Continuous Process Improvement

July’s broadcast titled Continuous Process Improvement features Dr. Sophronia (Frony) Ward, Managing Partner, Pinnacle Partners.

Continuous Process Improvement is about dynamically optimizing the way your business works. The natural gas industry is emerging as the future energy source for America. Learn how to perfect your business processes and the tools available to help advocates and team leaders work through the environment.

Pinnacle Partners, Inc. is an association of business professionals that have implemented successful change initiatives and improvement strategies in corporate, business unit, and operations functions of major service and manufacturing organizations worldwide.

They enable companies to apply proven methodologies that develop the necessary mindsets, attitudes, skills and discipline to fully integrate improvement initiatives as the way of doing business.

Click here for the news release

Regulatory Update


This live web conference presented from one of the SGA Operating Conference Breakout sessions will focus on the regulations impacting distribution and transmission natural gas operations.

1:00—1:45 PM PHMSA Update presented by Dewitt Burdeaux, Sr. Pipeline Safety Specialist PHMSA: Office of Training & Qualifications, DIM Implementation Team

2:00—2:15 PM AGA Update presented by Andrew Lu, American Gas Association.

Topics to be discussed include: Integrity Management, Control Room Management, and Pipe Quality. Pipeline re-authorization will be discussed. This web conference provides a review of the past 12 months, and a look ahead, to aid operators with compliance.

Best Practices Webinar

On Thursday, July 26, 2012, from 9:30—10:30 AM CT, the SGA and APGA are co-sponsoring a live web conference titled, “Crisis Management Marketing”. In this live web conference, Chris Gent, Vice President of Corporate Communications, will share how Kissimmee Utility Authority assists the community in preparing for crisis. Chris will offer suggested applications and best practices from emergency responders on power restoration, generator safety, tree trimming, debris collection, and county and city disaster response.

Founded in 1901, KUA is Florida’s sixth largest community-owned utility providing electric and telecommunication services to 64,000 customers in Osceola County, Florida.

This web conference is sponsored by the SGA Marketing Section. The Marketing Section is responsible to the SGA Board of Directors for strategic planning and directing all activities related to the promotion and sale of natural gas, natural gas appliance and equipment, and for customer growth and retention within our member companies. This Section is governed by the Marketing Section Managing Committee.
SGA Network has been bringing you quality programs for 20 years and we are always looking for new ways to improve.

**Recommended Reading**

**The Right Measures:** The Story of a Company’s Journey to Find the True Indicators of Its Success and Values. By Mark A. Nash and Sheila R. Poling

Measures exist everywhere. Just like in a good recipe or on a construction site, measurements are the foundational building blocks which determine and drive the final output of every organization. This book will show examples of what some companies’ value, how these values are measured and how these measures can impact the behavior of employees.

**The Right Measures** is a compelling, fast-paced business novel which demonstrates how using the right measures can make the difference in determining success or failure in any organization. You will learn about the concept of selecting and using a limited number of measures. This book will help you understand what a company’s few critical measures are and how to use them to build the foundational structure necessary to effectively manage an organization.

Available August 2012 from Amazon.com and bn.com

If you would like a few more recommendations, you can find more books on the Pinnacle Partners website. Click here

**Jonathan Tisch Talks about the Power of Partnership**

The SGA Executive Council recently sponsored a webinar featuring Jonathan Tisch talking about the Power of Partnerships.

In his book, “The Power of We—Succeeding Through Partnerships”, Jonathan identifies the following six constituencies where Loews focus is on the power of partnerships. He gave examples for each.

1. Customers
2. Employees
3. Community
4. Competitors
5. Government/Regulatory
6. Investors/Owners

Visit the SGA blog to read more and access the link to this brief webinar.

Available in the Video Library

**Fun Facts from Gary**

The little plastic things on the end of shoelaces are called “aglets”.

Now that will give you something to think about the next time you put on your shoes.

Have you seen Managing for Business Success with Kayla Barrett? Watch it for the first time or review it again in our video library. Kayla will teach ways you can be successful and manage the growing business expectations with less money, resources and time. Click here

What about Increasing Productivity & Quality In Your Work with Frank Coy? This Broadcast will provide principles of individual and organizational efficiency and productivity, as well as practical ideas you can implement today to streamline your work, eliminate non-value-added tasks, including rework and improve your processes. Click here

Another great video is Build Consensus—Managing a Project with Mark Samuel. Click here

Want to see more? Our full video library is always available. Click here
A Message from Mike Grubb

The fourteen SGA Network focus meeting Elaine and I conducted over the first few months of this year, were very helpful in identifying areas for improvement for the Network. These areas include:

Communication
- How, what and to whom we communicate
- Develop a newsletter

Governance
- Build a stronger committee governance structure.
  - Distance Learning Committee
  - Network Programming Committee
  - Professional Development Committee
  - Technology Training Committee
  - HR Section Managing Committee

Integration
- Competencies
  - Include Lominger model (more widely used by our members)
  - Convert across all professional development offered by SGA (Leadership Development program; Network programs)
  - Be consistent! (standardize)
- Mapping content
  - Across all professional development programs offered by SGA (Leadership Development program; on-line programs; Network programs)
  - From our content to: 1) individual contributor; 2) supervisor; 3) manager; 4) high potential
- Tip Sheets
  - Help with application

Integration with the SGA Committee Org Structure
- Strengthen connection between SGA Committees and the Programming Committee
- Better educate Committees about the Network as a resource

We are rapidly implementing these suggestions as staff and the Network volunteers partner to deliver the rich content developed within SGA Committees, virtually through the Network. I’ll keep you updated in future newsletters and I welcome all feedback.

Mike Grubb,
President & CEO

Annual Programing Committee Meeting

The SGA Network’s annual Programing Committee meeting will be held in Dallas, TX at Atmos Energy’s headquarters on August 1-3, 2012. Please contact your organizations programing committee representative and let them know of learning competencies you would like to see included in the 2013 programming.

How are you using the Network?

We want to hear from you on ways that you are using the Network.

How are you marketing it in your organization?

What are some ways that it has helped train your people?

Do you have something to share?

Let us know and next month you might see your name here.

The Network: What’s New

Continuous improvement is what SGA Network is all about and we are proud to release to you our first monthly newsletter. The Network is always evolving and working to bring you the most up-to-date and valuable information. In April we rolled out our new website and we are excited about all the positive feedback we have received. It is clean and easy to navigate. An innovate new feature is that you can now view content on the most portable devices. In August the Programming Committee will meet to discuss suggested topics and recommendations for the next years programs. They will be looking at ways to bring added value to the network and long...
Learning Trends

Bob Keyser, Southern Union, Eugene Harris, ONEOK Inc., Doug Hinkle and I had a great experience in May networking at the Southwest Airlines headquarters during the Masie Center Learning Directions Conference. Training and learning professionals from Southwest, FedEx, JC Penny’s, HD Vest and many others were treated to a complete Southwest West Air experience—we ate in their lunchroom, talked with their team, experienced their family culture, and toured the newly updated facilities.

The quote that resonates the most with me from the conference was, “Don’t be overcommitted to ritual! We must replace rituals with design optimization!” - Elliot Masie

Today’s learning trends play a direct role in how we move forward with the SGA Network:

- Providing learners a map of the content will help them personalize the learning experience and accelerate knowledge transfer.
- We live in an information rich world where distance learning is crucial in every industry.
- Learners want a collaborative, peer learning environment.
- We live in an age of BYOD (Bring your own device)
- Learners are changing—they are opinionated and they WANT personalized learning!
- The speed to competency factor is the biggest challenge.
- Video is a key in the future. Look for short, targeted knowledge burst.

I’m energized about the role that SGA and the network can play in peer to peer learning. We are on track to making a difference with our members and we need to keep pushing the elements and looking for new ways to adjust to the changing directions of learners.

Yours in Learning,
Natalie Corey
Program Development & Production

From the Editor:

If you have any thoughts or questions about the newsletter please feel free to contact me. I want to hear from you and I am looking forward to gathering new ideas.

Farlene Powell, Newsletter Editor

Contact SGA Network

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

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

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

Natalie Corey, Program Development & Production Director
ncorey@southerngas.org

Up Coming Live Events

Southern Gas Association
July 23-25, 2012
Operating Conference

August 13-15, 2012
Marketing & Customer Experience Conference

Gas Machinery Research Council
July 17-19, 2012
Engine Analyzer & Reliability Workshop
September 30– October 3, 2012
Gas Machinery Conference