These short programs are combined into one enlightening broadcast on three related and intertwined topics.

1) Coaching: In this short video Mina Brown, Executive Coach, Leadership Consultant and Public Speaker tells us what coaching is and what it is not.

2) Mentoring: Sydney McQuoid focuses on how a mentor differs from a coach, the four types of mentors, and the value and benefits of each. Viewers will learn the advantages of having and being a mentor and will be encouraged to pursue mentoring as a critical element of their professional development and career advancement.

3) Getting to Results: Jones Loflin gives talking key points from his latest book, Getting the Blue Ribbon, Jones offers instructions on how to get practical results, especially during times of change. Using the analogy of growing apples, Jones, advises viewers to be intentional and not assume their projects or their careers will thrive on their own without appropriate grafting, pruning and celebrating. Viewers will learn when and how to graft, prune and celebrate successes.

Click here for the Participation Packet

Coaching, Mentoring and Getting to Results

Leading a Customer Focused Environment Web Series

Monday, September 17 & 24, 2012
Monday, October 1 & 9, 2012
Each series will start at 2:00pm ET/1:00pm CT

This four-part webinar series sponsored by the SGA Professional Development Committee is designed to help managers and supervisors lead a customer-focused environment. Professional, Debra Ballard, will provide practical guidance on how to set service expectations, coach employees in how to turn situations into opportunities to deliver a positive natural gas message, and how to measure service success.

- 6 hour online web course spread over four weeks (each session is 90 minutes)
- 6 PDH Credits
- Archived for later viewing
- Additional fee to participate

Click here for more information and to register.

Upcoming Programs

Training Best Practices: Learning Trends
Thursday, September 25, 2012, 9:30am—10:30am
LIVE Web Conference
This web conference sponsored by the SGA Technology Training Committee will take an in-depth look at how organizational learning is CHANGING and NOT CHANGING. Click here to register with WebEx and participate.
Recommended Reading

The engaging story centers around John, a man who knows he has too much to lose if he does not improve as a manager, spouse, and father. After visiting his sister, Tara, at her apple orchard, John begins to discover a powerfully practical way to get the results he has failed to grow in the past. He quickly realizes that whether the goal is a successful career, a meaningful life, or even growing award-winning apples, letting something grow on its own rarely brings the desired result.

Getting the Blue Ribbon is a warm and captivating message for anyone seeking to create and manage an environment ripe for success.

After reading the book, be prepared to experience the thrill and sense of accomplishment that comes with getting more award-winning results.

What are you waiting for?
It’s time to get GROWING!

Media Relations & Crisis Communications

On Tuesday, August 21st SGA Network hosted a web conference on "Media Relations & Crisis Communications". You can go to the website to watch an archive of the 47 minute program.

Glen Boatwright with Nixon and Associates, www.nixonassoc.com discussed the basics of crisis communications. In today’s environment of instantaneous communications, companies need to be prepared to respond quickly and proactively to media inquiries. Glen offered tips for communicating with the media — what to say and what NOT to say. He recommended things that you can always say:

1. “We’re responding to the incident.”
2. “Our personnel are well-trained.”
3. “Safety is our top priority.”
4. “We’re committed to working closely with all of those impacted by the incident, including other response agencies.”
5. “We’re committed to being a source of accurate information”

The stages of crisis management are also important to understand. Glen discussed the role that social media is now playing in our communication processes. It is a good idea to assess your companies’ external communication plan and to identify areas of improvement and revise procedures and the Crisis Management Plan accordingly.

Testing crisis response can be done by conducting Mock Emergency Drills internally. Glen suggests using real-life examples and including all sectors of the community.

Click here to read the full article in our blog.

Available in the Video Library

Have you seen the Leading the Next Generation of Workers with Cam Marston? Watch it for the first time or review it again in our video library. Click here

Mentoring is a process and you can pick up some great tips from Steve Trautman by watching the Improve Knowledge Transfer through Peer Mentoring video. Click here

Get motivated with Sharon Lovoy’s web conference “Motivating & Inspiring”. She draws from the skills of many of the world’s best change agents and combines them with the five decades of social-science research to create a powerful and portable model for changing behaviors, a model that anyone can learn and apply. Click here

Fun Facts from Gary

The first product to have a bar code was Wrigley’s gum.
Programming Committee Meeting Update

The SGA Network Programming Committee met on August 1-3 at the Atmos Office in Dallas, TX. We sandwiched our business meeting around a tour of the Atmos Training Center (a trainer’s utopia) and a tour of the AMS Production Studio.

Our business meeting focused on the programs for 2013, mapping our current topics and governance for the five stakeholder committees (see Mike’s article on page 4). Our SGA Network planning for 2013 include the following topics:

- Ethics (We heard from a lot of people at the SGA Operating Conference this year that they need ethics credits for engineers. This video program on Ethics will be focused on the natural gas industry.)
- Managing a Remote Workforce (working and managing remotely)
- Planning for Retirement
- Critical Thinking
- Knowledge Management
- Facilitation Skills and Meeting Management
- Flexibility & Adaptability
- Natural Gas Accounting and Finance “Show me the Money!” (This program will help operations professionals understand how a company makes money.)
- Your Future in Natural Gas (career ambition)
- Regulatory Compliance (Although we don’t know what the specific topic will be, 2013 is shaping up to be another volatile year for regulations and the Network will be sure to bring timely discussions forward.)
- SGA News Updates (live updates from the SGA Spring Gas Conference & from the SGA Operating Conference & Exhibits)
- SGA Conference Keynote Presentations (from the SGA Management Conference & the SGA Executive Conference)

On behalf of the committee, our thanks to Scott Harris and the people at Atmos who provided us with a great place to meet and conduct our meeting. Next year’s meeting will be a September 11-13, 2013 in the ONEOK Office in Tulsa, OK.

Bob Keyser, Southern Union Company
SGA Network Programming Committee Chair

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Natural Gas Ambassadors Video Competition

In the “Being a Natural Gas Ambassador” video released in May 2012, Tracy Bridge, president at CenterPoint Energy, talked about creating an “elevator talk” for natural gas – something all of us could use if we had the attention of a friend or neighbor for less than a minute, to talk about the features and benefits of natural gas. Information that would help us all be good ambassadors for our industry!

So we’re having a contest!

Get your company’s ideas together – what would you say to someone (or to a group) if you only had a minute of their time? Shoot a short (60 seconds or less) video showing us what that “elevator” talk would look like.

Submit your video to me (Farlene Powell) by October 15th. We’ll load them all on our website for all to see – so we can all learn from each other! Have fun with this – it’s more about the content than what we actually see – but if you make us laugh, we’ll watch it again and again.

No competition would be complete with out a grand prize. So the most creative “elevator talk” will earn a spotlight in our featured programs section on the SGA Network website as well as a featured spot on the SGA home page and an article promoting it in our newsletter.

Innovative Application of the SGA Network

Ensuring that employees are aware of Network programs and how they can help meet development goals can be a challenge. At the Programming Committee meeting we asked members the question, “How are you all using the Network in your offices?”

Here are some tips for internal applications of the SGA Network:

- PSNC highlights video programs and uses them to start discussions with various groups/departments in the organization.
- Southern Union used the Jeff Haven’s program to open a meeting with a little humor.
- NiSource has used the Kayla Barrett Trust & Ethics program as an additional resource after classroom learning.
- The built a workshop around the segmented Etiquette video clips.
- ONEOK uses the Why Natural Gas video for new hires that are new to the industry.
- Clara Rodriguez, Washington Gas
- Gaye Lynn Schaffart, Tenaska Marketing Ventures
- Carolyn Turman, MLG&W University
- Yolanda White, Municipal Gas Authority of Georgia

Programing Committee Members

Bob Keyser, Chair
Southern Union Company/ Energy Transfer
Tony Biggs, Southern Star Central Gas Pipeline
Aaron Borchers, NiSource
Judy Cook, PSNC Energy
Gary Cowden, EQT Midstream
Stacey Farmer, CenterPoint Energy, CNP University
Jan Gandy, Boardwalk Pipeline
Chuck Gordon, Piedmont Natural Gas
Rick Graham, Questar Gas Co.
Eugene Harris, ONEOK, Inc.
Scott Harris, Atmos Energy
Fran Johnson, MLG&W University
Christopher Knox, CPS Energy
Jean Lowry, Enegren Corp/ Alagasco
Mary Paulowski, Piedmont Natural Gas
Clara Rodriguez, Washington Gas
Gaye Lynn Schaffart, Tenaska Marketing Ventures
Charles Shaw, Spectra
Carolyn Turman, MLG&W University
Yolanda White, Municipal Gas Authority of Georgia

We’re having a contest!
Technology & Learning—An App for That

According to a recent article in the Wall Street Journal, I find the following statistics a testament to the future: There are more than 650,000 mobile apps in the Apple Store. On average, a person spends 94 minutes each day on mobile apps in the United States. That is higher than the 72 minutes of web browsing. Lastly, there are an average of 37 apps that will be downloaded by each smart phone user this year. While I like to consider myself keeping abreast of the latest technology, those numbers frankly shock me. You don’t have to search very hard or very long to find a lot more statistics like this to show that we are becoming a much more mobile workforce in all that we do. The same will hold true for learning in all of our organizations. While I have yet to watch a full program on anything learning related on my smartphone, I have used my personal tablet to watch video programs on the SGA Network and find it comfortable as a tool to learn. Technology is no doubt moving faster than it was 10 years ago. Just 7 years ago, I was working on my Masters in Business Administration through a distance degree program and had the lecture time sent to me via a VCR tape. Do you remember using a VCR? (I think I may still have one at home that is blinking “12:00” because I can’t figure out how to set the clock!) Those devices now seem like relics from the past when we think about watching a video, but it was the “norm” just a short period of time ago.

Click here to read the full story in our blog.

Gary Hines, Vice President

Network Update

In the July and August issues of this newsletter we outlined some of the enhancements on-going for the Network. Below is an update on our progress:

- Communications – we continue to receive good feedback on this newsletter. Please let us know how we can improve communications to help you implement what the Network offers into your program.
- Governance – the five stakeholder committees are working on an organizational structure that will illustrate how they can work together to add value to the Network programming.
- Integration/Mapping—We are nearly complete with the Topics Map and continue to work on mapping the topics to individual job functions and roles. Mapping the SGA Network content was a request from several members. Mapping will help users better understand who the target audience is and what specific topics are covered in SGA Network programs.

Let me know if you have questions or feedback as we integrate these upgrades.

Mike Grubb, President

From the Editor:

Have you read the SGA Network blog lately? It is updated weekly with new information. We also post the Newsletter each month when it is released. If you have a printed copy and need all the live links visit the website and go to the “Blog” tab on the far right.

Farlene Powell

SGA Network

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