

TEXAS ELECTRIC COOPERATIVES

Educational Training Catalog 2011

Conferences

Loss Control Schools

Webinars

Workshops

Enroll online at <http://www.texas-ec.org/events>

Early Bird Discount - December 1- January 31

Texas Electric Cooperatives is offering an early bird discount for all those wishing to plan their training schedules early. Register for any TEC Workshop between December 1 thru January 31 and enjoy a discount.

Don't wait! Visit www.texas-ec.org/events today.



**Texas Electric
Cooperatives**


Your Touchstone Energy® Partner 

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2011 CONFERENCE DATES

TEC Directors Conference - January 10-12, 2011
Westin at the Domain, Austin

TEC Legislative Rally – February 15, 2011
Omni Downtown – Austin

Loss Control Conference - March 15-18, 2011
Westin Park Central, Dallas

Accounting Conference - April 19-21, 2011
Westin Park Central, Dallas

Human Resources/Benefits Conference - May 2-3, 2011
Westin Park Central, Dallas

Administrative Professionals Conference - May 4-6, 2011
Westin Park Central, Dallas

Information Technology Conference – May 11-13, 2011
TEC Training Facility, Georgetown

Youth Tour - June 9-17, 2011
Washington D.C.

TEC Annual Meeting - August 7-10, 2011
Renaissance Austin Hotel, Austin

TEAMM & Environmental Conference - September 21, 2011
Engineering Conference - September 21-23, 2011
Westin Park Central, Dallas

Texas Member Services Conference - October 26-28, 2011
Westin Park Central, Dallas

TEC Managers Conference – November 30 - December 2, 2011
Westin La Cantera, San Antonio

NRECA Annual Meeting – March 7-9, 2011
Orlando, FL

TEC LOSS CONTROL SCHOOLS

Register online at www.texas-ec.org/events/

Click on the **BROCHURE** button on the left of the event name.

Listing by Date

REGISTRATION FEES: Member - \$425.00 Non-Member - \$725.00

Regulator Recloser Capacitors (Merkel)
Metering (Gonzales)
2 Day Transformer (San Augustine)
Transformer (Livingston)
Metering (Lubbock)

Regulator Recloser Capacitors (San Augustine)
Advanced Pole Climbing (Gonzales)
Regulator Recloser Capacitors (Tahoka)
Troubleshooting (Greenville)
Transformer (Gonzales)
Metering (Merkel)

Basic Pole Climbing (San Augustine)
Regulator Recloser Capacitors (McGregor)
Hotline 1-4 (Henderson)
Basic Pole Climbing (Gonzales)
Underground (Quitman)
Regulator Recloser Capacitors (Gonzales)
Transformer (Tahoka)
Hotline 1-4 (Merkel)
Metering (McGregor)

Basic Pole Climbing (Tahoka)
Underground (Gonzales)
Metering (Livingston)
Troubleshooting (Livingston)
Regulator Recloser Capacitors (Greenville)
Hotline 1-4 (Gonzales)
Underground (McGregor)
Hotline 1-4 (Levelland)
Underground (Merkel)
Underground (Levelland)
Hotline 1-4 (Livingston)

January 11-14
January 18-21
January 26-27
February 8-11
February 15-18
February 22-25
February 22-25
March 1-4
March 8-11
March 29-April 1
April 5-8
April 5-8
April 12-15
April 25-29
April 26-29
May 2-6
May 10-13
May 17-20
May 23-27
June 7-10
June 7-10
June 13-17
June 21-24
July 26-29
August 16-19
August 29- September 2
September 12-16
September 26-30
October 3-7
October 17-21
October 24-28

Transformer School

An introduction to basic transformer connections and theory, including basic alternating current (AC) theory and their direct application to single-phase and three-phase transformers. Students will study and practice basic transformer connections and fundamentals.

Objectives:

- Explain basic single-phase transformer operations and basic electrical system electrical values, such as polarity,
- impedance, current, resistance and inductance in AC system transformers.
- Demonstrate and explain three-phase electrical system transformer connections.
- Demonstrate and explain three-phase transformer polarity and impedance with banking transformers.
- Identify various parts on single-phase transformers (internal and external), and identify nameplate nomenclature.
- Explain and identify a WYE and Delta system and connections.
- Follow all safe work procedures when working on transformers and transformer banks.

Regulator, Recloser, Capacitor Schools

This course is designed for utility line technicians, and foreman- or supervisor-level personnel. The students will learn the principles of basic regulators, reclosers and capacitors including the internal construction of each device. Students will learn, along with the basic principles, electronic controls such as 4c, 5 and 6s. In addition, students will learn troubleshooting techniques and how to restore service to such devices in a safe and correct manner.

Objectives:

- Learn about the internal mechanisms and construction of regulators, reclosers and capacitors
- Learn how to safely bypass, remove or change out these devices safely
- Learn the operational controls of both manual and electronic controls for the operating devices
- Learn the proper usage of these devices and why these devices are necessary
- Learn how to troubleshoot problems associated with these devices

Troubleshooting Schools

Upon successful completion of this course, the participants will be knowledgeable about the following objectives:

Objectives:

- Basic electricity.
- Identifying and correcting line service complaints.
- Identifying errors associated with customer equipment and services.
- Identifying and using all personal protective equipment and cover-up when working on energized equipment.
- Identifying and understanding all systematic switching procedures to isolate faulted energized equipment and services.

Underground Schools

Underground Cable / Equipment Installation

This course is designed for employees in the electric utility industry that install underground electric utilities. The students will get extensive hands-on experience during the training exercises with experienced craftsmen providing one-on-one training. Proper cable installation and preparation will be taught. Single-phase/three-phase transformers, risers, secondary pedestals, elbows and splices will all be installed during the course.

After completing this course the students should be able to properly install an underground system from the riser to the secondary installation.

Objectives:

- Install underground distribution cable using proper cable preparation and splicing techniques
- Learn installation, splicing and termination of high-voltage cable.
- Identify and describe different types of high-voltage cable and proper cable preparation for each type.
- Use proper terminating procedures including splices, pre-manufactured splice kits, & proper cable terminating procedures including termination kits and elbow installations.
- Properly ground and bond underground distribution system components
- Prepare and install cable in accordance to manufacturer's specifications.

Underground Troubleshooting and Fault Locating

This course is designed for students that are involved in the operation of an underground system. Hands-on real world situations will be used during the training exercises. Students will learn the safest ways to troubleshoot, isolate, and ground an underground electric installation. Experienced craftsmen will teach proper switching, grounding and fault locating procedures. Cable route location will also be a topic in this course.

After completing this course the students should be able to perform proper switching, grounding, and fault locating procedures and locate cable routes in a safe manner.

Objectives:

- Isolate, de-energize, test and ground underground distribution systems.
- Locate and prepare faulted cable using fault locating equipment.
- Explain and identify errors, which contribute to termination and splice failures.
- Identify and use all personal protective equipment and cover-up when working on energized equipment.
- Understand and meet all OSHA safety procedures when working in or around open trenches when exposing underground distribution cable.
- Identify and understand all systematic switching procedures to isolate faulted cable.

Basic Pole Climbing Schools

An introduction to basic pole climbing techniques includes ascending and descending a 35-foot utility pole safely, using the approved OSHA-required fall arrests equipment.

Objectives:

- Perform the proper care and inspection of climbing gear.
- Sharpen and shape climber gaffs using recommended manufacturer procedures.
- Perform different techniques of proper pole inspections and identify climbing hazards.
- Perform pole-top hurt man rescue within the required four minutes.
- Demonstrate different basic knot tying used in riggings of different line apparatuses on poles.
- Demonstrate the ability to ascend and descend a utility pole safely.

Advanced Pole Climbing Schools

This course is designed for the employee in the electric utility, telecommunications or cable TV industries that have been recently certified as a qualified climber by their company.

At the end of this course, participants should be able to identify and perform procedures necessary to ascend and descend a utility pole safely and perform simple line construction tasks while working aloft on a pole.

I. Overhead Line Construction 1

An introduction to instruct students in performing basic distribution line work from an aerial device, and basic utility pole setting, removing and framing for electrical line technicians.

Objectives:

- Learn basic pole line construction techniques using digger derricks or pressure digger equipment.
- Demonstrate standard pole framing requirements using U.S. Department of Agriculture specifications and drawings for 12.5/7.2 KV Line Construction.
- Demonstrate proper knot tying & rigging of equipment required for work from aerial lifts & construction line equipment.
- Learn proper inspection procedures required for aerial lifts & construction line equipment to meet OSHA & ANSI standards.
- Learn proper positioning of aerial lifts and pole line construction equipment.
- Learn proper pre-job OSHA required job briefings.
- Learn aerial lift rescue procedures.

II. Overhead Line Construction 2

This course is designed to instruct students in performing distribution overhead construction line work from an aerial device using proper personal and protective cover-up equipment. Students will practice basic energized line fundamentals when working aloft from an aerial device.

Objectives:

- Learn preventive maintenance checks and inspections of aerial devices before and during work procedures.
- Learn to change out multi-apparatus line material (transformers, oil circuit reclosers, capacitors, etc.) from an aerial device in a safe manner.
- Identify minimum approach distances as required by OSHA and the American Public Power Association Safety Manual.
- Learn use and care of insulated material, rubber protective and cover-up equipment.
- Learn aerial lift rescue procedures.
- Learn positioning of aerial devices and equipment.
- Learn cross-arm replacement, insulator replacement, and conductor replacement on energized circuits.

III. Overhead Line Construction 3

This course is designed for experienced technicians to learn to identify and deal with multiple hazards associated with unintentional line faults and accidents to employees and the general public.

Objectives:

- Perform actual fault identification, identifying hazards associated with the unintentional interruption of distribution services.
- Identify and correct in the field (following all safe work procedures) all problems associated with possible interruption of service.
- Conduct, as lead linemen, proper pre-job briefings as per OSHA requirements.
- Evaluate and correct emergency situations involving distribution power lines with little supervision.
- Explain and demonstrate proper grounding procedures, vehicle and personal protective as per OSHA standards.
- Demonstrate knowledge of Lock-out Tag-out (LOTO) and System Control and Data Acquisition (SCADA) use during field exercises.

IV. Overhead Line Construction 4

This course is designed for experienced line technicians to learn about all phases of overhead construction and work performance dealing with SCADA, grounding and multi-task job performances, multiple hazards associated with the unintentional line faults and accident to employees and the general public.

Objectives:

- Perform actual fault identification: identify hazards associated with the unintentional interruption of distribution services.
- Identify and correct in the field (following all safe work procedures) all problems associated with possible interruption of service.
- Conduct, as lead linemen, proper pre-job briefings as per OSHA requirements.
- Demonstrate the ability to evaluate and correct emergency situations involving distribution power lines with little supervision.
- Explain and demonstrate proper grounding, vehicle and personal protective procedures as per OSHA standards.
- Demonstrate knowledge of Lock-out Tag-out (LOTO) and System Control Data Acquisition (SCADA) use during field exercises.

Metering Schools

Upon successful completion of this course, the participants will demonstrate knowledge pertaining to basic electricity fundamentals and electric theory as it applies to electrical metering. The participants will also gain the knowledge and skills required to safety design, construct, and install electrical metering installations ranging from single phase self-contained installations to three phase instrument metering installations. The course will also cover the procedures for troubleshooting such installations and all hazards associated. The participants will also gain knowledge of AMR and primary metering operations.

The participants will spend extensive time on problem solving exercises, hands-on meter connections and troubleshooting exercises.

It is recommended that the participant has completed at least one year of line crew construction, maintenance and/or service crew experience.

Two Day Transformer School

This course will cover transformer construction and design. Transformer operation will cover turns ratio, polarity, impedance, nameplate, induction, A/C current, Wye/delta, transformer fusing, transformer lightning protection, single phase and three phase connections, troubleshooting and safe work procedures.

Participants will perform all transformer connections and learn basic troubleshooting skills.

It is recommended that the participants have completed one year of line crew construction and/or maintenance crew experience, or one year or more servicemen, or one year or more meter technician.

2011 WEBINARS

For complete descriptions please download the brochure from the TEC website
www.texas-ec.org/events/

Five Practical Things Your Organization Needs To Do and Know Before FEMA Arrives

(CONTINUUM EDUCATION + TRAINING)

February 22, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

The purpose of this presentation is to show you how to get all the FEMA money your organization deserves and how to get that money quickly.

Train Your Front-Line Employees on the New Red Flag Rules

(CONTINUUM EDUCATION + TRAINING)

March 8, 2011

12p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar is designed to inform front-line employees about the requirements of Section 114 of the Fair and Accurate Credit Transaction Act of 2003 -FACTA.

Safety Improvement Strategies:Session #1-Making Management Commitment Visible

(CONTINUUM EDUCATION + TRAINING)

March 10, 2011

12p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

Management commitment is the first step to building a performance-minded, character-driven safety culture. Disciplined commitment enables an organization to make difficult choices that impact safety performance.

Distribution of Electricity - Part 1: Generation and Transmission of Electricity in the U.S.

(CONTINUUM EDUCATION + TRAINING)

March, 15, 2011

1p.m. to 2:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This course is designed to give non-technical utility employees a working knowledge and better understanding of the basics of electricity and the process of generating electricity and the path it travels over the transmission grid to the distribution system.

Protect Trade Secrets Using Employment Policies and Employment Agreements

(CONTINUUM EDUCATION + TRAINING)

March 17, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

In this webinar, you will learn ways to protect your trade secrets and confidential information.

Listening to Customers is the Key

(CONTINUUM EDUCATION + TRAINING)

March 22, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar provides employees with a better understanding of the importance of listening to customers. It gives them a simple, yet effective, system for actively listening to customers.

Safety Improvement Strategies Session #2 - Employee Involvement

(CONTINUUM EDUCATION + TRAINING)

March 31, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

Session two offers three suggestions for how you can transition spectators into players in your work environment. With safety champions, mentors, and surveys, you can offer meaningful ways for people to get involved and improve safety in the workplace.

Distribution of Electricity – Part 2: From Transmission Lines to the Consumer

(CONTINUUM EDUCATION + TRAINING)

April 5, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

In this follow-up to Generation and Transmission of Electricity - Part 1, the emphasis is on understanding various words, terms, and phrases unique to the electric power and distribution utility.

Phrasing for Successful Conclusions

(CONTINUUM EDUCATION + TRAINING)

April 12, 2011

1p.m. to 2:30p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This course will help make participants aware of the power behind their words and the way they use them.

Safety Improvement Strategies Session #3 - Training & Development

(CONTINUUM EDUCATION + TRAINING)

April 28, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

1. Leadership Training
2. Peer-to-Peer Coaching
3. General Awareness and Communication

How to Reduce Bad Debt Expenses From Commercial Customers: Before, During And After They File for Bankruptcy

(CONTINUUM EDUCATION + TRAINING)

May 3, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar will set forth recommendations for what utilities should do before-during and after their commercial customers file for bankruptcy – all aimed at minimizing bad debt expenses.

Understanding and Applying Work Order Accounting

(CONTINUUM EDUCATION + TRAINING)

May 5, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This course will cover the initiation of the work orders, accumulating work-in-process, contributions-in-aid of construction as retirements.

Telephone Skills for Utility Customers / Member Services

(CONTINUUM EDUCATION + TRAINING)

May 10, 2011

1 p.m. to 2:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

In this webinar students will learn the proper use of tone of voice and how to pay attention to speech patterns to better understand customers.

Improve Your Outlook: Daily Organization Tips Using Microsoft Outlook

(CONTINUUM EDUCATION + TRAINING)

May 12, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar will help you learn to organize the large volume of e-mails you receive every day.

5 Essential Best Practices for Managing District Offices Virtually

(CONTINUUM EDUCATION + TRAINING)

May 17, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

In this course students will learn the best practices for managing district offices.

Taking Angry Customers from Unreasonable to Reasonable

(CONTINUUM EDUCATION + TRAINING)

May 14, 2011

1 p.m. to 2:30 p.m. CST

Class Requirement: 12 **CEU:** .1

Registration Fee: \$200/Member • \$250/Non-Member

In this course, employees are provided with a better understanding of the psychological effects of anger on a person's behavior. They will learn a four-step process that helps the customers move from an unreasonable state of mind to a more reasonable one in which solutions can be worked out.

Using Smart Meters to Improve Your Company's Revenue Stream

(CONTINUUM EDUCATION + TRAINING)

May 19, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: \$200/Member • \$250/Non-Member

The Smart Meter system can provide many opportunities to improve a company's revenue. Learn how to reduce cost during the implementation and operational phases of deployment. This course will outline these opportunities and how they can be leveraged to improve the bottom line for a utility.

Managing Employee Performance

(CONTINUUM EDUCATION + TRAINING)

June 16, 2011

12p.m. to 1:30p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar will provide valuable insights into how to engage in this process with confidence and skill by reviewing three essential steps: how to establish performance standards; how to easily observe, record, and track performance; and how to deliver high-quality feedback.

Preparing to Lead – The Exceptional Follower

(CONTINUUM EDUCATION + TRAINING)

June 28, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: \$200/Member • \$250/Non-Member

In this seminar attendees will discover the qualities and characteristics that make a good leader are in fact similar to those associated with being a good follower.

Serving Internal Customers – Working Together for Service Success

(CONTINUUM EDUCATION + TRAINING)

July 12, 2011

1 p.m. to 2:30p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: Early: \$200/Member • \$250/Non-Member

This course will give the attendees an overview of their part in this important dimension and focus on how to build and maintain good working relationships.

Can You Deal With Differences of Opinion?

(CONTINUUM EDUCATION + TRAINING)

July 14, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: \$200/Member • \$250/Non-Member

This 60-minute webinar is designed to help leaders at all levels of the organization recognize the warning signs of potential conflicts in the workplace and how to proactively manage them when they arise.

Employer Document Retention

(CONTINUUM EDUCATION + TRAINING)

September 27, 2011

12 p.m. to 1:30 p.m. CST

Class Requirement: 12 CEU: .1

Registration Fee: \$200/Member • \$250/Non-Member

This webinar will focus on the legal requirements for document retention under federal labor and employment laws such as the Americans with Disabilities Act, the Family and Medical Leave Act and Title VII.

TEC Workshops

Register December 1 thru January 31 and enjoy the early bird discount, visit <http://www.texas-ec.org/events>
A complete course description is available on the Events Page on the TEC Website.
Click on the **BROCHURE** button on the left of the Event Name.

TRAINING LOCATION:

TEC Georgetown Training Facility

100 Cooperative Way
Georgetown, TX 78626
(512) 868-8610 or 877-868-8610

Taylor Electric Cooperative

226 CR 287
Merkel, TX 79536 • (325) 793-8527

(All attendees will receive a Certificate of Completion upon completing each training class. Anyone needing a Certificate of Continuing Education Credits will have the option to select this when registering for a fee of \$12. The certificate will be mailed directly from Austin Community College).

LISTED BY DATE

The Basics of Anger Management: Tips, Techniques and Strategies	February 15
The Critical Link Between Trust and Leadership	February 16
Do You Hear What I Hear? Getting Business Results through Effective Listening Skills	February 17
Business Communications Training Overview (Taylor EC)	February 22-23
Do You Hear What I Hear? Getting Business Results through Effective Listening Skills (Taylor)	February 23
Attitudes Make or Break an Organization (Taylor EC)	February 24
Is Your Co-op Focused on its Service to Members?	February 24
Basic HVAC System Operations	March 1
Application of Engineering Fundamentals - Module A (3 days)	March 2-4
Attitudes Make or Break an Organization	March 8
Developing Effective Coaching and Mentoring Skills	March 9
Knowledge is Power: Understanding Rates & Cost of Service - Course I	March 22
Knowledge is Power: Understanding Rates & Cost of Service - Course II	March 23

Recognizing & Dealing w/Troubled Employees, Documentation & Conflict Resolution	March 29
Wood Pole Structure Design (Jasper, TX) (2.5 days)	March 29-31
Building and Maintaining a Positive Workplace	March 30
CHANGE: The Challenges of Change	March 31
Staking Phase I Training (5 days)	April 4-8
Conducting Proper Workplace Investigations (Taylor EC)	April 5
Employee Handbooks: Protecting Your Organization (Taylor EC)	April 6
Top-Level Management: For the Manager who Manages Managers	April 12-13
Human Error Prevention Seminar	April 26, 2011
Conducting Proper Workplace Investigations	April 27
Business Ethics	April 28
Crisis Management	May 9
Cyber Security	May 10
Application of Engineering Fundamentals - Module B (3 days)	May 17-19
Cooperative Financial Management for Non-Accountants	May 24
Frontline Leadership I (2 days)	May 25-26
Taking Minutes and Proofreading for Professional Communication	June 21
Cooperative Business Leadership	June 22
OSHA 30-Hour	June 27-July 1
Understanding Utility Collections & Credit Issues	July 6
Collecting Outstanding Debts by Track Debtors	July 7
Staking Phase II Training (5 days)	July 11-15
Leading Change from the Driver's Seat (Taylor EC)	July 12
The Keys to Staying on Project by Managing Priorities (Taylor EC)	July 13
Strategies to Implement Your Strategic Plan	July 19
Maintaining Your Organization When Faced with Employee Turn Over	July 20
Talent Development	July 21
Frontline Leadership II (2 days)	July 26-27
The Keys to Staying on Project by Managing Priorities	July 28
Leading Change from the Driver's Seat	August 16

Motivating Employees to Excellence	August 17
Communicating Unpopular Decisions	August 18
Application of Engineering Fundamentals - Module C (3 days)	August 23-25
Strategies for Implementing Your Strategic Plan (Taylor EC)	August 23
Taking Minutes & Proofreading for Professional Communications (Taylor EC)	August 24
Maintaining Your Organization When Faced with Employee Turnover (Taylor EC)	August 25
Creating the Right Environment – Preventing Harassment in the Workplace	August 30
Making the Right Decisions – Employment Discrimination	August 31
Achieving Success Through Working Towards a Common Goal	September 7
Employee Retention	September 8
Leading a Diverse Workforce	September 13
Organizational Management Skills That Work (Taylor EC)	September 13
Employee Retention (Taylor EC)	September 14
Employment Compliance 101	September 14
Employee Handbooks – Protecting Your Organization	September 15
Staking Phase III Training (5 days)	October 3-7
HIPPA Awareness Training (Taylor EC)	October 4
Understanding Your Responsibility for Enforcing Policies and Standards for Your Utility (Taylor EC)	October 5
Employment Compliance 101 (Taylor EC)	October 6
Organizational Management Skills That Work	October 10
The Disciplines of an Effective Team	October 11
Is Your Co-op Focused on Its Service to Members? (Taylor EC)	October 11
Understanding Utility Collections & Credit Issues (Taylor EC)	October 12
Exceptional Followership: The Foundation of Leadership	October 12
Collecting Outstanding Debts by Tracking Debtors (Taylor EC)	October 13
Budgeting Basics for Utility Personnel	October 18
HIPPA Awareness Training	October 19
Understanding Your Responsibility for Enforcing Policies and Standards for Your Utility	October 20
NRECA Retirement Seminar (2 days) - Bluebonnet	October 25-26
OSHA 10-Hour	October 25-26
Application and Use of the 2012 NESC (3 days)	November 1-3

WORKSHOPS DESCRIPTIONS (Listed by Date)

For complete descriptions please download the brochure from the TEC website
www.texas-ec.org/events/

*****Please note the early registration discount applies for all registrations completed December 1 thru January 31, 2011.**

The Basics of Anger Management: Tips, Techniques and Strategies

(CONTINUUM EDUCATION +TRAINING)

February 15, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Co-ops and utilities are facing many changes throughout the industry. As a result, employees in all departments are forced to subdue their feelings of anger and frustration as they attempt to answer difficult questions and deal with a variety of challenging situations with members. In this course, the emotion of anger and its proper expression will be explored. Attendees will learn strategies for better self-control, problem solving, cognitive restructuring and how to minimize conflict by improving communications.

The Critical Link Between Trust and Leadership

(CONTINUUM EDUCATION +TRAINING)

February 16, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course will explore the many aspects of trust. Participants will explore personal and organizational trust and the tools required to be successful in today's changing work environment.

Do You Hear What I Hear? Getting Business Results through Effective Listening Skills

(CONTINUUM EDUCATION +TRAINING)

February 17, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This seminar is designed to help individuals understand the strengths and weaknesses of their current listening style(s), and to identify more appropriate styles better suited for their situation and work environment.

Business Communication Training Overview (2 days)

(CONTINUUM EDUCATION +TRAINING)

February 22-23, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 1.4 **CPE:** 1.4

Registration Fee: \$695/Member • \$750/Non-Member

This two-day seminar is designed to build essential skills for employees who communicate in a variety of ways with their subordinates, co-workers, managers and members on a daily basis. Commonly used tools - both verbal and written - will be covered.

Do You Hear What I Hear? Getting Business Results through Effective Listening Skills - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

February 23, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This seminar is designed to help individuals understand the strengths and weaknesses of their current listening style(s), and to identify more appropriate styles better suited for their situation and work environment.

Attitudes Make or Break an Organization - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

February 24, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This seminar is devoted to assisting an organization in building positive attitudes. The session will show participants how to identify and maintain an approach that leads to a positive outlook. This course includes interactive sessions as well as self-evaluations to help individuals create an open mind and heart to developing a more productive and meaningful work life.

Is Your Co-op Focused on it Service to Members?

(CONTINUUM EDUCATION +TRAINING)

February 24, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Increasingly, electric co-ops are finding that members are much more vocal about the standards of performance. This course will help you examine how your co-op can take the steps to increase member satisfaction. Participants will learn how to examine member expectations regarding routine transactions, dissemination of information, and performance results.

Basic HVAC System Operations

(CONTINUUM EDUCATION +TRAINING)

March 1, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

The course will provide residential marketing representatives with a basic understanding and knowledge of HVAC operations. This course will increase their ability to effectively communicate with HVAC contractors, builders, and homeowners in regards to heat pump operations during home-energy audits.

Application of Engineering Fundamentals- Module A (3 days)

(HI-LINE ENGINEERING)

March 2-4, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 2.1 **CPE:** 2.1

Registration Fee: \$1,695/Member • \$1,795/Non-Member

Module A- System Modeling and Analysis

Attitudes Make or Break an Organization

(CONTINUUM EDUCATION + TRAINING)

March 8, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This seminar is devoted to assisting an organization in building positive attitudes. The session will show participants how to identify and maintain an approach that leads to a positive outlook. This course includes interactive sessions as well as self-evaluations to help individuals create an open mind and heart to developing a more productive and meaningful work life.

Developing Effective Coaching and Mentoring Skills

(CONTINUUM EDUCATION + TRAINING)

March 9, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for individuals with supervisory responsibilities who need an understanding of the rewards from proper mentoring and coaching techniques. Co-op leaders will learn how to lay the foundation for a collaborative learning environment working to meet the needs of the future.

Knowledge Is Power: Understanding Rates and Costs of Service - Course I

(C.H. GUERNSEY)

March 22, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$595/Member • \$695/Non-Member

Understanding Rates and Cost of Service, Part I focuses on the key components involved in developing the cooperative's cost of service and setting appropriate policies.

Knowledge Is Power: Understanding Rates and Cost of Service - Course II

(C.H. GUERNSEY)

March 23, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$595/Member • \$695/Non-Member

Understanding Rates and Cost of Service, Part II focuses on the key components involved in developing the cooperative's cost based rates and line extension policies.

Recognizing and Dealing with Troubled Employees: Employee Documentation & Conflict Resolution

(CONTINUUM EDUCATION + TRAINING)

March 29, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Learn to identify the clues that reveal potential employee issues and how to address them professionally and legally. This course will provide insight into what is required for effective documentation and how to communicate employee expectations.

Wood Pole Structure Design - Jasper (2.5 days)

(HI- LINE ENGINEERING)

March 29-31, 2011

9 a.m. to 4 p.m. (Tuesday and Wednesday)

9 a.m. to 12p.m. (Thursday)

Registration Fee: \$50/Member • \$50/Non-Member

Building and Maintaining a Positive Workplace

(CONTINUUM EDUCATION +TRAINING)

March 30, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for customer service, operations, and supervisors at all levels looking to create a “positive internal” environment. The course will offer insights into how to evaluate current methods of dealing with employees and co-workers. In addition the course will introduce ‘tips’ for improving employee management and how to make your workplace the ‘best’ it can be.

CHANGE: The Challenges of Change

(CONTINUUM EDUCATION +TRAINING)

March 31, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Prepare your organization’s members and employees for the challenges of change and learn how change impacts an organization. You will gain insight into how people react to change and how they develop their own personality during the change process.

Staking Phase I Training (5 days)

(HI-LINE ENGINEERING)

April 4-8, 2011

1 p.m. to 4 p.m. (Monday)

9 a.m. to 4 p.m. (Tuesday –Wednesday)

9 a.m. to 12 p.m. (Friday)

Class Requirement: 15 **CEU:** 0.3.2 **CPE:** 0.3.2

Registration Fee Early: \$1,595/Member • \$1,695/Non-Member

1. Basic Surveying
2. Line Design
3. Joint Use
4. Unique Structures

Conducting Proper Workplace Investigations - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

April 5, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Learn to protect your organization – knowing the ins and outs of workplace investigations is a must! Whether the issue is a harassment complaint, a threat of workplace violence, employee performance or other workplace disputes – a thorough investigation is essential to make sound employment decisions and minimize legal risks.

Employee Handbooks: Protecting Your Organization - Taylor EC

(CONTINUUM EDUCATION + TRAINING)

April 6, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

In this course you will explore everything that goes into a good handbook - one that will reduce the possibility of litigation and serve as a valuable tool for your organization.

Top-Level Management: for the Manager who Manages Managers

(CONTINUUM EDUCATION + TRAINING)

April 12-13, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Every successful manager knows rewards are granted for results not for effort. Attendees will work on a series of investigative assessments with other senior executives addressing the challenging situations managers often face.

Human Error Prevention Seminar

(HIGH TECHNOLOGY SEMINARS)

April 26, 2011

9 a.m. to 4 p.m.

Class Requirement: 15

Registration Fee: \$595/Member • \$695/Non-Member

This seminar is designed for anyone whose objective is to improve productivity, safety and quality. The principles and practices of human error prevention are universally applicable regardless of the type of industrial, commercial or governmental enterprise, and regardless of the type of function performed within the enterprise.

Conducting Proper Workplace Investigations

(CONTINUUM EDUCATION + TRAINING)

April 27, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Learn to protect your organization – knowing the ins and outs of workplace investigations is a must! Whether the issue is a harassment complaint, a threat of workplace violence, employee performance or other workplace disputes – a thorough investigation is essential to make sound employment decisions and minimize legal risks.

Business Ethics

(CONTINUUM EDUCATION + TRAINING)

April 28, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Train employees to deal with the ethical dilemmas that are faced every day. Often, employees are not even aware of an ethical dilemma until it has exploded. This training course presents a common sense understanding of the issues and helps provide some guidelines for employees and management to implement in the workplace.

Crisis Management

(C.H. GUERNSEY)

May 9, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7
Registration Fee: \$595/Member • \$695/Non-Member

Cyber Security

(C.H. GUERNSEY)

May 10, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7
Registration Fee: \$595/Member • \$695/Non-Member

This course will provide an introductory overview of the techniques necessary for a successful cyber security program.

Application of Engineering Fundamentals – Module B (3 days)

(HI-LINE ENGINEERING)

May 17-19, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 2.1 **CPE:** 2.1
Registration Fee: \$1,695/Member • \$1,795/Non-Member

Module B- System Planning

Cooperative Financial Management for Non-Accountants

(C.H. GUERNSEY)

May 24, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7
Registration Fee: \$595/Member • \$695/Non-Member

This introductory course is designed for distribution cooperative staff without accounting or finance backgrounds desiring to better understand cooperative financial statements and put that understanding to work.

Frontline Leadership I (2 days)

(CONTINUUM EDUCATION +TRAINING)

May 25-26, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 1.4 **CPE:** 1.4
Registration Fee: \$695/Member • \$750/Non-Member

This two-day course is designed to prepare supervisors for the challenges of being an effective leader and team leader. Participants will learn how to develop a unique leadership style that suits them.

Taking Minutes and Proofreading for Professional Communication

(CONTINUUM EDUCATION +TRAINING)

June 21, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7
Registration Fee: \$350/Member • \$400/Non-Member

This session offers hands-on practice in the minute taking and organizing skills that will build confidence and accuracy for recording meeting records.

Cooperative Business Leadership

(CONTINUUM EDUCATION + TRAINING)

June 22, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Develop a strong working knowledge of the cooperative, its business model and systems. In this course participants will learn how to apply that knowledge and improve their organization.

It's Not Business as Usual: Using Innovation to Meet the Challenges of Today's Cooperatives

(CONTINUUM EDUCATION + TRAINING)

June 23, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Whether one is faced with a problem dealing with customers, sales, marketing, technicians, or finance, each issue must incorporate innovation to solve the problem. This workshop will provide attendees with the skills needed to increase creativity and solve problems found in today's workplace.

OSHA 30-Hour Training

(TEC LOSS CONTROL SPECIALIST)

June 27-July 1, 2011

8 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 3.0 **CPE:** 3.0

Registration Fee: \$695/Member • \$750/Non-Member

The OSHA 30-hour general industry program is intended to provide an in-depth look at OSHA's 1910 general industry regulations. This course provides the knowledge needed to locate and apply OSHA safety and health standards, polices, and procedures to an organizations on-going safety and health program.

Understanding Utility Collections and Credit Issues

(CONTINUUM EDUCATION + TRAINING)

July 6, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for finance personnel and individuals with a responsibility of collecting payments. This class will encourage participants to review current procedures to prevent or reduce the number of potentially negative factors in all the processes.

Collecting Outstanding Debts by Tracking Debtors

(CONTINUUM EDUCATION + TRAINING)

July 7, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

This course is designed for billing clerks and supervisory personnel in the area of billing and finance. This course is designed to assist utilities in learning and applying the techniques associated with skip tracing in order to collect on outstanding debts.

Staking Phase II Training (5 days)

(HI-LINE ENGINEERING)

July 11-15, 2011

1 p.m. to 4 p.m. (Monday)

9 a.m. to 4 p.m. (Tuesday –Wednesday)

9 a.m. to 12 p.m. (Friday)

Class Requirement: 15 **CEU:** 3.2 **CPE:** 3.2

Registration Fee Early: \$1,595/Member • \$1,695/Non-Member

1. Application and Use of the 2007 NESC
2. Easement Acquisition
3. Obtaining Permits
4. Line Inspection

Leading Change from the Driver's Seat - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

July 12, 2011

9a.m. to 4p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This session is intended to assist all employees dealing with change. It will provide practical strategies for dealing with an ever-changing and demanding marketplace. Participants will identify their natural response to change and learn practical strategies for successfully managing and utilizing change to the benefit of the organization.

The Keys to Staying on Project - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

July 13, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Do you wished you could gain better control of the forces impacting your time at work and home? Gain valuable insight into uncovering old habits and behaviors that waste time. The session will provide a clear framework for establishing priorities, setting achievable goals, and eliminating nonessential tasks, activities and commitments.

Strategies to Implement Your Strategic Plan

(CONTINUUM EDUCATION +TRAINING)

July 19, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Too often, strategic business plans are simple written documents that fit nicely into a PowerPoint slide; yet, they do not translate into the actual operations of the business. This session is designed to provide participants with an understanding of the key disciplines required to implement a strategic plan throughout all levels of an organization.

Maintaining Your Organization When Faced with Employee Turnover

(CONTINUUM EDUCATION +TRAINING)

July 20, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for mid and upper-level management, HR, and department heads with a need to understand the impact of employee turnover and what can be done to minimize its impact. Participants will learn that to sustain a successful organization strategic planning is required.

Talent Development

(CONTINUUM EDUCATION + TRAINING)

July 21, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for mid and upper-level management, HR staff, and department heads looking to understand the importance of talent development within an organization. Attendees will learn that in order to remain competitive they will have to explore how to bridge the gap between the organization's current skills and those required in the future.

Frontline Leadership II (2-days)

(CONTINUUM EDUCATION + TRAINING)

July 26-27, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 1.4 **CPE:** 1.4

Registration Fee: \$695/Member • \$750/Non-Member

This course is designed to further enhance the skills laid out in Session 1. This two-day session will center on the challenges of being an effective leader.

The Keys to Staying on Project by Managing Priorities

(CONTINUUM EDUCATION + TRAINING)

July 28, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Have you wished you could gain better control of the forces impacting your time at work or home? Gain valuable insight into uncovering old habits and behaviors that waste time. The session will provide a clear framework for establishing priorities, setting achievable goals, and eliminating nonessential tasks, activities and commitments.

Leading Change from the Driver's Seat

(CONTINUUM EDUCATION + TRAINING)

August 16, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

This session is intended to assist all employees dealing with change. It will provide practical strategies for dealing with an ever-changing and demanding marketplace. Participants will identify their natural response to change and learn practical strategies for successfully managing and utilizing change to the benefit of the organization.

Motivating Employees to Excellence

(CONTINUUM EDUCATION + TRAINING)

August 17, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed to assist leaders in creating a work environment that encourages and nurtures motivation. Participants will be exposed to various theories of motivation as well as practical skills for application.

Communicating Unpopular Decisions

(CONTINUUM EDUCATION + TRAINING)

August 18, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed to assist individuals in learning how to deliver bad news. The session will provide improved strategies for communicating decisions with openness and honesty as well as how to gain support behind the issue.

Strategies to Implement Your Strategic Plan - Taylor EC

(CONTINUUM EDUCATION + TRAINING)

August 23, 2011

9 a.m. to 4 p.m.

Member

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-

Too often, strategic business plans are simple written documents that fit nicely into a PowerPoint slide; yet, they do not translate into the actual operations of the business. This session is designed to provide participants with an understanding of the key disciplines required to implement a strategic plan throughout all levels of an organization.

Application of Engineering Fundamentals – Module C (3 days)

(HI-LINE ENGINEERING)

August 23-25, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 2.1 **CPE:** 2.1

Registration Fee: \$1,695/Member • \$1,795/Non-Member

Module C- Short –Circuit Analysis & System Protection

Taking Minutes and Proofreading for Professional Communication - Taylor EC

(CONTINUUM EDUCATION + TRAINING)

August 24, 2011

9a.m. to 4p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This session offers hands-on practice in the minute taking and organizing skills that will build confidence and accuracy for recording meeting records.

Maintaining Your Organization When Faced with Employee Turnover -Taylor EC

(CONTINUUM EDUCATION + TRAINING)

August 25, 2011

9a.m. to 4p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for mid and upper-level management, HR, and department heads with a need to understand the impact of employee turnover and what can be done to minimize its impact. Participants will learn that to sustain a successful organization strategic planning is required.

Creating the Right Environment: Preventing Harassment in the Workplace

(CONTINUUM EDUCATION + TRAINING)

August 30, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Employee turnover, absenteeism, low morale, reduced productivity, and costly litigation are all costs associated with harassment in the workplace, and that's only the tip of the iceberg. This course is designed to assist an organization's staff in understanding and applying proven compliance methods when dealing with harassment.

Making the Right Decisions- Employment Discrimination - Taylor EC

(CONTINUUM EDUCATION + TRAINING)

August 31, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Management and key personnel must be aware of and take appropriate action as they fulfill their responsibilities in preventing harassment, discrimination and retaliation in the workplace. This workshop is designed to educate leaders about both state and federal employment laws.

Achieving Success through Working towards a Common Goal

(CONTINUUM EDUCATION + TRAINING)

September 7, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

How well employee's work together affects their individual success, the success of their fellow employees, the co-op, and their member/owners. This seminar is intended to assist participants in improving the communication skills between "internal and external" employees as a means of enhancing their work with the membership.

Employee Retention

(CONTINUUM EDUCATION + TRAINING)

September 8, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

With the demands of an aging workforce and changing business work climate, the ability to compete for top talent, develop existing talent, and retain high performers is atop of most businesses. This session will provide a better understanding of the importance of employee retention as a means of building a better organization.

Leading a Diverse Workforce

(CONTINUUM EDUCATION + TRAINING)

September 13, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Understanding diversity and how it works in an organization is essential to long-term organizational growth. This workshop will provide leaders the opportunity to understand and discuss the importance of diversity in today's work place.

Organizational Management Skills That Work -Taylor EC

(CONTINUUM EDUCATION +TRAINING)

September 13, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

The training will provide valuable information on how to be effective in the job, manage time; learn how to delegate effectively, and how to put organizational tools and techniques to work.

Employee Retention - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

September 14, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

With the demands of an aging workforce and changing business work climate, the ability to compete for top talent, develop existing talent, and retain high performers is atop of most businesses. This session will provide a better understanding of the importance of employee retention as a means of building a better organization.

Employment Compliance 101

(CONTINUUM EDUCATION +TRAINING)

September 14, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

Today - more than ever - the ability to navigate through the maze of federal and state employment laws is an essential management skill. This workshop will bring you up to date on the hottest areas of employment law. In one day you'll learn how to head off employee complaints, claims and lawsuits.

Employee Handbooks-Protecting Your Organization

(CONTINUUM EDUCATION +TRAINING)

September 15, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

In this course you will explore everything that goes into a good handbook - one that will reduce the possibility of litigation and serve as a valuable tool for your organization.

Staking Phase III Training (5 days)

(HI-LINE ENGINEERING)

October 3-7, 2011

1 p.m. to 4 p.m. (Monday)

9 a.m. to 4 p.m. (Tuesday –Wednesday)

9 a.m. to 12 p.m. (Friday)

Class Requirement: 15 **CEU:** 3.2 **CPE:** 3.2

Registration Fee Early: \$1,595/Member • \$1,695/Non-Member

1. Underground Line Design and Subdivision Layout
2. Construction Contracts
3. Sizing Transformers
4. Conducting, and Basics Sectionalizing and Line Equipment

HIPPA Awareness Training - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 4, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

This workshop is intended to provide awareness on basic privacy issues and laws to help professionals understand the fundamentals of HIPAA and how it relates to employees, patients, staff and others.

Understanding Your Responsibility for Enforcing Policies and Standards for Your Utility -Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 5, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

HR is not the only department that should be familiar with the concepts of understanding company policy and enforcing standards. The session is designed to provide management level employees with a better understanding of their responsibilities relating to organizational policies, procedures, and mandated employee laws.

Employment Compliance 101-Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 6, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Today - more than ever - the ability to navigate through the maze of federal and state employment laws is an essential management skill. This workshop will bring you up to date on the hottest areas of employment law. In one day you'll learn how to head off employee complaints, claims and lawsuits.

Organizational Management Skills That Work

(CONTINUUM EDUCATION +TRAINING)

October 10, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

The training will provide valuable information on how to be effective in the job, manage time; learn how to delegate effectively, and how to put organizational tools and techniques to work.

The Disciplines of an Effective Team

(CONTINUUM EDUCATION +TRAINING)

October 11, 2011

9 a.m. to 4p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

You have heard it said, "The whole is greater than the sum of its parts," but what does that really mean in today's organization? Learn the keys that will transform the individual contributor to a team leader.

Is Your Co-op Focused on it Service to Members? -Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 11, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Increasingly, electric co-ops are finding that members are much more vocal about the standards of performance. This course will help you examine how your co-op can take the steps to become a more member-focused organization through examining member expectations regarding routine transactions, distribution of information, and performance results.

Understanding Utility Collections and Credit Issues - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 12, 2011

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7 9 a.m. to 4 p.m.

Registration Fee: Early: \$350/Member • \$400/Non-Member

This course is designed for finance personnel and individuals with a responsibility for collecting payments. This class will encourage participants to review current procedures to prevent or reduce the number of potentially negative factors in all the processes.

Exceptional Followership: The Foundation of Leadership

(CONTINUUM EDUCATION +TRAINING)

October 12, 2010

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

Knowing how to manage people is the key to being an effective leader. This seminar focuses on the needs of the employee. It places a responsibility for creating exemplary employees as a shared responsibility between the supervisor and the employee.

Collecting Outstanding Debts by Tracking Debtors - Taylor EC

(CONTINUUM EDUCATION +TRAINING)

October 13, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

This course is designed for personnel in the area of billing and finance. This course is designed to assist utilities in learning and applying the techniques associated with skip tracing in order to collect on outstanding debts.

Budgeting Basics for Utility Personnel

(CONTINUUM EDUCATION +TRAINING)

October 18, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: Early: \$350/Member • \$400/Non-Member

Understanding revenues, expenditures, and investments is the key to any organization staying financially healthy. This session is designed to help participants uncover the 'mysteries' of budgeting and gain a better understanding of them.

HIPPA Awareness Training - Taylor EC

(CONTINUUM EDUCATION + TRAINING)

October 19, 2011

9 a.m. to 4p.m.

Class Requirement: 15

Registration Fee: Early: \$300/Member • \$350/Non-Member

This workshop is intended to provide awareness on basic privacy issues and laws to help professionals understand the fundamentals of HIPAA and how it relates to employees, patients, staff and others.

Understanding Your Responsibility for Enforcing Policies and Standards for Your Utility

(CONTINUUM EDUCATION + TRAINING)

October 20, 2011

9 a.m. to 4 p.m.

Class Requirement: 15 **CEU:** 0.7 **CPE:** 0.7

Registration Fee: \$350/Member • \$400/Non-Member

HR is not the only department that should be familiar with the concepts of understanding company policy and enforcing standards. The session is designed to provide management level employees with a better understanding of their responsibilities relating to organizational policies, procedures, and mandated employee laws.

NRECA Retirement Seminar- Bluebonnet EC (2 days)

(NRECA)

October 24-25, 2011

8 a.m. to 4 p.m.

8a.m. to 3:30 p.m.

Registration Fee: \$250/Member - - \$150/Spouse

OSHA 10-Hour Training

(TEC LOSS CONTROL SPECIALIST)

October 25-26, 2011

8 a.m. 4 p.m.

Class Requirement: 15 **CEU:** 3.0 **CPE:** 3.0

Registration Fee: \$495/Member • \$595/Non-Member

Application and Use of the 2012 National Electrical Safety Code (3 days)

(HI-LINE ENGINEERING)

November 1-3, 2011

9 a.m. to 4 p.m. (Nov 1-2)

9 a.m. to 12:00 (Nov 3)

Class Requirement: 15 **CEU:** 2.1 **CPE:** 2.1

Registration Fee: \$995/Member • \$1,095/Non-Member

The course covers the application and use of the 2012 National Electrical Safety Code.

ONLINE REGISTRATION PROCESS

ON-LINE REGISTRATION FOR NEW USERS

Please follow the instructions below if you do not have a password/login for on-line registrations.

Go to the TEC Web-site at: <http://www.texas-ec.org>

Go to **Login** (bottom left) and **Click** on **Request access** under the Support field

Complete the **Account/Login Help** with all of your information

Be sure and select "**Register for Events**" (drop down menu) for the **Access Type** field

In the **NOTES** section request for a password to register for events

1. If you will be registering others at your co-op/company, please request authorization
2. If you will be updating employee profile information, please request authorization

Upon completion you will receive your password from the CRM Administrator via e-mail

Once username and password have been confirmed follow the instruction below

ON-LINE REGISTRATION FOR EXISTING USERS

Go to the TEC Web-site at: <http://www.texas-ec.org>

Go to **Login** (bottom left) and enter your username and password

****If you forgot your password click on Request password under the Support field*

Go to Register for Events and **Click** on Events Calendar

Find Your Workshop or Conference (listed by date)

To view workshop or conference information ...**click** on the **Brochure (PDF)** button in the **Brochure Column** .The PDF brochure will include the agenda, schedule time registration fees, hotel information, etc.

To register for an event ...**click** on the event code (far right).

Note: You will see the name of the event and the option to click and get the detailed information again.

Click on **Signup** (upper right)

- If you are set-up to register other employees, you will be able to see all the names listed.
- Click either yourself to register for the event or employees.
- Select registrant(s) from the list below (check the boxes by the name)

Click on **Register Selected Contacts** then Click on Functions that you are registering for
Click on **Save and Finalize**

FINAL STEP -- You can review what you have signed up for.

If you need to make any changes ...click on the **Go Back and Edit** button and make your changes.

TO FINALIZE: Finalize and Pay w/Credit Card or Finalize and be Invoiced

Once the final transaction is made you will be able to print the confirmation. You can also print a copy of the invoice ...click on print invoice.

To **CANCEL** or **MAKE CHANGES** to any part of your registration...click on the bottom to cancel and fill out the **Event Change Request** and submit.

You cannot cancel any registration or functions on-line.

The system will not accept it and TEC will not know of any cancellations or changes unless they are submitted thru the **Change Request**.



New Cooperative Employee Training

Co-op Express is a self-paced, online course designed to put you on a "fast track" view of Texas' electric cooperatives.

The course is laid out in a modular format, which allows you to move freely between modules. In addition, the following tools are provided to maximize your learning experience:

Site Map: You can access a site map at any time to move through the course. It's located in the navigation bar at the top of each page.

Quizzes: You'll see a quiz at the end of each section in the course. If you answer all of the questions correctly, you will move onto the next section (or feel free to move around using the site map.) Incorrect answers will send you back to the page where the correct answer will be found. They are not graded, but provided to help you retain key information presented within that section.

Glossary: Commonly used terms and organizations in the electric utility industry.

Related Links: Online links to other resources for further information

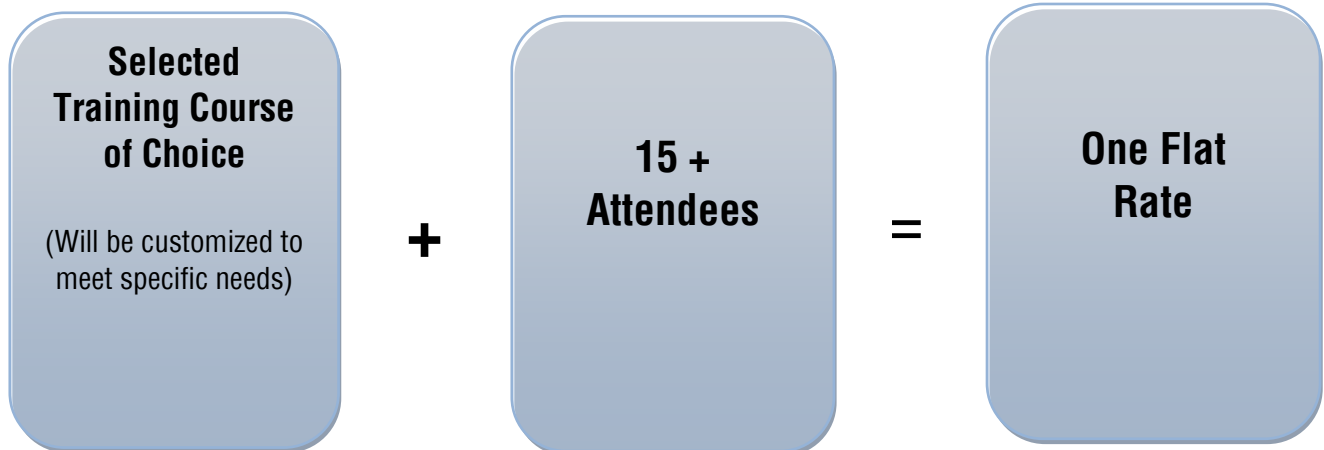
Post Test: An optional test is available at the end of the course to re-enforce what you just learned. Your grade is not recorded and the results will only be provided to you.

The training takes you inside the world of electric cooperatives, showing you what makes a cooperative different, how they operate, and how associated organizations support the work of our state's cooperatives.

Please click here for your journey to [Co-op Express!](#)

GROUP TRAINING

Cooperative Group Training Sessions



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