Facilitation Skills

Whether it’s a meeting (big or small), round table discussion, or a training session, someone has to shape and guide the process of working together so that you meet your goals and accomplish what you’ve set out to do.

While a group of people might set the agenda and figure out the goals, one person needs to concentrate on how you are going to move through your agenda and meet those goals effectively. This is the person we call the “facilitator.”

In this 3 part video program, Frank Starkey, a Dale Carnegie Master Trainer, will demonstrate how to develop excellent facilitation skills so that you can help people collaborate, innovate, and work productively together.

How to Plan and Facilitate an Effective Meeting

Designing and delivering purposeful and participative meetings can be challenging. This interactive, live webinar will address how to overcome some of the common challenges experienced in conducting effective meetings.

Topics to be discussed include:

- Getting off to a great start
- Planning for success
- Putting it all together
- Facilitation skills
- Working with speakers
- Creating the magic
- Tool time

Register to participate in this live webinar.

February 26, 2013
9:30—10:30 AM CT
Click here to register.

Network News Live:
Navigating the Website

Getting the most out of your membership means learning the tools provided. Network News Live will bring you live interactive learning each month to do just that.

Join us on February 5th at 1:00 PM CT for a short 10 minute webinar on using the website.

You can send your questions in advance to: farlene@southerngas.org

Click here to register.
How to Win Friends and Influence People

Dale Carnegie's book "How to Win Friends and Influence People" is the most influential business book of the twentieth century. Download a free copy of his principles updated for the digital age and learn why! These are the same key principles they use in their online training programs and consulting services for professionals and companies of all sizes in all business segments around the world.

Click here to get your free copy now.

Available in the Video Library

Have you seen these programs?

Business Etiquette—Technology with Jeff Havens
Whether you are interacting with new clients or familiar coworkers, the key to maintaining relationships crucial to your business success is appropriate etiquette.

Effective Presentations & Engaging an Audience with Doug Staneart, President and CEO, The Leader’s Institute.

Best Boss—Communication
Looking for a short video? Spend 8 minutes with Mike Allen and learn that communication is both speaking and listening.

Find these videos and much more in our video library.

Personal Internet Security—Protect Yourself

Did you miss the webinar on January 22, Improving Your Personal Internet Security & Social Engineering? It scored a 4.41/5.0!

In this program Bill Carver, IT Manager at URS and a leading cyber security specialist gave us some great tips:

√ Be very cautious of relevant but unsolicited emails
  - Be very aware of risks with web links (hover over link) or attachments
  - Web link spelling
  - Contact sender—did they send it?
  - Phone numbers and addresses correct
  - Font type & signature style
  - Spelling/capitalization

√ Phone or email surveys—NO!

√ Stay current on OS and application patches (Adobe)

√ Don’t share thumb drives

To watch this recorded discussion Click here

Upcoming Live Events

Southern Gas Association

Management Conference
Join Committee Chair of SGA Learning & Development Committee Scott Harper, at the SGA, April 3-5th at the Hyatt Regency in New Orleans.

He will share his perspective Learning & Development and corporate universities in the natural gas industry. Click here to review the agenda.

Gas Machinery Research Council

Gas Machinery Conference (GMC)
Mark your calendars!
October 6-9, 2013 Albuquerque, NM

Fun Facts from Gary

The king of hears on playing cards is the only king without a moustache.
**SGA Network Programming Committee Update**

The Programming Committee has been diligently working to produce and deliver great speakers and content for our 2013 slate of programs. We work together to define program objectives and points of interest that are timely & valuable to our members.

If you would like to be involved in an upcoming program development and production, please contact Natalie Corey, ncorey@southerngas.org or Bob Keyser, Bob.Keyser@SUG.com, (Chair of the Programming Committee) and we can get you involved in the process.

**Mark your calendar:**
SGA Network Programming Committee annual meeting - September 11-13, 2013 Tulsa, Oklahoma

---

**Mapping Project Update**

In the January issue of the Network News we included an article about our mapping project. Feedback from our readers indicated companies were finding these tools helpful when identifying content in the Network library to develop employee skill sets.

We are currently working on a “SGA Network Easy User Guide” to make it even easier to take advantage of these powerful resources. Look for our update on how this is progressing in the next Network News.

---

**Survey Data Results**

The SGA Network recently conducted a survey of our members. The goal was to determine how the SGA Network supported your learning and development needs in 2012, what programs you liked and where we can improve in 2013.

Thank you for your time to respond and feedback. We will continue to grow and improve our offerings in 2013.

If you have any additional feedback, please email Natalie Corey ncorey@southerngas.org

**Click here** to see the results.

---

**What are people saying about our programs?**

**November 8, 2012**—[Looking to the Future: Understanding the Economics of Natural Gas](#)

“Speaker; I thought he was excellent in explaining the economy and what happened in the housing bubble and car manufacturing bail out. This presentation was very good! The jokes kept me interested.”

**December 13, 2012**—[Post-Election: Looking to the Future](#)

“Knowledge of our energy potential. Great charts with good information. Presenter knows her subject.”

**January 10, 2013**—[Cyber Security: A CEO’s Friend or Foe](#)

“Better understanding of cyber network security. Strength; presenter’s knowledge of cyber security. Presenter was very good. Recommend it for all employees.”

---

**Click to view 2013 Program Calendar**
Marcellus Shale Coalition Uses Celebrities for Marketing

Think everyone goes to the movies just for fun? One trade group tries to pull double duty with education and entertainment to further its mission and counter what it views as a negative image in a major motion picture.

“Recognizing that this purely fictional Hollywood film would increase focus on our industry... we said, how about we do in-theater promotions of this website where some folks may have additional question?”

Read the entire article from Associations Now on their website associationsnow.com Click Here to go straight to the article.

Virtual Conference & Trade Show

Have you ever visited the Virtual Conference & Trade Show on the SGA Network website (www.sganetwork.org; lower right hand corner)? There are now over 60 videos (2-5 minutes each) of product and service providers demonstrating equipment utilized in the natural gas industry.

This space is under development and we’d be interested in your thoughts:

⇒ Do these videos have value as a training tool for your company’s operations personnel?
⇒ Do these videos have value as a training tool for non-technical (accounting and other back office personnel)?
⇒ Ideas on how could your company utilize these brief videos?

Send your feedback to Farlene (farlene@southerngas.org).

From the Editor:

I am excited about the monthly updates (listed on page 1) and hope that you will take a few minutes out of your day to join me and learn some great tips on how to use the information we offer you each month. If you missed Navigating the Network you can still view it. Click here and it will take you to the registration. Continue to utilize the Network News and use it to aid you in training and education. Be sure to print it and put it in the break room or forward it to others. Remember your feedback is important!

Farlene Powell, Newsletter Editor

SGA Network
3030 LBJ Freeway, Suite 1300
Dallas, TX 75234

Natalie Corey, Managing Director
ncorey@southerngas.org

Farlene Powell, Network Services Coordinator
farlene@southerngas.org
Phone: 972-620-4025 Fax: 972-620-1613

Doug Hinkle, Director of Learning and Development
dhinkle@southerngas.org

Mike Grubb, President and CEO
mgrubb@southerngas.org