

Skill Builders

2019 WECA Skill Builder Program



- Attend a wide range of education, training, and professional development courses designed specifically for cooperatives.
- Take advantage of NRECA certificate, certification, and accreditation programs.
- Network with other cooperative leaders, learn from their experiences, and shape the future cooperative movement.
- Enhance the effectiveness of member service in your cooperative.



Constructing the foundation of successful cooperatives.

Credentialed Cooperative Director

The Credentialed Cooperative Director (CCD) curriculum demonstrates NRECA's commitment to directors, ensuring they have an opportunity to develop the competencies they need to succeed in a new and uncertain environment. The CCD certificate is awarded upon the successful completion of all five CCD courses in the curriculum. The two courses listed will be offered in the 2019 rotation. The remaining three will be offered in 2020.

Directors who have earned their CCD or Board Leadership (BLC) certification may audit courses they have already taken at a 50 percent discount, if space permits. In order to receive the reduced rate, applicants must note this on the registration form prior to attending the program.

UNDERSTANDING THE ELECTRIC BUSINESS

Course 2610 (1¾ SB credits)

Jackson Electric Cooperative | Black River Falls
October 22, 2019

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.

All credits mentioned refer to WECA Skill Builder (SB) credits, not NRECA credits.

STRATEGIC PLANNING

Course 2630 (1¾ SB credits)

Jackson Electric Cooperative | Black River Falls
October 23, 2019

Boards have the ultimate responsibility for ensuring and evaluating the long-term health of the organization. They help fulfill this duty through strategic thinking, identifying goals through strategic planning, and authorizing the appropriate allocation of resources through the adoption of financial policies, budget review, and approval and monitoring management's progress toward strategic goals. This course teaches directors how to participate effectively in strategic thinking and planning processes.

Key topics:

- Understanding the difference between strategic thinking and strategic planning
- Analyzing your cooperative's strengths, weaknesses, opportunities, and threats
- Recognizing the board's oversight responsibility
- Using the strategic plan in the annual evaluation of the cooperative's accomplishment and as the foundation of the CEO's performance appraisal

Skill Builder credit charges in this booklet are based upon program costs available or estimated at the time of publication and could change.

Board Leadership Certificate

The CCD Certificate is a prerequisite for the Board Leadership Certificate (BLC). However, directors do not need to have a CCD certificate in order to enroll in these courses. These courses are designed to be “challenger” workshops on key current issues. The BLC consists of a series of courses focusing in greater depth on specific industry and governance issues. These include issues such as risk management, power supply, parliamentary procedure, technology, and policy development. The BLC certificate is earned by completing a total of 10 NRECA course credits from the NRECA 900-level courses. Directors may attend BLC courses at any time, but the BLC will not be awarded until the CCD program requirements are completed.

ASSESSING GOVERNANCE: TAKING A CONTINUOUS IMPROVEMENT APPROACH TO GOVERNING YOUR CO-OP

Course 905.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
January 7, 2019

Putting a governance assessment on your board’s to-do list may be a good idea. Similar to a board performance evaluation, a governance assessment is a thoughtful and thorough review of governance bylaws, policies, practices, and legal requirements. Doing this from time to time can help ensure that your co-op is keeping up with evolving member preferences and changes in the law. This course is designed to walk directors or boards through a governance assessment process.

Key topics:

- Recognizing the purpose and value of a governance assessment.
- Analyzing the benefits and risks of various governance practices using case studies and real world cooperative scenarios.
- Strategizing ways to implement the learning from the classroom to discussion and action in the boardroom.

All credits mentioned refer to WECA Skill Builder (SB) credits, not NRECA credits.

YOUR BOARD'S CULTURE: ITS IMPACT ON EFFECTIVENESS

Course 955.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
January 8, 2019

Directors have official responsibilities, but they also tend to conform to the unique culture of their boardroom. Some cultures can promote board effectiveness, but others lead to conflict, complacency, or similar counterproductive behaviors. This course explains the concept of boardroom culture through an examination of real board case studies and discusses why directors should understand and monitor their own boardroom cultures.

Key topics:

- How boardroom cultures develop and how they impact the board's effectiveness
- Case studies in boardroom conflict and boardroom complacency and what directors can do to limit threats and risks of a counterproductive culture
- How boards deal with risk and other unintended consequences

APPRAISING AND COMPENSATING THE CEO

Course 935.1 (1½ SB credits)

Holiday Inn Hotel & Convention Center | Stevens Point
July 31, 2019

The board is responsible for appraising and compensating the chief executive officer. Appraisal is the process of using agreed-upon measures to evaluate the CEO's performance. Compensation is the process of developing a salary range and approving a salary based on the appraisal. This course focuses on helping directors to fulfill these responsibilities to ensure a sound board-CEO relationship.

Key topics:

- Identifying the role of the board in CEO appraisal and compensation
- Identifying goals for the chief executive officer in the strategic planning process
- Using tools for determining fair and equitable compensation
- Communicating with the CEO during the appraisal process

Board Leadership Certificate

HOW TO EVALUATE AND IMPROVE BOARD PERFORMANCE

Course 957.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
October 1, 2019

All effective organizations, corporations, and institutions have at least one thing in common: They implement a formal process to evaluate their performance to find areas where they can improve. Increasingly, corporate boards are following suit. The board of directors is the globally recognized system for directing the affairs of a company or corporation and for ensuring its long-term health.

Designed for cooperatives and public power district boards, this course will show them how to evaluate their own processes, including how they communicate with and appraise the chief executive; how they educate new directors; how they conduct strategic planning; how they govern themselves through the policy making process; and how they ensure they meet the long-term needs of the membership.

Key topics:

- Defining board assessment
- Designing the process
- Identifying what to assess
- Outlining the role of the chair, CEO, attorney, and other participants

STRATEGIC TECHNOLOGIES AND THEIR IMPACT ON THE COOPERATIVE

Course 963.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
October 2, 2019

This course focuses on the importance of technology planning by examining today's emerging technologies using four questions: What will the technology do for the membership? What will it do for the business of the cooperative? Is it cost effective? How well will it integrate with existing systems? This course explores a wide variety of technologies; the role of management versus the board in technology planning and strategies to get the most out of technology investments.

Key topics:

- Strategic technology issues
- The new technology landscape
- Technology in the modern co-op
- Technologies and the strategic plan
- The board's role in planning for technology
- Gaining the most from a technology investment

Supervisor & Manager Development

The NRECA Supervisor and Manager Development Program (SMDP) is a flexible, co-op-specific education program focused on strengthening the leadership skills, knowledge, and abilities needed to hire, develop, and lead others, manage performance, communicate effectively, and make decisions. The goal of this program is to equip co-op supervisors and managers with tools and resources to successfully lead and engage high-performing teams in support of the four mission-critical areas of safety, member satisfaction, reliability, and cost control.

This program is intended for co-op staff with leadership responsibilities ranging from individual contributors considering a supervisory role, to new and experienced supervisors, and middle managers. Regardless of where you are in your co-op's supervisor and manager hierarchy, this program offers a learning plan just for you.

ENGAGING AND DEVELOPING HIGH-PERFORMING EMPLOYEES: BRINGING OUT THEIR BEST

Course 713.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
February 19, 2019

According to Gallup, two-thirds of employees are either “phoning it in” or actively undermining the work of the organization because they aren’t engaged. From the time a co-op hires an employee until the employee leaves, supervisors are responsible for maximizing employee performance. Learn how supervisors can motivate employees to feel empowered and contribute an honest day’s work.

Learning objectives:

- Recognize your responsibilities in recruiting, selecting, and retaining team members.
- Communicate goals and expectations to each team member.
- Coach and mentor your team members towards meeting their goals.
- Motivate your team members to continuously improve their performance.
- Develop your team members’ knowledge and skills.
- Learn how to use delegation as a development tool.
- Hold your team members accountable for meeting goals and expectations.
- Determine when it’s appropriate to use a formal discipline process up to, and including, termination.

All credits mentioned refer to WECA Skill Builder (SB) credits, not NRECA credits.

Supervisor & Manager Development

TIME MANAGEMENT AND PRODUCTIVITY TOOLKIT FOR SUPERVISORS

Course 716.1 (1½ SB credits)

Comfort Inn & Suites | Black River Falls
February 20, 2019

Co-op supervisors and managers are not only responsible for completing their own work on time, they're responsible for the productivity of their team members. It's easy to become overwhelmed trying to keep track of what needs to be done when and by whom. This course covers best practices for prioritizing tasks, improving your concentration, planning workload, improving how your teams operate, and dealing with common distractions. You'll learn tools, methods, and techniques to help you set goals, prioritize, schedule work, and delegate tasks to enhance productivity.

Learning objectives:

- Calculate the cost of wasted time at your co-op.
- Recognize the myths surrounding productivity and pinpoint the ones that actually make you less productive.
- Reduce the number of interruptions you experience during your workday.
- Determine which of the most popular time management systems will work well for you and your team.
- Prioritize your and your team's tasks, and plan out your workload.
- Analyze work processes for inefficiencies and pain points.
- Implement three techniques for addressing the workplace bad habits of endless emails and mindless meetings.

Key topics:

- Productivity busters and boosters
- Supervisor's responsibility for team productivity & quality of their work product
- How multitasking makes you less productive
- Procrastination: how to combat it and how to use it productively
- Importance of goal-setting
- Popular time management techniques
- Prioritizing your work
- Workload planning basics
- Delegating effectively
- Business process reengineering
- Combating endless email (or texts)
- Causes of unproductive, costly meetings, and how to improve them

All credits mentioned refer to WECA Skill Builder (SB) credits, not NRECA credits.

TEAM DYNAMICS—YOUR “NATURAL APPROACH”

Course 723.1 (1½ SB credits)

Holiday Inn South | Eau Claire
April 9, 2019

Have you ever started working with new team members and wondered, “What the heck is going on with these people?” It’s frustrating when people around you just don’t seem to “get it.” The best way to understand a team’s dynamic is to start with yourself. We all have a “natural approach” to team membership. Once you recognize your own style, your likes, and dislikes as a member of the team, you will better understand where you fit and how your unique talents can best support the overall effectiveness of the team. Recognizing and appreciating style differences raises cooperation and trust which leads to a more cohesive, productive, and enjoyable team experience.

Learning objectives:

- Understand your natural approach on a team and the critical part you play in reaching team goals.
- Recognize and leverage other approaches on the team in an effort to optimize team success.
- Use a process tool for successful team dynamics.

RESTORING EMOTIONAL SAFETY AND TRUST IN THE WORKPLACE

Course 724.1 (1½ SB credits)

Holiday Inn South | Eau Claire
April 10, 2019

All employers are required to maintain a workplace free from recognized hazards that are causing, or are likely to cause, death or serious physical harm to employees. What would your co-op be like if you mandated a workplace free of emotional harm that might cause serious mental anguish? Can your co-op commit to honoring this type of workplace? In this course, supervisors and managers learn how to restore and elevate emotional safety and trust in their co-op by starting with themselves.

The foundational concept in this course is Emotional Intelligence, the ability to recognize your behaviors, moods, impulses, and to manage them best according to the situation. Emotional intelligence also involves your perception of others, what motivates them and how they work. To lead and maintain an emotionally safe environment, learn how to work with high emotional intelligence, and to manage your own impulses. This will influence how you communicate with others effectively, demonstrate empathy, and inspire others even in the face of adversity.

Supervisor & Manager Development

PERSONAL COMMUNICATION STYLES: WHO YOU ARE AND HOW YOU IMPACT OTHERS

Course 718.1 (1½ SB credits)

Stoney Creek Hotel & Conference Center | Onalaska
December 3, 2019

Seventy-five percent of people use time differently, make decisions differently, display emotions differently, and prefer to relate to others in ways that are different from you. These differences in personal style complicate your role as a supervisor as you lead your team toward your co-op's goals. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge. This course gives supervisors and managers tips, tools, and understanding regarding how to bring out the best in each employee.

Learning objectives:

- Discover how personal communication styles affect management style, including decision making and problem solving.
- Identify others' personal communication styles using behavioral cues.
- Recognize strengths and challenges when directing and delegating.
- Discover how personal communications styles influence how people are motivated.
- Provide resources, environments, and opportunities that support long-term professional growth.
- Influence and communicate effectively by adapting to the personal communication style needs and preferences of others.

All credits mentioned refer to WECA Skill Builder (SB) credits, not NRECA credits.

PRODUCTIVE CONFLICT FOR SUPERVISORS

Course 721.1 (1½ SB credits)

Stoney Creek Hotel & Conference Center | Onalaska
December 4, 2019

Workplace conflict is inevitable. Successful supervisors understand that effective conflict resolution is key to efficient business operations. Believe it or not, conflict is a positive sign that people care about the issue and have energy to put toward solutions. Some of the greatest ideas have come while voicing disagreements or opposing opinions. Learn how to leverage conflict so that you can use it in a positive way within your cooperative. What determines whether conflict deteriorates into a disaster is how it is handled. This course helps co-op supervisors and managers develop strategies for establishing a collaborative atmosphere conducive to resolving conflicts when they arise, helping individuals involved in conflicts understand each other's point of view, and facilitate problem solving.

Learning objectives:

- Learn how to establish a collaborative atmosphere conducive to resolving conflicts when they arise.
- Gain insights into your own response to conflict and that of others.
- Explore the destructive and productive conflict behaviors typical of different behavioral styles.
- Understand how to manage your personal response to conflict situations.
- Discover effective communication strategies to use when engaging in productive conflict with team members and colleagues.

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Other Courses and Events

ELECTRIC INDUSTRY UPDATES

(3 SB credits per co-op or \$1,350/co-op)

Jan. 23, 2019 8:30–11:45 a.m. Kalahari Resort | Wisconsin Dells

Jan. 23, 2019 1:15–4:45 p.m. Ramada White House Lodge | Richland Center

Jan. 24, 2019 8:30–11:45 a.m. Holiday Inn South | Eau Claire

Jan. 24, 2019 1:15–4:45 p.m. Barron Electric Cooperative | Barron

Jan. 25, 2019 8:30–11:45 a.m. Stoney Creek Hotel | Onalaska

Jan. 30, 2019 8:30–11:45 a.m. Holiday Inn & Convention Center | Stevens Point

Electric Industry Updates

WECA President & CEO Steve Freese will update employees on key state and national energy issues, discuss how employees can have a voice in the policy-making process, and talk about the impact of the fall elections.

Creating a Respectful Workplace in Today's World

In this professional development program, attorney Jennifer Mirus, Boardman & Clark, LLP, will discuss the elements of a respectful workplace and employee behaviors that are unacceptable.

We all know that workplace harassment is an ever-growing concern. The #MeToo movement has raised awareness and demonstrated that inappropriate conduct is found in all industries at all levels. And our use of social media has created a culture where our work lives and private lives are blended like never before. We have unprecedented access to each other and our private lives. In this climate, employers are taking greater steps to address workplace harassment and to foster environments of respect and inclusion.

This program will address the basics of workplace harassment. We will explore what is and is not illegal harassment, what most employers expect of employees, and what employees should do if they believe harassment is occurring in their workplaces. We will also review how off-the-clock behavior, interactions with third parties, and social media use can land employees in trouble and cause legal issues. You will leave with a greater understanding of the issue of harassment in the workplace and what is expected of you as a professional.

REASONABLE SUSPICION TRAINING

($\frac{1}{3}$ SB credit)

Dec. 13, 2018	1–3 p.m.	Vernon Electric Cooperative Westby
Feb. 4, 2019	1–3 p.m.	Barron Electric Cooperative Barron
Feb. 5, 2019	10 a.m.–12 p.m.	Central Wisc. Electric Cooperative Rosholt

Reasonable suspicion is a consistent tool and set of procedures to deter substance abuse, to protect workplace safety, and to identify employees who need help resolving problems associated with drug or alcohol abuse. The training provides awareness of the impacts drug and alcohol abuse can have in the workplace.

49CFR 382.603 is the applicable DOT regulation requiring supervisors of drivers who operate vehicles that require a commercial driver license to take 60 minutes of training on the symptoms of alcohol abuse and another 60 minutes of training on the symptoms of controlled substance use (120 minutes in total).

The purpose of this training is to teach supervisors to identify circumstances and indicators that may create reasonable suspicion that a driver is using or under the influence of alcohol or drugs, supporting referral of an employee for testing.

DEALING WITH ANGRY OR EMOTIONAL CUSTOMERS

($1\frac{1}{4}$ SB credits)

Holiday Inn South | Eau Claire
February 5, 2019

This course is designed for anyone who may find themselves on the receiving end of hostile, aggressive, or manipulative behavior from customers. The course is designed to help employees effectively manage intensively emotional customer interactions. Participants will gain insight into various patterns and dynamics of behavior.

Additional topics covered:

- An exploration of the dynamics of emotional behavior;
- The various patterns of aggressive/assertive behavior; and
- How to use word-choice techniques to help defuse tension or hostility.

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Other Courses and Events

RETIREMENT PLANNING SEMINAR

There are no program fees charged by NRECA. Meal and break charges will be billed at cost and divided equally among participants.

Holiday Inn Hotel & Conference Center | Marshfield
February 6–7, 2019*

The NRECA Retirement Planning Seminar is designed for employees and their spouses who are within 5–10 years of retirement. It helps employees evaluate distribution options from their retirement plans, estimate retirement income and expenses, and realize the need for continued investment during retirement years. Social Security and estate planning are included in the program. Health and long-term care issues are also addressed. We would also like to encourage employees and their spouses who are within 10–15 years of retirement to attend. This will help employees to gauge if they are on the right track for their retirement years.

**This is a 1½-day program ending at noon on the second day.*

CFC STATEWIDE WORKSHOP (¼ SB credit)

Holiday Inn South | Eau Claire
February 13, 2019*

The Capital Markets and Electric Cooperatives: Sheldon Petersen will share behind-the-scenes insight into how capital markets perceive co-ops' role in the evolving energy industry, trends investors and rating agencies are watching, co-op credit ratings compared with those of IOUs, and why credit ratings matter.

Understanding Financial Statements: This session will help directors home in on key areas of financial statements, such as the Statement of Operations and Balance Sheet. It will heighten understanding of important ratios like Times Interest Earned Ratio (TIER) and Equity to Assets.

Strategic Planning: What is Keeping Directors Up at Night: CFC staff have accumulated interesting findings through strategic planning with electric cooperatives. This session will explain the top challenges co-op systems are facing.

Electric Rates: New Approaches to Ratemaking: This session will focus on cost-based rates, decoupling, purchased power adjustments, prepaid service, and time-varying rates. Learn the seven suggestions in the new CFC/NRECA rate guide.

**Program runs 9 a.m.–5 p.m. with a reception and dinner to follow.*

LEGAL SEMINAR FOR DIRECTORS & EMPLOYEES (1 SB credit)

Holiday Inn South | Eau Claire
February 14, 2019

Each year topics reflect the changing environment that electric cooperatives operate in. The Wheeler, Van Sickle & Anderson, S.C. law firm will be covering evolving legal issues pertinent to the decisions made by electric cooperative directors, managers/CEOs, and key staff. Past topics included: Chapter 185 Changes, Employment Law Update, Tribal Rights-of-Way & Contracts, PURPA Update, Anti-Duplication Rules, Cyber-Security Liability, Wisconsin Disaster Fund Grants, Capital Credits Update, Stray Voltage Update, and Contracting Communication Lines in Cooperative Easements.

CREDIT ISSUES & COLLECTIONS WORKSHOP (1¼ SB credits)

Comfort Inn & Suites | Black River Falls
March 20, 2019

Extending credit to members and collecting past due balances are challenging tasks. This workshop will help you measure your collection effectiveness, ensure compliance with laws, and preserve good customer relations. Key topics include strategies to prevent collection problems starting with first contact with the member, updating what the law requires, the effect of class action lawsuits on capital credits in write-offs, effective communication of disconnection and collection policies, and best practices to mitigate collection challenges. We'll use a roundtable to compare notes, so bring your experiences to the discussion!

PROCESS IMPROVEMENT WORKSHOP (1¼ SB credits)

Comfort Inn & Suites | Black River Falls
March 21, 2019

Electric cooperatives and utilities use many processes to complete work. One of the most complex processes is the work order process, where many mini-processes come together in a mega process of a closed work order. From service orders, billing, accounts payable, monthly accounting close to a long list of other processes, come to this workshop to learn about process design, how to approach the re-design of processes, and actually get started on mapping your way to better efficiency.

Other Courses and Events

EDUCATION AND LOBBY DAYS

(1 SB credit)

Concourse Hotel & Governor's Club | Madison
March 26–27, 2019

Directors and staff will be briefed on state issues affecting electric cooperatives and the energy industry. The two-day event will feature in-depth presentations, panel discussions with experts, verbal and written background information on legislative proposals, as well as insight into the political atmosphere at the Capitol.

EMPLOYMENT LAW UPDATE

(1 SB credit)

Holiday Inn Hotel & Convention Center | Stevens Point
May 7, 2019

Employment regulations change regularly in response to new laws or court decisions that sometimes alter enforcement or implementation expectations. Keeping up with these changes is essential to minimizing liability, strengthening negotiation positions, and ensuring employees maximize benefits available to them. Often these changes are complex and require a legal perspective to help human resource professionals better understand the legal implications of court decisions and revised or new regulations. This workshop also provides several venues to make sure questions are answered, and cross-sharing of implementation strategies among cooperative human resources personnel.

HR PROFESSIONALS WORKSHOP

(1½ SB credits)

Holiday Inn Hotel & Convention Center | Stevens Point
May 7–8, 2019*

HR issues that are crucial to your co-op's future will be addressed at the ever-popular open forum and legal update. The open forum provides the opportunity to discuss new HR concerns and assist in solving issues you may be experiencing. A legal update will focus on new and changing matters as well as provide information on issues that attorneys are seeing more often.

**This 1½-day program starts approx. 3 p.m. May 7 and ends by 4 p.m. May 8.*

ENERGY ISSUES SUMMIT

(1 SB credit)

Holiday Inn Hotel & Convention Center | Stevens Point
August 1, 2019

This program provides co-op directors, CEOs, and staff with timely information about emerging energy issues. Last year's summit covered electric vehicle trends and co-op implementation strategies; cybersecurity and operational efficiency; Strategic Energy Assessment; economic development as a strategy to strengthen your community and increase revenue; and UAS "drones" and the utility industry. We will build on the success of past summits to offer another quality program in 2019. Specific topics and speakers will be determined.

ELECTRIC COMMUNICATOR'S WORKSHOP

(To be held in conjunction with the Wisconsin REC Member Services Association Annual Meeting)

(1–2 SB credits)

Hilton Garden Inn | Green Bay
August 20–21 or 21–22, 2019*

Enhance co-op communications by brushing up on basic skills, learning new techniques, and utilizing the latest in technology. Electric co-op communicators will also share ideas and maximize their use of the *Wisconsin Energy Cooperative News* magazine to effectively communicate with co-op members.

**Final program dates will be confirmed once the Green Bay Packer schedule comes out in April 2019.*

NEW EMPLOYEE ORIENTATION WORKSHOP

(½ SB credit)

Jackson Electric Cooperative | Black River Falls
October 3, 2019

This workshop will provide for new employees an introduction to the history of electric cooperatives; cooperative principles and structure; how electric cooperatives operate; cooperative finance; the role of the G&T in providing power; NRECA group and retirement benefits; and support organizations for local cooperatives.

Employees will also hear an electricity 101 presentation; various roles safety plays within electric cooperatives with suggestions for participants to take back to their home co-op; basic duties essential to all employees, focusing on general workplace safety and the well-being of the general public.

NRECA Director Gold Credential

Director Gold is an addition to NRECA's Education Program, neither replacing nor altering any existing credential. Director Gold is the hallmark of directors who have earned the Credentialed Cooperative Director (CCD) and Board Leadership Certificates (BLC) and are committed to continuing education throughout their board service.

Director Gold helps drive professional self-confidence and standing before members, regulators, and elected officials by identifying directors' ongoing commitment to advancing their knowledge and performing their fiduciary duty to the best of their ability.

For a director to earn the initial Director Gold Credential, he or she must meet these criteria:

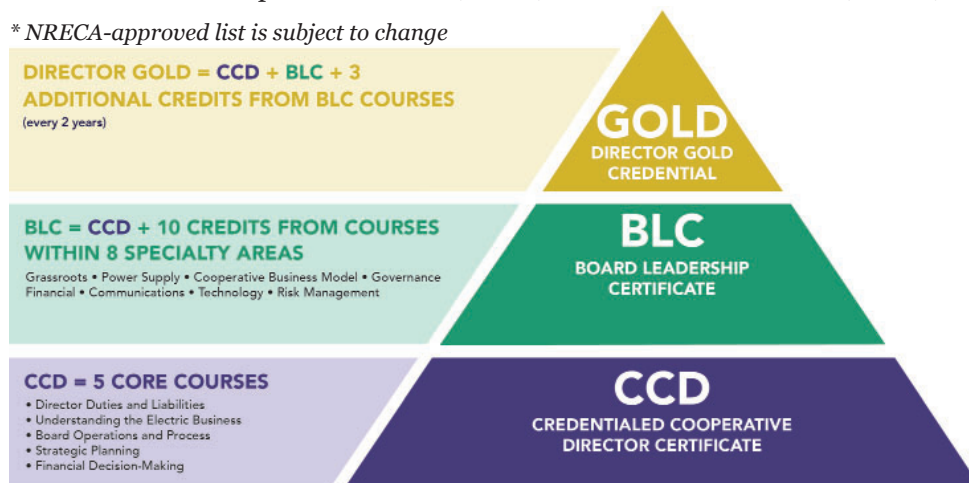
- Hold the CCD and BLC credentials.
- Earn three additional credits from the BLC series of courses. For the initial Director Gold Credential, only BLC courses will be accepted for credit. Upon renewal (every two years), other options including some non-NRECA programs are available.

A total of 13 BLC credits are needed to qualify for Director Gold status. Once eligible, a director must "opt in" by indicating interest in earning Director Gold status before a certificate will be issued. The "opt in" form can be completed at www.cooperative.com.

To maintain Director Gold status, directors must earn three credits from the NRECA-approved list of continuing education programs within a two-year (24 months) period. A minimum of two credits must be earned from the NRECA BLC courses, but directors can choose to earn all three continuing education credits from the BLC series. A maximum of one credit may be earned by attending one of the following conferences or programs:

- NRECA Directors Conference (1 credit)
- CFC Forum (1 credit)
- CoBank Energy Directors Conference (1 credit)
- Mid America Cooperative Council (MACC) Board Chair Roundtable (1 credit)

** NRECA-approved list is subject to change*



2019 Year at a Glance

January 7	Assessing Governance: A Continuous Improvement Approach (BLC)
January 8	Your Board's Culture: Its Impact on Effectiveness (BLC)
Jan. 23–25 & 30	Electric Industry Updates & Creating a Respectful Workplace (Other)
Feb. 4 & 5	Reasonable Suspicion Training (Other)
Feb. 5	Dealing with Angry or Emotional Customers (Other)
Feb. 6–7	Retirement Planning Seminar (Other)
Feb. 13	CFC Statewide Workshop (Other)
Feb. 14	Legal Seminar for Directors & Employees (Other)
Feb. 19	Engaging & Developing High-Performing Employees (SMDP)
Feb. 20	Time Mgmt. & Productivity Toolkit for Supervisors (SMDP)
March 20	Credit Issues and Collections Workshop (Other)
March 21	Process Improvement Workshop (Other)
March 26–27	Education & Lobby Days (Other)
April 9	Team Dynamics—Your “Natural Approach” (SMDP)
April 10	Restoring Emotional Safety & Trust in the Workplace (SMDP)
May 7	Employment Law Update (Other)
May 7–8	HR Professionals Workshop (Other)
July 31	Appraising & Compensating the CEO (BLC)
August 1	Energy Issues Summit (Other)
August 20–22	Electric Communicator's Workshop* (Other) <i>*To be held in conjunction with the Wisconsin REC Member Services Association Annual Meeting.</i>
October 1	How to Evaluate and Improve Board Performance (BLC)
October 2	Strategic Technologies and Their Impact on the Co-op (BLC)
October 3	New Employee Orientation Workshop (Other)
October 22	Understanding the Electric Business (CCD)
October 23	Strategic Planning (CCD)
December 3	Personal Communication Styles (SMDP)
December 4	Productive Conflict for Supervisors (SMDP)

Non-Skill Builder Programs

NRECA Youth Tour

June 7–13, 2019
Washington, D.C.

WECA District Meetings

July 15, 2019 | District 2
Stoney Creek, Onalaska

July 16, 2019 | District 3
Barron Electric Cooperative, Barron

July 17, 2019 | District 1
Central Wisconsin Electric Cooperative, Rosholt

WECA Youth Leadership Congress

July 24–26, 2019
UW–River Falls, River Falls

WECA Annual Meeting

November 5–6, 2019
Holiday Inn Hotel & Convention Center, Stevens Point



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