Click here for the Participation Packet.
Click here for the News Release

Broadcast/Webcast
January 10, 2013
Satellite Viewing: 9:30—10:30 AM CT
10:30—11:30 AM ET

Online Viewing
ANYTIME 24/7 beginning January 10, 2013
www.sganetwork.org

Cyber Security: A CEO’s Friend or Foe

Cyber Security is critical to the industry, and in this presentation recorded live at the SGA Executive Conference, in November 2012, Dean Fox, VP, Cyber/IO Strategy, Systems Engineering & Information Solutions Group (SEIS), URS reflects on the latest issues and strategies enhancing operations.

√ What should I be concerned with to ensure Cyber Security is an Asset and less a Liability to my organization?
√ Do I know the “Cyber Health” of my organization?
√ Where should I engage myself and our resources?
√ How should leadership best engage to advance their organization’s Cyber Security position?

Improve Your Personal Internet Security

This webinar will offer a discussion from a leading cyber security specialist from URS on how you can better protect yourself, your company and your associates from the challenges and threats brought to you by the Cyber-world!

Are you looking both ways when crossing the Cyber Street?

Topics to be discussed include:
√ Learn the threats and where you are vulnerable
√ Personal Internet Security tips
√ How can you benefit from being safe
√ How can you help your organization?
√ How to become an asset and not a liability to your company, friends and co-workers,
√ Friend or Foe – how to help stop Spearphishing
√ Cyber Health of Your Organization – you be the judge

Register to participate in this live webinar.
January 22, 2013
9:30—10:30 AM CT
Click here to register.

Leading a Customer-Focused Environment

This is a cost-effective way of introducing specific Customer Service leadership skills to new leaders and to revive more tenured leaders of the skills necessary to lead the company toward exceptional service.

√ Four 90 minute webinars
√ Six Professional Development Hours (PDH)

The series will only be available for purchase for a limited time. (Now through January, 2013).

Click here to learn more.
Note to Corporate America: Cyber Security Matters More

From the PWC Sep 2012 Report
On September 19, Senator John D. Rockefeller IV (D-WV) sent a letter to each of the US Fortune 500 companies, soliciting their views on a number of cybersecurity issues, including current cybersecurity practices and development processes. The letter asked companies to identify concerns with various proposals outlined in the Cybersecurity Act of 2012. The message to business leaders in the letter was - An effective cybersecurity protection strategy is imperative from a business perspective, and it is one that may be mandated by the US government in the future. If your organization views cybersecurity as merely an interesting policy debate, it’s time to reorient your thinking.

To read the full article click here

Available in the Video Library

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.

Crucial Confrontations—The Next Step in Safety with Mike Allen
Technology Etiquette: Making Technology Work for You with Doug Fisher

Managing Virtual Meeting with Jaclyn Kostner
Find these videos and much more in our video library.

Introducing our NEW monthly, interactive Newsletter LIVE via webinar

Starting January 9th at 1pm CT we will host a short (15 min) monthly SGA Network Update. This will bring you live answers to questions on the Newsletter, Network Website and much more.

Click here to register.

Upcoming Live Events

Southern Gas Association
February 04-06, 2013 Houston, TX
Technical Conference on Env. Permitting & Construction

February 20-22, 2013 Jacksonville/ Ponte Vedra, FL
Supply Chain Management Conference

March 11-13, 2013 Charlotte, NC
Spring Gas Conference & Expo

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

SGA Network 2012 Program Evaluation Survey

We would like to know how the network supported your learning and development needs in 2012.

What programs did you like and where can SGA Network improve?

Click Here to take a short 60 second survey.

Fun Facts from Gary

The tradition of using a baby to signify the new year was begun in Greece around 600 BC. It was their tradition at that time to celebrate their god of wine, Dionysus, by parading a baby in a basket, representing the annual rebirth of that god as the spirit of fertility.
How Do I Know What Program to Watch?

With over 300+ video choices, we have developed a tool to make deciding what programs to watch easier!

An ongoing project undertaken by the SGA Network Programming Committee has been to map the topics found on the SGA Network website to specific programs, job functions, and individual roles.

These Supervisor Development Tools can be found in the support area http://www.sganetwork.org/supervisordevelopmenttool of our website.

Mapping SGA Network Videos to your Needs

The committee suggests you use the PDF documents as a road map to building your skills and to get the most value out of the SGA network and its growing video library.

Our 8 maps focus on the major responsibilities of a supervisor.

1) Managing Reputation
2) Managing Teams
3) Managing Work and Processes
4) Managing People
5) Managing Internal and External Customers
6) Managing Assets
7) Developing People
8) Setting and Achieving Goals

As an example, in order for a supervisor to be able to develop themselves around managing people they must be competent in many skills sets including (but not limited to): Coaching and Mentoring, Communication, Conflict Management, Developing Direct Reports, Delegation, Interpersonal Skills & Recruiting and Hiring. Each map highlights video program relevant to those skill sets.

Are you a trainer looking for resources?

We encourage you to try the template. Log on to www.sgaonline.org and you can download the work document and CUSTOMIZE it! It can be found at SGA Network Manager and Supervisor Mapping Portal in the LMS. Add your own resources, training manual links, and company criteria. Email dhinkle@southerngas.org if you need a login for our e-learning portal.

If this is a document that you find useful, we will continue to build other maps around supervisor responsibilities. Our goal is to add mapping templates for the individual contributor as we advance through the project.

Mapping will help users better understand who the target audience is and what specific topics are covered in SGA Network programs.

Click to view 2013 Program Calendar
SGA Adds Higher Logic

Facebook, Pinterest, FourSquare, LinkedIn, Twitter...the list goes on and on for social media outlets for everything on sharing recipes to seeing what your friends are doing today. But what about some way to "socialize" with your peers in the industry on struggles, challenges, success stories, etc. That list seems to be much shorter. That's about to change!

Coming in the first quarter of 2013, the SGA is embarking on a project to implement a new software system by Higher Logic (www.higherlogic.com) to allow our members to collaborate online about what is important to them for their day to day work. Think of it as an extension of what we do at our roundtables and conferences - share ideas, best practices, and challenges in the industry. Only this will allow you to visit with your colleagues virtually all year long.

Interested in learning more or being a part of our testing group of the new system? Contact Gary Hines today!

Member and Member+PLUS

In 2013 the SGA Network will offer several membership packages. Member companies can choose to receive the Network Subscription Series only or they can choose to become a Member+PLUS; which gives the company access to 5 individual seats on SGA webinars and ALL video programs recorded LIVE at SGA conferences. Most company’s membership rates (and services received) will remain the same and some will need to decide if they should upgrade to a Member+Plus rate to take advantage of other SGA programs offered virtually. Please see the membership value matrix for more details. See page 6 of the Annual Report to see if your company is a Member+PLUS member. Let us know if you have questions.

Member+PLUS (all the great programs (24) from the Network Subscription Series), plus:

⇒ SGA webinars – 2013 (preliminary)
  * Utility Best Practice (series - monthly)
  * Accelerated Replacement Programs (series to begin Q1)
  * Integrity Management Continuous Improvement (series to begin Q2)
  * There will be more...

⇒ Conferences the Network will capture content from:
  * Supply Chain Management (February)
  * SGA Management Conference (April)
  * Operating Conference & Exhibits (July)
  * Executive Conference (November)

From the Editor:

Well 2013 is here and we are geared up for the months ahead. I am excited about the monthly updates (listed on page 2) 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. Please 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 I am always open to new ideas so 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