

2012 TEC TRAINING CALENDAR

DATE	COURSE DESCRIPTION
2012	Energy Management University Online Training
2012	Customer Service E-Learning Series Online Training
January	
10-13	Transformer School - <i>MCGREGOR</i>
10-13	Basic Pole Climbing School - <i>HONDO</i>
17-20	Metering School - <i>GONZALES</i>
24-27	Regulator Recloser Capacitor School - <i>MERKEL</i>
February	
7	NESC 2012 Updates <i>WEBINAR</i>
7-10	Transformer School - <i>LIVINGSTON</i>
8-10	HR Boot Camp (2 Day) and Medical Leave Update (1/2 Day) Workshop - <i>GEORGETOWN</i>
14	Maintaining Your Organization When Faced With Employee Turnover <i>WEBINAR</i>
14-17	Regulator Recloser Capacitor School - <i>TAHOKA</i>
16-17	Application and Use of 2012 NESC Workshop - <i>GEORGETOWN</i>
21	Leader Versus Manager: Which Are You? <i>WEBINAR</i>
21-22	Managing Utility Right of Ways Workshop - <i>GEORGETOWN</i>
21-24	Troubleshooting School - <i>GONZALES</i>
23	Raptor Protection for Overhead Lines <i>WEBINAR</i>
23	Legal Issues Involving Social Media and the Workplace <i>WEBINAR</i>
24	Improving Reliability Through Trending Analysis <i>WEBINAR</i>
27-March 2	OSHA 30-Hour Training - <i>NAVASOTA</i>
28	Talent Development <i>WEBINAR</i>
28-29	NRECA Retirement Planning Seminar Workshop - <i>GEORGETOWN</i>
29	Distributed Generation Interconnection Standards <i>WEBINAR</i>
March	
6	An Introduction to Smart Metering Workshop - <i>GEORGETOWN</i>
6-9	Metering School - <i>MCGREGOR</i>
6-9	Advanced Pole Climbing School - <i>GONZALES</i>
13	Listening to Customers is the Key <i>WEBINAR</i>
20	Would I Follow Me? The Character Components of Leadership <i>WEBINAR</i>
26-30	Staking Phase I Training Workshop - <i>GEORGETOWN</i>

27	Stop Passing The Buck Using Accountability That Creates Results <i>WEBINAR</i>
27-30	Transformer School - <i>GONZALES</i>
28-30	HR Boot Camp (2 Day) and Medical Leave Update (1/2 Day) Workshop - <i>MERKEL</i>
29	The Art of Reaching Agreement-Even When it Seems Impossible <i>WEBINAR</i>
April	
3	Phrasing for Successful Conclusions <i>WEBINAR</i>
3-4	Understanding Rates & Cost of Service Workshop - <i>GEORGETOWN</i>
5	How to Create Real Influence as a Leader <i>WEBINAR</i>
10	Positive Attitudes=A positive Workplace and Great Service <i>WEBINAR</i>
10	How to Reduce Bad Debt Expenses From Commercial Customers: Before, During And After They File for Bankruptcy <i>WEBINAR</i>
10-11	Planning & Implementing for a Smart Meter Project Workshops - <i>GEORGETOWN</i>
10-13	Metering School - <i>LIVINGSTON</i>
12	How to Handle a Rate Increase Workshop - <i>GEORGETOWN</i>
13	Strategic Communication Planning Workshop - <i>GEORGETOWN</i>
17	Commercial Building Energy Efficiency <i>WEBINAR</i>
17-20	Troubleshooting School - <i>TAHOKA</i>
17-20	Basic Pole Climbing School - <i>GONZALES</i>
18	Solar Electric Systems <i>WEBINAR</i>
20	Building the Optimal Power Supply Portfolio <i>WEBINAR</i>
23-27	Hotline 1-4 School - <i>HENDERSON</i>
24	Basic HVAC System Operations Workshop - <i>GEORGETOWN</i>
24	How to Better Manage Workplace Conflicts Workshop - <i>MERKEL</i>
25	Conducting Effective Meetings Workshop - <i>MERKEL</i>
30-May 4	OSHA 30 Hour Training
30-May 4	Underground School – <i>QUITMAN</i>
May	
1	Performance Feedback: Developing The Workforce You Need <i>WEBINAR</i>
1	Electrical Power Systems Knowledge for Non-Technical Personnel Workshop- <i>MERKEL</i>
2	Projecting Your Utility's Power Cost <i>WEBINAR</i>
8	Useful Excel 2007 Tips <i>WEBINAR</i>
8	Helping Consumers Understand Usage and Conservation Measures <i>WEBINAR</i>
8	The Touchstone Energy Service Excellence Workshop – <i>GEORGETOWN</i>
8-11	Transformer School – <i>TAHOKA</i>
10	The Touchstone Energy Service Excellence Workshop <i>MERKEL</i>

15	Electrical Power Systems Knowledge for Non-Technical Personnel Workshop- <i>GERGETOWN</i>
15	A Professional Telephone Image <i>WEBINAR</i>
15-18	Regulator Recloser Capacitor School – <i>GREENVILLE</i>
17	Reading Financial Statements <i>WEBINAR</i>
21-25	Hotline 1-4 School – <i>MERKEL</i>
21-25	Digger Operator Training School – <i>MERKEL</i>
22	Leveraging Smart Meter Systems To Improve The Utility Bottom Line <i>WEBINAR</i>
23	Utility Accounting Basics <i>WEBINAR</i>
29	Three-phase Transformer Banking and Sizing <i>WEBINAR</i>
June	
4-8	Underground School – <i>GONZALES</i>
5	Microsoft Office 2010: New Features <i>WEBINAR</i>
6	Small Wind Energy Systems <i>WEBINAR</i>
12	Fraud Detection <i>WEBINAR</i>
12	Handling High Bill Complaints <i>WEBINAR</i>
12-15	Troubleshooting School – <i>LIVINGSTON</i>
13	How to Better Manage Workplace Conflicts Workshop – <i>GEORGETOWN</i>
14	Conducting Effective Meetings Workshop – <i>GEORGETOWN</i>
14	Encouraging Employee Input <i>WEBINAR</i>
19	Taking Angry Customers from Unreasonable to Reasonable <i>WEBINAR</i>
19-22	Basic Pole Climbing School – <i>TAHOKA</i>
19-22	Metering School – <i>GREENVILLE</i>
20	Advanced Topics In Utility Accounting <i>WEBINAR</i>
26	Applying Critical Thinking And Problem Solving <i>WEBINAR</i>
26	Fraud Prevention and Detection Workshop – <i>GEORGETOWN</i>
26-29	Regulator Recloser Capacitor School – <i>MCGREGOR</i>
27	Fraud Prevention and Detection Workshop – <i>MERKEL</i>
28	Basic HVAC System Operations Workshop – <i>MERKEL</i>
July	
9-13	Staking Phase II Training Workshop – <i>GEORGETOWN</i>
10	Asset Management Workshop – <i>MERKEL</i>
10	Dealing More Positively with Stress and Stressors <i>WEBINAR</i>
10-13	Metering School – <i>TAHOKA</i>
11	Budget, Forecasting and Financial Analysis <i>WEBINAR</i>

17	Serving Internal Customers-Working Together for Service Success <i>WEBINAR</i>
18	How to Handle a Rate Increase Workshop – <i>MERKEL</i>
19	Strategic Communication Planning Workshop – <i>MERKEL</i>
19	Setting Performance Goals in The Workplace <i>WEBINAR</i>
24	Effective Recruiting, Interviewing, and Employee Selection Workshop – <i>MERKEL</i>
24-27	Regulator Recloser Capacitor School – <i>LIVINGSTON</i>
25	Performance Appraisals: Meeting Today’s Challenge Workshop – <i>MERKEL</i>
31	How Outside Employees Can Build Stronger Customer Relations Workshop – <i>GEORGETOWN</i>
31	Employee Retention <i>WEBINAR</i>
August	
1	Media Management and Public Relations for Utilities Workshop – <i>GEORGETOWN</i>
7	Ethics in The Workplace <i>WEBINAR</i>
7	The Importance of Body Language in Service <i>WEBINAR</i>
7-10	Regulator Recloser Capacitor School – <i>GONZALES</i>
13	Distribution of Electricity: Generation and Transmission of Electricity <i>WEBINAR</i>
14	The First 48 Hours-What To Do If Fraud Happens To You <i>WEBINAR</i>
14	Understanding Your Leadership Style Workshop – <i>GEORGETOWN</i>
15	Understanding and Applying Work Order Accounting <i>WEBINAR</i>
15	Effective Delegation: Growing the Competitive Advantage of Your Team- <i>GEORGETOWN</i>
16	Effective Delegation: Growing the Competitive Advantage of Your Team – <i>MERKEL</i>
21	A Look Into Electric Cooperative Management Workshop – <i>MERKEL</i>
21	Financial Audits: “What They Are and What They Aren’t”-Workshop – <i>GEORGETOWN</i>
21-24	Metering School – <i>MERKEL</i>
22	Marketing, Advertising & Promoting Your Cooperative Workshop – <i>MERKEL</i>
22	Learning the Skills of Financial Forecasting and Modeling Workshop – <i>GEORGETOWN</i>
27-31	Underground School – <i>LEVELLAND</i>
September	
5	Customer Service and the Hispanic Consumer Workshop – <i>MERKEL</i>
6	How Outside Employees can Build Stronger Customer Relations Workshop – <i>MERKEL</i>
10	Distribution of Electricity: From Transmission to End Consumer <i>WEBINAR</i>
10-14	Hotline 1-4 School – <i>GONZALES</i>
10-14	Digger Operator Training School – <i>GONZALES</i>
11	Fraudsters & Bears: How To Deter Both <i>WEBINAR</i>
11-12	OSHA 10 Hour Training

12	Account Receivables and Payroll <i>WEBINAR</i>
17	Marketing, Advertising & Promoting Your Cooperative Workshop - <i>GEORGETOWN</i>
17-21	Underground School - <i>MCGREGOR</i>
18	A Look Into Electric Cooperative Management Workshop - <i>GEORGETOWN</i>
26	An Introduction to Smart Metering Workshop - <i>MERKEL</i>
October	
2	Load Forecasting for Electric Utilities <i>WEBINAR</i>
3	Managing Multiple Remote Locations Workshop - <i>MERKEL</i>
4	Media Management and Public Relations for Utilities Workshop - <i>MERKEL</i>
8-12	Hotline 1-4 School - <i>LEVELLAND</i>
9-10	Substation Operations and Safety Workshop - <i>MERKEL</i>
9-12	Basic Pole Climbing School - <i>SAN AUGUSTINE</i>
10	Effective Recruiting, Interviewing, & Employee Selection Workshop - <i>GEORGETOWN</i>
11	Performance Appraisals: Meeting Today's Challenge Workshop - <i>GEORGETOWN</i>
15-19	Underground School - <i>MERKEL</i>
16	Time-Based Pricing <i>WEBINAR</i>
18	Progressive Discipline <i>WEBINAR</i>
22-26	Staking Phase III Training Workshop - <i>GEORGETOWN</i>
22-26	Hotline 1-4 School - <i>LIVINGSTON</i>
23-24	Planning& Implementingfor a Smart Meter Project Workshops - <i>MERKEL</i>
24	Rating of Overhead Conductors <i>WEBINAR</i>
25	Using Excel to Design Customized Pole Guying Programs <i>WEBINAR</i>
30	Understanding Distribution System Grounding <i>WEBINAR</i>
November	
6	Asset Management Workshop - <i>GEORGETOWN</i>
6	Alignment of Wholesale and Retail Rates <i>WEBINAR</i>
8	Pricing Support for DSM Initiatives <i>WEBINAR</i>
13-15	Designing UG for Large Subdivisions Workshop - <i>GEORGETOWN</i>