

CTN 2008 Calendar

The CTN program lineup features 3 Learning Tracks plus three stand alone professional development web conferences. Each month will feature a broadcast, an accompanying workbook and a web conference from one of the tracks.

All programs times are 9:30-10:30 AM CT / 10:30-11:30 AM ET.

Leadership Track January, April, July, October		Workplace Track February, May, August, November		Professional Track March, June, September, December	
January	February	March	April	May	June
<p>10 - BROADCAST Workforce Planning: Secrets of Attracting & Hiring Top Talent</p> <p>22 - WEB CONFERENCE Workforce Development</p>	<p>14 - BROADCAST The Future Workforce: Preserving Our Legacy</p> <p>26 - WEB CONFERENCE Your Compass for Navigating Change</p>	<p>4 - WEB CONFERENCE Demystifying Your Finances (stand alone)</p> <p>13 - BROADCAST What Are You Really Saying?</p> <p>25 - WEB CONFERENCE Did I Hear You Say What?</p>	<p>10 - BROADCAST Engaging & Retaining Talent</p> <p>22 - WEB CONFERENCE Accelerating Leadership Effectiveness</p>	<p>8 - BROADCAST Making Safety Fun</p> <p>20 - WEB CONFERENCE Spice It Up: Not Another Boring Safety Meeting</p>	<p>12 - BROADCAST Keeping Your Skills Fresh</p> <p>24 - WEB CONFERENCE Learning Styles: What Works</p>
July	August	September	October	November	December
<p>10 - BROADCAST Coaching For Success</p> <p>22 - WEB CONFERENCE Designing Effective Reward & Recognition Programs</p>	<p>5 - WEB CONFERENCE You Want What? Satisfying Today's Customers (stand alone)</p> <p>14 - BROADCAST Going Green: Pursuing Alternatives</p> <p>26 - WEB CONFERENCE Green Specifics & How Utilities Can Respond</p>	<p>11 - BROADCAST Staying Focused In Times Of Change</p> <p>23 - WEB CONFERENCE Situational Ethics Or Value Based Performance</p>	<p>9 - BROADCAST Managing Retirements & Career Transitions</p> <p>21 - WEB CONFERENCE Capturing & Transferring Knowledge & Skills</p>	<p>13 - BROADCAST Executive Roundtable: Regulatory Compliance</p> <p>20 - WEB CONFERENCE Regulatory Compliance: How Can DOE & DOC Help?</p>	<p>2 - WEB CONFERENCE Annual Financial Update (stand alone)</p> <p>11 - BROADCAST I'm A Customer, Too: Personal Accountability for Customer Service</p> <p>16 - WEB CONFERENCE Building Consensus: Managing A Project</p>

Leadership Track

Quarter 1

January 10 **Broadcast (9:30-10:30 AM CT)** **Workforce Planning: Secrets of Attracting & Hiring Top Talent**

This program is designed to give participants the insight and tools to identify and keep the right talent. Participants will review a variety of tools for analyzing their workforce needs, assessing their current workforce, & preparing for known and unforeseen circumstances. Participants will come away with a new perspective on how the managers approach to talent helps win the race!

January 22 **Web Conference (9:30-10:30 AM CT)** **Workforce Development**

Managing and growing your company's future talent development is one of THE strategic priorities of leaders who are committed to execution, collaboration and high performance. The challenge of going about it can seem daunting. Finding & developing great talent is one of the most critical yet elusive exercises a leader can undertake. You'll learn to: (1) Assess your talent needs; (2) Assess existing talent in your organization; (3) Develop retention strategies through performance management and career development.

Quarter 2

April 10 **Broadcast (9:30-10:30 AM CT)** **Engaging & Retaining Talent**

Viewers will learn a variety of tools for engaging and retaining talent. This broadcast will help leaders to:

- Reach beyond a generic retention strategy and have dialogues with employees, individually and collectively to understand what is most important to them
- Understand and utilize the power of context in driving behavior, including engagement & retention
- Discover the right questions to ask for optimizing retention, engagement, and productivity
- Use "developmental teams" of key stakeholders to facilitate a context of engagement

April 22 **Web Conference (9:30-10:30 AM CT)** **Accelerating Leadership Effectiveness**

As leaders move from level to level, the skills required for successful performance are discontinuous. That is, you cannot use what worked at a prior level to be truly successful at the next level. This is why most leaders are "in over their heads." Developmental leadership models describe the qualities and characteristics needed to lead effectively in what's becoming more and more the norm today – conditions of uncertainty, complexity and change, where leaders face ill-formed problems that defy simple solutions.

Quarter 3

July 10 **Broadcast (9:30-10:30 AM CT)** **Coaching for Success**

With the average age of many job functions in the industry approaching 50, it is important to develop effective existing leaders and accelerate the development of younger and potential leaders. This conference is designed to help companies better understand and utilize coaching as a workforce development strategy.

July 22 **Web Conference (9:30-10:30 AM CT)** **Designing Effective Reward & Recognition Programs**

Successful leaders have learned how to make employees feel important and appreciated through effective recognition & rewards. In turn, employees tend to be more productive, provide a higher quality of service to customers, and have a greater commitment to the organization. Learn how to: think more strategically about how reward & recognition programs can support corporate goals and objectives, choose reward or recognition strategies that employees' value, & evaluate the recognition & reward program to determine if it is producing desired results.

Quarter 4

October 9 **Broadcast (9:30-10:30 AM CT)** **Managing Retirements and Career Transitions**

What is the answer to the challenge of the impending baby boomer exodus from the workplace? Government rules regarding defined benefit plans have changed to encourage people to work longer, and they will because they need the money and because they enjoy the camaraderie and challenge of their work. Retirement management is not only a highly workable strategy, it's also a competitive necessity for organizations that want to retain the knowledge, experience, and key contacts provided by their valued older employees.

October 21 **Web Conference (9:30-10:30 AM CT)** **Capturing and Transferring Knowledge and Skills**

This conference will unfold a five stage road map to knowledge management. Participants who learn to use this road map will increase the likelihood of success in capturing and transferring knowledge and skills within their respective organizations.

Workplace Track

Quarter 1

February 14 **Broadcast (9:30-10:30 AM CT)**
The Future Workforce: Preserving Our Legacy

20% of the workforce will be retiring in the next 5-7 years. We need to capture their knowledge before a loss of opportunity and make the employees feel appreciated. We need to provide tools to bridge generation gap and help employees embrace diversity. How do we create an environment that allows the legacy employees to exchange custody/ownership of an organization they help build and feel good handing it over to the future?

February 26 **Web Conference (9:30-10:30 AM CT)**
Your Compass for Navigating Changing Directions

Employees who may be facing acquisitions, mergers, & divestitures need tools for entering into a new organization or receiving new co-employees into the acquiring organization. Participants will be given tips for:

- What to expect as an employee being placed into a new organization
- What to say and how to include and understand new employees
- How to handle/process the related corporate growing pains and evolving culture

Quarter 2

May 8 **Broadcast (9:30-10:30 AM CT)**
Making Safety Fun

Improving the safety culture remains at the forefront across the utility industry. Richard Hawk is known for creating vibrant safety cultures around the world. He spent ten years as a safety engineer and management trainer in the nuclear industry and has worked as a safety consultant on construction sites. His innovative approach to safety has helped hundreds of companies reduce their injury rates for greater than 20 years. Richard uses safety books, safety puzzles and downloads for safety professionals.

May 20 **Web Conference (9:30-10:30 AM CT)**
Spice It Up: Not another Boring Safety Meeting

Learn easy ways to turn your Safety Meetings from Bland to GRAND! Spice It Up! will help you reduce accidents by making your safety meetings an exciting and effective tool for promoting safe behavior.

Quarter 3

August 5 **Stand-Alone Web Conference: Sales and Marketing (9:30-10:30 AM CT)**
You Want What? Satisfying Today's Customers

Our ever-changing industry is facing the ever-changing customer with his/her expectations and demands and access to greater choices for service. The industry must distinguish itself by its service delivery to be the provider of choice. Participants will learn to better understand why today's customers have higher expectations for satisfaction and will:

- Learn to listen for cues to what will satisfy
- Learn to use customer dissatisfaction to breed customer service satisfaction strategies
- Learn the "must do's" of exceptional customer service in today's market

August 14 **Broadcast (9:30-10:30 AM CT)**
Going Green: Pursuing Alternatives

Environmental catastrophes, rising energy costs and health problems are beginning to site global climate change and atmospheric greenhouse gases as the cause. National legislators continue to debate the right structure for greenhouse gas policy. What does this mean for our industry? What are the alternatives we are pursuing?

August 26 **Web Conference (9:30-10:30 AM CT)**
Green Specifics and How Utilities Can Respond

Discussion of Green Specifics: what are the legislative implications & how utilities can respond?

Quarter 4

November 13 **Broadcast (9:30-10:30 AM CT)**
Regulatory Compliance: Executive Roundtable

Making sense of regulatory compliance - what's on the horizon and what do we need to be aware of regarding DIMP, NERC, INPO, FERC/NOPRS, RP1162 and others.

November 20 **Web Conference (9:30-10:30 AM CT)**
How Can DOE and DOC Help?

Panel discussion on current workplace challenges and what help is available from DOE and DOC and how to use it.

Professional Track

Quarter 1

March 4 Stand-Alone Web Conference: General Finance (9:30-10:30 AM CT)

Demystifying Your Finances

As companies experience growth, downsizing, mergers, etc. employees are often faced with understanding new personal financial plans, pension programs, and even corporate financial information; this program will empower employees to make sense of this type of information. Participants will expand your financial vocabulary, gain a line item understanding of financial documentation, and learn how to skim documents for pertinent financial information that plays a part in personal financial planning and investments.

March 13 Broadcast (9:30-10:30 AM CT)

What Are You Really Saying?

Frequently people misunderstand what someone else has said to them, especially when it comes through a memo or e-mail. This can lead to a great deal of turmoil at work and affect morale. Learn tips on how to overcome barriers to communication. Jan Hargrave will help us learn how to tell if someone is lying to you' understand how to appear confident, when nervous; recognize the hidden power of your handshake and learn to develop articulate positive body language during presentations.

March 25 Web Conference (9:30-10:30 AM CT)

Did I Hear You Say What?

Learn how to understand the subtle differences in communication styles and how to work and communicate better together as a team.

Quarter 2

June 12 Broadcast (9:30-10:30 AM CT)

Keeping Your Skills Fresh

In today's changing marketplace how do we keep our skills fresh and maintain personal relevance in our organizations? In this broadcast you'll discover tips on how to become multifunctional, assume nothing, use network and teamwork skills, stay in school and balance and blend relationships.

June 24 Web Conference (9:30-10:30 AM CT)

Learning Styles: What Works?

We all have preferred styles for performing job functions and communicating with others. In this conference we will discuss how one's use preferred styles can lead to both positive and detrimental results and how to better understand the styles and behaviors of others.

Quarter 3

September 11 Broadcast (9:30-10:30 AM CT)

Staying Focused in Times of Change

Purposed Performance is an operating system for personal performance, growth, and development created by Allen Tappe. The anchor message of Purposed Performance is that an individual must "cross the line" from the bondage of being a victim to the freedom of being a purposed performer in order to achieve any real life success. Tappe provides valuable strategy and useful tools to help individuals make that vital choice and stay focused in times of change.

September 23 Web Conference (9:30-10:30 AM CT)

Situational Ethics or Value Based Performance?

While most of us believe we are in touch with our values and try to live by them, it is sometimes easy to slide into situational ethics which leads to intermittent abandonment of our core values. This conference will provide tips for avoiding the traps that lead to situational ethics and undermine performance.

Quarter 4

December 2 Stand-Alone Web Conference: Accounting (9:30-10:30 AM CT)

Annual Financial Update

A panel of financial and industry experts will review, analyze and discuss current rules and regulation required by FERC and FASB in year end reporting and filings.

December 11 Broadcast (9:30-10:30 AM CT)

Who Delivers: I'm a Customer Too? Personal Accountability for Customer Service

Personal accountability means replacing plaintive thoughts such as, "Why is this happening to me?" with more constructive questions like "What can I do to contribute?" This conference will increase awareness that accountability for customer service begins with me. Participants will learn how to develop a customer-focused mindset that leads to personal accountability, customer focus and improved communication.

December 16 Web Conference (9:30-10:30 AM CT)

Building Consensus: Managing a Project

Leading a project from start to finish can be like herding cats to the finish line of a race. A key element for success in project management is involving and gaining the agreement of all key stakeholders – decision makers/breakers, those affected by the project outcome and those who possess necessary information or expertise. Proactive planning of the agreement process along with project path will help ensure successful achievement of the project goal.