month we'll feature several programs to help those in your organization that must hire, develop and retain employees to thrive in this challenging marketplace.

- 9-8 *Video Broadcast/Webcast* *Interviewing and Hiring Secrets*
- 9-20 *Web Conference* *How to Avoid a Lawsuit*

**COMPETENCIES ADDRESSED:** Staffing, Monitoring Work, Entrepreneurship

**October** **PROFESSIONAL IMAGE: YOUR BUSINESS PICTURE**

What you wear, how you accessorize and how you comb your hair IS your business. It also impacts those critical first and lasting impressions that are critical to business success. Creating a professional presence that projects self-confidence, personal style and business competence doesn't happen by accident. This month, we will share tips on how to identify your personal style and how to create an image that conveys the message that you are competent, confident and capable.

- 10-13 *Video Broadcast/Webcast* *Life Looks Better When You Do*
- 10-25 *Web Conference* *Tips for creating a positive image*

**COMPETENCIES ADDRESSED:** Professionalism, Adaptability and Flexibility

**November** **REGULATORY COMPLIANCE**

This annual broadcast will focus on the regulations impacting distribution and transmission natural gas operations. Examples include integrity management, control room management, and pipe quality. Pipeline re-authorization will be discussed. This broadcast provides a review of the past 12 months, and a look ahead, to aid operators with compliance.

- 11-10 *Video Broadcast/Webcast* *Regulatory Compliance Update*

**COMPETENCIES ADDRESSED:** Industry Knowledge

**December** **BUSINESS ETIQUETTE**

Whether you are interacting with new clients or familiar co-workers, appropriate etiquette is key to maintaining relationships crucial to your business success. From networking to coping with cubicles, offices, cell phones, telephones, e-mail and the general workplace, there are behavioral norms, standards of behavior, communication and dress. While they may vary among cultures and from company to company, knowing and adhering to these standards are imperative for career building.

- 12-1 *Video Broadcast/Webcast* *What is It & Why Is It Important?*
- 12-13 *Web Conference* *Technology Etiquette*

**COMPETENCIES ADDRESSED:** Professionalism, Interpersonal Skills, Networking, Communicating, Working with Tools and Technology

**INDUSTRY OPERATIONS**

The following web conferences will focus on industry specific operational needs. Some schedule shifts or substitutes may be necessary depending upon timing of regulation releases and other industry events.

<i>Distribution Operations</i>	<i>January 18</i>
<i>Work Zone Management</i>	<i>February 15</i>
<i>DIMP "Are you ready?"</i>	<i>March 29</i>
<i>Transmission Operations</i>	<i>April 5</i>

**PROJECT MANAGEMENT**

This series will start off with a broadcast/webcast and give an overview of project management focusing on how to improve productivity. Following will be two web conferences going into industry project management issues; such as matrix, procedures, and process improvement.

<i>Project Management &amp; Improving Productivity (BROADCAST/WEBCAST)</i>	<i>April 14</i>
<i>Project Management Session 2</i>	<i>April 26</i>
<i>Project Management Session 3</i>	<i>May 17</i>

**SAFETY**

This web conference is sponsored by the SGA Safety & Health Committee. Topics to be discussed include best practices identified in various SGA Safety focused meetings, driver safety, safety culture, and contractor safety

<i>Safety Update</i>	<i>August 16</i>
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**GAS CONTROL**

The following web conference series of three programs will focus on the needs of the gas control interests group. Topics will include: Control room, Best practices, Common manual, Fatigue management, and Document development.

<i>Gas Control Session 1</i>	<i>September 13</i>
<i>Gas Control Session 2</i>	<i>September 27</i>
<i>Gas Control Session 3</i>	<i>October 4</i>

**REGULATORY COMPLIANCE**

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<i>Regulatory Compliance Update (BROADCAST/WEBCAST)</i>	<i>November 10</i>
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**LIAISON TRAINING**

The following web conference series of two programs will provide crucial information in the field of liaison training. Topics to be addressed will include: Emergency response series, Communications, Scene management, and Media relations.

<i>Liaison Training Session 1</i>	<i>November 29</i>
<i>Liaison Training Session 2</i>	<i>December 6</i>

*NOTE: Some schedule shifts or substitutes may be necessary dependent upon timing of regulation releases and other industry events.*