

LEADERSHIP TRAINING 2019



CLC CENTRAL LAKES COLLEGE
Business & Industry Center

Industry-specific training for rural electric cooperative employees.
Developed by AchieveForum.
Facilitated by Minnesota Rural Electric Association.

MREA'S LEADERSHIP TRAINING IS UNIQUE

in that it combines AchieveForum's Award-Winning Corporate Leadership Modules with a curriculum designed specifically for the Rural Electric Cooperative industry.

THE BASIC PRINCIPLES

BUILDING TRUST UNDER PRESSURE

January 8 (T) Kandiyohi Power Cooperative, Spicer
October 15 (T) East Central Energy, Braham

THE MODULES

MODULE 1: YOUR ROLE AS A GENUINE LEADER

January 9-10 (W, Th) Kandiyohi Power Cooperative, Spicer
October 16-17 (W, Th) East Central Energy, Braham

MODULE 2: THE CLIMB TO TOP PERFORMANCE

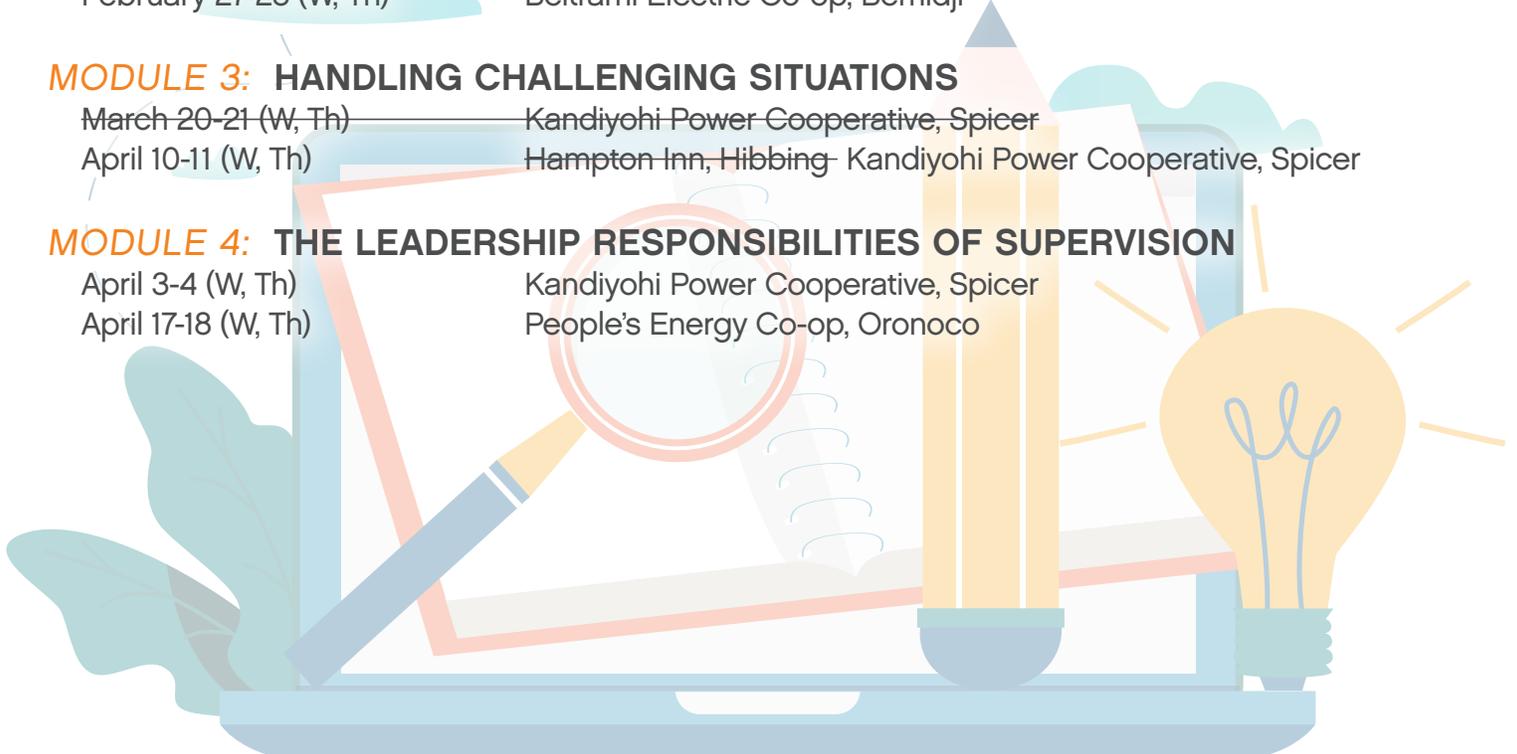
January 30-31 (W, Th) Kandiyohi Power Cooperative, Spicer
February 27-28 (W, Th) Beltrami Electric Co-op, Bemidji

MODULE 3: HANDLING CHALLENGING SITUATIONS

March 20-21 (W, Th) Kandiyohi Power Cooperative, Spicer
April 10-11 (W, Th) Hampton Inn, Hibbing- Kandiyohi Power Cooperative, Spicer

MODULE 4: THE LEADERSHIP RESPONSIBILITIES OF SUPERVISION

April 3-4 (W, Th) Kandiyohi Power Cooperative, Spicer
April 17-18 (W, Th) People's Energy Co-op, Oronoco



CERTIFICATION

The program certification includes seventeen (17) individual modules designed to be completed by attending four consecutive, two-day sessions. These sessions are offered once or twice each year (as necessary) over a two-year period. Because the modules need not be taken in sequence, a participant may stop or miss a session if an emergency prevents regular attendance, and re-enter when space in the program is available. The Basic Principles: Building Trust Under Pressure is a pre-requisite for all other modules. This is scheduled prior to some of the modules to allow new participants to begin the program. Subsequent modules may be taken in any sequence.

PRESENTATION AND MATERIALS

Class size is limited to 20 people to provide maximum opportunity for participants to benefit from the instructor-led multi-media activities. Each participant receives a binder containing workbooks for each skill unit, including observation and planning forms.

INSTRUCTOR

Eloise Thorson, Customized Training Representative from Central Lakes College in Staples, has customized this series for electric cooperatives and has been teaching the course for MREA since 1996. Her expertise has resulted in over 250 co-op employees from over 40 cooperatives to become certified in leadership.

PREREQUISITE

First timers must complete the Basic Principles. Modules 1-4 may be taken in any order.

THE BASIC PRINCIPLES BUILDING TRUST UNDER PRESSURE

January 8	T	12:30-4:30	Kandiyohi Power Cooperative, Spicer
October 15	T	12:30-4:30	East Central Energy, Braham



New challenges are constantly placing pressures on today's leaders whether they have formal positions or are the "go to" person. Now more than ever, everyone in the organization needs a deep understanding of leadership principles and help in tailoring those principles to their own work realities. Everyone can benefit from leadership guidelines that enable them to become more efficient, effective and productive in their jobs.

MODULE 1 YOUR ROLE AS A GENUINE LEADER

January 9-10	W, Th	8:30-4:30	Kandiyohi Power Cooperative, Spicer
October 16-17	W, Th	8:30-4:30	East Central Energy, Braham



Reality in today's workplace means that people must be able to quickly absorb and share an overwhelming amount of information each day. In doing so, they must understand and adapt to a variety of coworkers and customers and be able to influence organizational success. Good communication skills depend on the relationships we have with others and contribute to a productive environment.

- **Understanding Yourself and Others** - Look at a framework for human behavior and increase knowledge of your unique behavioral pattern as well as appreciate the behavioral styles of others. This approach will help you create an environment that will contribute to everyone's success.
- **Listening in a Hectic World** - Learn to make conscious and deliberate choices about how to focus your time and attention in order to consistently extract what you need from listening situations and opportunities.
- **Speaking to Influence Others** - Consider strategies and approaches for ensuring that what you say to others has the greatest possible impact in the most efficient way.
- **The Customer Relationship - Internal and External** - Explore the nature of customer expectations and the role employees play in creating customer loyalty. Understand the relationship of internal customers and work environment to customer service. Apply customer relations strategies and positive language to provide high levels of service.

MODULE 2 THE CLIMB TO TOP PERFORMANCE

January 30-31	W, Th 8:30-4:30	Kandiyohi Power Cooperative, Spicer
February 27-28	W, Th 8:30-4:30	Beltrami Electric Co-op, Bemidji



Bringing out the best in yourself and others leads to an engaged and effective team focused on organizational goals. Aligning daily work with the big picture ensures that everyone is on the same page and is able to share information that helps everyone do their job better. All employees are able to make meaningful contributions to the best of their ability.

- **Identifying Priorities and Setting Clear Expectations** - Help prioritize work and set expectations for high performance that contributes to your cooperative's goals.
- **Offering Rewards and Recognition** - Acknowledge the accomplishments of peers, managers and suppliers in meaningful, appropriate ways to enhance performance.
- **Giving Needs-Based Feedback** - Get information to the right people at the right time, bring problems to the forefront and build strong working relationships that foster ongoing learning and mutual respect.
- **Addressing Emotions at Work** - Discover skills for managing emotions in the workplace, helping to prevent runaway emotions, and remain productive and focused toward cooperative goals.

MODULE 3 HANDLING CHALLENGING SITUATIONS

March 20-21	W, Th 8:30-4:30	Kandiyohi Power Cooperative, Spicer	CANCELLED
April 10-11	W, Th 8:30-4:30	Hampton Inn, Hibbing	Kandiyohi Power Cooperative, Spicer

Today's employees must prepare for the complex situations common in today's work environment. More than ever, people have to depend on each other to achieve results under pressure. In a climate where resources are scarce and people are already overworked, new strategies are needed to motivate positive change and use new perspectives to address problems, both old and new.



- **Activating Change** - Learn and apply best practices that help you handle the stress that can come with change, build skills that promote your personal success, and promote the long-term success of your cooperative.
- **Resolving Conflict With Your Peers** - Examine a model for the effective management of conflict – which will result in increased collaboration, innovation, problem solving, and productivity in the workplace.
- **Shaping a Motivational Workplace** - Understand employees' need for competence, relatedness, and autonomy. The practical goal is sustained performance and results driven by internally motivated people.
- **Generations in the Workplace: Leveraging Age Diversity** - Provides a research-based framework and best practices required to capitalize on age diversity. Learn five key practices for eliminating age-based stereotypes from your work team.

MODULE 4 THE LEADERSHIP RESPONSIBILITIES OF SUPERVISION

April 3-4	W, Th 8:30-4:30	Kandiyohi Power Cooperative, Spicer
April 17-18	W, Th 8:30-4:30	People's Energy Co-op, Oronoco



Effective supervision has a profound positive impact on the supervisor, the employees, and the business as well as organizational strategy, customers, and the bottom line. The transition from employee to supervisor requires building credibility, commitment, and new kinds of relationships. As supervisors, individuals are only as successful as those they supervise and therefore must provide support to those for whom they are responsible.

- **The Hallmarks of Supervisory Success** - Explore three critical hallmarks that will help you prepare to make the transition into management and balance the multiple elements of your job responsibilities.
- **Delegating for Shared Success** - Learn skills to delegate effectively. Thoughtful delegation focuses employees' capabilities and builds their self confidence to enhance their contributions and productivity.
- **Correcting Performance Problems** - Address recurring or serious performance problems getting an individual's performance back on track and building motivation for improvement.
- **Strategic Planning and Process Improvement, Effective Meetings** - Understand your role in preparing your work group and your cooperative for the future. Strengthen your credibility as a leader through your contribution to meetings where work gets done and relationships are enhanced.



Minnesota Rural Electric Association
11640 73rd Avenue N.
Maple Grove, MN 55369

BASIC PRINCIPLES PRICING

MREA Education Member:	\$289
Non-MREA Education Member:	\$319

MODULE PRICING

Each Module:	
MREA Education Member:	\$589
Non-MREA Education Member:	\$639

LODGING

Spicer	Hampton Inn, 100 Lake Avenue North, Spicer	320-796-3000 or Little Crow Resort, 15980 Hwy 23 NE, Spicer	320-347-1500
Braham	(Cambridge) Crossings by GrandStay, 300 S. Garfield St., Cambridge		763-689-0542
Hibbing	Hampton Inn, 4225 9th Avenue W., Hibbing		218-262-0000
Bemidji	AmericInn, 1200 Paul Bunyan Dr. NW, Bemidji		218-751-3000
Oronoco	(Rochester) Hampton Inn & Suites Rochester-North, 2870 59th St. NW, Rochester		507-289-6100

ONLINE REGISTRATION

Online registrations can be finalized by selecting one of the following payment types:

- Bill Me (The cooperative / company will be invoiced by MREA)
- Check/Money Order (Mail to MREA/AR, 11640 73rd Ave. N., Maple Grove, MN 55369)
- Credit Card (American Express, Discover, VISA or MasterCard)

To register on MREA's secure online Member Center, please follow these simple steps:

1. Go to www.mrea.org and sign in to the Member Community.
2. Select Events from the menu.
3. Choose an event and click the register link to begin the guided registration process.
4. At the checkout screen select Payment Type and enter the necessary information.
5. A confirmation of your registration will be emailed to you.

MREA / REMA CANCELLATION SUBSTITUTION POLICY

Cancellations up to 4 Business days prior to start of program may:

- a. Immediately transfer their registration to another employee
- b. Receive a refund, less a \$25 cancellation fee

Cancellations less than 4 business days prior to start of program may:

- a. Immediately transfer their registration to another employee
- b. Receive a 50% refund of the registration fee

Please note that cancellations not made prior to the first day of the program will be charged the full registration fee. A substitute may be sent to the first day of the meeting in place of the original attendee.