The August broadcast titled SGA E-News: An Operating Conference & Exhibits Update will feature Industry Experts & Leaders from the SGA Operating Conference.

The SGA Operating Conference team of reporters will provide a timely update from the July 23-25th, 2012, SGA Operating Conference & Exhibits held in Ft. Worth, Texas.

The 50 minute program will focus on:
1) How Public Awareness Takes a Different Twist in the Industry
2) Transmission Integrity Management & Regulatory Update
3) Distribution Integrity Management & Regulatory Update
4) Lessons Learned with Ops & Engineering

Program content will be obtained from the SGA Operating Conference Breakout sessions and roundtable discussions. The Operating Conference format is focused round table discussion. Attendees learn smart practices and lessons learned from their peers with 15 concurrent facilitated sessions to choose from.

Breakout sessions with presentations from subject matter experts open the conference. The 100+ exhibit adds value to the program, which include over 100 suppliers showcasing the latest products and services available to the industry.

The SGA Network continues to support the face-to-face Southern Gas Association conferences throughout the year. At the SGA Operating Conference and Exhibits the SGA Network provided access to key industry leaders via live web conferences in the roundtables and breakout sessions.

Regulatory Update
PHMSA Update presented by Dewitt Burdeaux and AGA Update presented by Andrew Lu
Click here to view the archived recording of the LIVE web conference.

Public Awareness & Damage Prevention Roundtable: Working with Local Emergency Officials
Presented by Michael Khayata, PHMSA Southern Region
Click here to view the archived recording of the LIVE web conference.

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**Upcoming Programs**

**Media Relations & Crisis Management**
**Tuesday, August 21 2012, 9:30am—10:30pm**
WEB CONFERENCE
Crucial information in the field of:
Liaison Training * Emergency Response * Communications Scene Management * Media Relations Register here

**Coaching & Managing for Results**
**Thursday, September 13, 2012, 9:30am—10:30am**
LIVE VIDEO PROGRAM
How to achieve better results through coaching and fostering peoples’ strengths to drive results.

**Training Best Practices**
**Tuesday, September 25 2012, 9:30am - 10:30am,**
WEB CONFERENCE
Learn from your peers about their training and development Best Practices. Register here
What people are saying:

“Every single topic covered is relevant to my job and will help me to answer questions from our customers and the general public.”

“Gave me a better understanding and knowledge of the gas industry’s future. Strength; good topic, interesting speakers and videos. Speaker; good level of interest and excitement was presented. Very good broadcast, good content.”

“Yes, the broadcast will help me in my job duties. Great information. Great job!”

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Recommended Reading

Stephen Covey, author of "The 7 Habits of Highly Effective People" and a leader in the world of learning and development died July 16, 2012 at the age of 79.

In 1992 the SGA Network (formally CTN, the energy network) had the privilege to work with Dr. Covey. The network's program titled “Principle Centered Leadership” aired live on July 9, 1992, just over 20 years ago.

In 2001, a few days after 9/11, Elliot Masie (past SGA Network board member) did a podcast with Stephen Covey about his reactions to the events and how it might impact managers in business.

You can follow this link to hear the podcast from 2001

Elliot Masie stated, “Stephen contributed so much to people and the field of learning and development. His work taught so many people how to focus their priorities and life. And, his son Stephen M.R. Covey, extends his work with breakthrough efforts on "Trust". Stephen Covey, will be missed!”

“What World Class Innovators do that others don’t”

Jim Carroll talks about, “What World Class Innovators do that others don’t. Jim is a recognized expert on innovation, speaking to large audiences each week about what it takes to create an innovative culture; what strong innovators do to be successful; and what are some of the trends that drive innovation. Jim spoke to attendees at the SGA Management Conference this year.

The outline for his 47 minute presentation can be accessed here.

Suggested application:
Show this video to a group in your company tasked with being more innovative, or creating an innovation culture. All employees would benefit.

“Have you seen the Natural Gas Ambassador programs? Watch it for the first time or review it again in our video library. Helping employees engage our spheres of influence to understand the benefits natural gas can play in energy and in the future of our country. Click on the following links to watch one of these videos.

- Being Natural Gas Ambassadors (full program 34 min)
- Affordable (7 Min clip)
- Abundant (6 Min clip)
- American (8 Min clip)
- Clean (12 Min clip)

Fun Facts from Gary

Did you know that Walt Disney was afraid of mice? Guess he found a way to conquer that fear.

How are you using your fears?
In 1992, the SGA Network (Formally known as CTN, the Energy Network) began as a television network for the natural gas industry. Several companies showed their support by joining as annual subscribers not knowing fully the direction or capabilities of the network.

Since 1992, the SGA Network has grown into a distance learning/communications network utilizing video on-demand via video website, satellite, web and audio conferencing and web casting to reach out to its’ end users.

Our Hall of Fame

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Our Hall of Fame

The SGA Network Hall of Fame honors those companies who have reached a milestone as subscribers. It is one way in which the SGA Network wishes to recognize those who have been instrumental in its success—our viewers.

On August 1st, we will recognize twelve companies who have supported the Network since it was established twenty years ago. We appreciate the dedication and commitment that they have shown to us over the years.

SGA Network Award Winners

This year we also want to recognize Elaine Parish for all that she has done for the SGA Network by awarding her with the Vision Award (previously known as the CTN Mike Duffy Vision Award).

This award is presented to an individual exhibiting an innovative use of technology for distance learning and communication.

Elaine’s contributions to the SGA Network over the years have been instrumental in our success. She upgraded our websites making them easier to access, evaluate and more user friendly. She developed a competencies based platform and has tied programs together to reinforce learning events. Elaine produced our first virtual event, developed the SGA on-line division, and initiated a robust Learning Management System. Her expertise in coaching and training also enabled her to develop our Leadership Development Certification.

Elaine Parrish is a Visionary in the field of distance learning and communication.

Our Champion Award will go to Judy Cook of PSNC Energy.

This award is made to an individual who has exhibited outstanding support and contributed substantially through activities, expertise and promotion linked to the success of the SGA Network.

PSNC Energy has been a member of the SGA Network since its inception, 20 years ago. Through the years Judy has served on many SGA committees. Her commitment to training and learning development has contributed to the production over 300 distance learning events. She continues to provide the SGA Network with valuable insight on the needs of the industry. Judy also has shown PSNC Energy how to best use the SGA Network to fulfill employee development internally and she shares her innovative experiences with other SGA members.

Judy Cook is a Champion for the SGA Network.

A Message from Mike Grubb

In the July Newsletter we outlined the four areas for improvement identified in the 14 focus meetings. Below is an update on our progress:

- Communications—The July issue of this Newsletter was the first issue and was well received. We got comments like, “Really nice job with the Network Newsletter. It’s clean, easy to read, and has a great look. I like how you personalized it by adding a note from the editor. Very nice work.”
- Governance—A draft Operating Plan is complete. This document provides a Preamble that provides clarity for the 5 committees with input into various elements of the Network. Each Committee, focused on their Activity Plans and collaborating with the other 4 will drive rich content to the Network. The Network is member driven!
- Integration/Mapping—We have two draft models to map the Network content. The first is an easy to use matrix which outlines 12 competencies supervisors need knowledge around and list videos that provide education for these competencies. The second is a more robust model developed by Southern Union. This model will be further shaped to meet members’ needs at the upcoming Professional Development and Network Programming Committee meetings. This was the biggest area of improvement identified in the focus meetings.

With several Committee meetings planned in August I should have a lot to report as to our progress in the September issue of this newsletter.

Mike Grubb, President and CEO
A survey was conducted by SGA in conjunction with the Technology Training Committee during April and May. The survey had several purposes. The first was to see what kind of mobile technology organizations were using. The second was to see how these devices would be used for training and performance support. The third was to see how prepared they were to begin developing content for mobile learning.

There were 32 responses to the survey and you can read them all on our blog.

Applications of the SGA Network from:

We recently had the opportunity to visit SGA Network member Questar in its Salt Lake City offices. Rick Graham and Debra Rigby walked us through some of the innovative ways they are using the Network programs:

- As part of Questar’s 2011 supervisory training, Questar brought in 300 supervisors who watched the “About Natural Gas” video. Supervisors were encouraged to take the video home and show it to their families so they, too, could spread the knowledge about our product to friends and neighbors. Questar is pleased to see the new “Being Natural Gas Ambassadors” (LINK) released in June, as a follow up to the “About Natural Gas” video.
- Questar talked a lot about the fun and informative video featuring Gene Stanland – “US Economic Outlook: Waking the Economy up from a Bad Dream”. This video is entertaining (check out Mr. Stanland’s comparison of a bull rider in a rodeo event to the president of the United States inheriting the budget from his predecessor), but educational (easier to learn when you’re enjoying the presentation).

How are you using the Network programs in your company? What programs would you like to see developed in 2013? Questar’s wish list includes learning more about measures that other companies are taking to promote wellness within their companies. What’s on your wish list?

We got a lot of really great comments on the newsletter last month. Thank you to everyone who took the time to send us your remarks. If want to share your thoughts or have 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

From the 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