"SGA Board members Caron Lawhorn, ONE Gas, and Bruce Narzissenfeld, TECO Peoples Gas, join Steve Lindsey, Laclede Gas, and Mike Grubb, on a Network broadcast: ‘Change Management’"

LEARNING AND DEVELOPMENT PROGRAM

APRIL PROGRAM
"Leveraging the Power of Generations: Communicating in your Workplace"

- Webinar
- Thursday April 24
- 9:30 to 10:30 am CT (10:30 to 11:30 ET)

Moderators

- Jan Gandy, Boardwalk Pipeline
- Natalie Corey, SGA Network

Invited Panelists

- Kristopher Kelly, Washington Gas
- Lisa Peters, Washington Gas
- Plus other industry peers

Target Audience: All Employees
Program Focus

In this second session of our series, learn how your industry peers are maximizing each generation's contributions by going beyond common generational stereotypes.

Roundtable Questions

- Overview of the four generations
- What generation do you fit in and why?
- Does your company have a plan in place to aid those in different generations work together better? If not what suggestions do you have?
- What do you see as the generational preferences for communicating in your workplace?
- What new technology have you seen introduced that people were resistant too and how have them come to accept or even embrace it?
- Do early adapters of new technologies help others improve their technology skills? What have you seen?
- Are your current learning and development training programs offering different approaches to teaching for the varying generations? If not what suggestions do you have for your training and development folks?
- What are some things you have seen or done that have worked to improve communicate or facilitate communication across generations in your department, workgroup or company?

Network Plus - Bonus Programs

The SGA Network crew recorded these sessions at the recent SGA Management Conference:

- The Dynamics of the PR Battle
  - The changing way environmentalists and policy makers are talking about climate change
- Customer Growth - The Business Perspective
- Getting to “YES”
  - Collaborative Efforts to deal with the Exceptions and "Out of the Box" Situations

These programs are available at no charge to Network Plus members, and for $250 (for all 3) for non-Network Plus members. See if your company is a Network Plus member.

Click here for more details.

And check out this short video taken of the conference attendees in action!

MAY PROGRAM

"Managing and Supporting Change"

- Video
- Available starting May 1

Moderator

Mike Grubb, President & CEO, Southern Gas Association

Panelists

- Caron Lawhorn, Senior Vice President, ONE Gas
- Steve Lindsey, COO, Lacleade Gas Company
- Bruce Narzissenfeld, Vice President, Marketing, Customer Service, Business Development and Fuels Operations, TECO Peoples Gas

Target Audience: All Employees
Program Focus

Perspectives from a panel of industry leaders, focusing on managing & supporting change in today's natural gas operating environment.

Topics to be Discussed

- What is change management & how does your company prepares for, deal with, and responds to change?
- What change initiatives have you lead or are you currently leading?
- What do you expect from employees during change?
- How can employees be seen as early adapters?
- What is the leader’s role during change?
- Is it important to answer the 'why' question during change initiatives?
- Have any personal experiences aided you in the change adaptation process?

MARKETING & CUSTOMER EXPERIENCE PROGRAM

“Customer Growth through Successful Multi-family Programs”

- Webinar
  - Part 1: Tuesday April 15; 9:30 to 10:30 am CT (10:30 to 11:30 ET)
  - Part 2: Tuesday April 29; 9:30 to 10:30 am CT (10:30 to 11:30 ET)
- [Webpage](#) for more information

PART 1

Natural Gas Infrastructure in Multifamily Construction: The Customer Perspective

Presenter

Jeremy Koster, Manager of Policy and Resources, Construction, Piedmont Natural Gas

The Gas Advantage Multifamily Program

Presenter

Josh Tingler, Sales Staff Consultant, CenterPoint Energy

PART 2

From Social Media to Customer Engineering Design: Washington Gas Uses a Multi-Prong Strategy to Capture Multifamily Growth

Presenters

Colin Shay, Director Sustainability and Business Development, Washington Gas, and Jennifer Eugene, Specialty Sales Manager - Specialty Sales, Washington Gas

High-Rise Multifamily Successes in Atlanta

Presenters

Dana Godfrey, Senior Account Executive, specializing in multifamily, Atlanta Gas Light Company and Carl Garofalo, Manager of Energy Solutions, AGL Resources
"Operations & Engineering Spring Web Conference Series - Safely Managing the Lifecycle of Pipelines"

This series of web conferences is intended to promote discussion, learning and knowledge about issues and potential improvements to integrity management of the nation’s natural gas pipeline infrastructure.

Safety Management Systems - Session 3
Monday, April 14, 2014: 9:30 to 11:30 am CT

Presenters

- Brianne Metzger-Doran, General Manager - Operational Performance Assurance, Spectra Energy
- Tracey Scott, Coordinator - Operational Excellence Management System, Alliance Pipeline
- Scott Currier, Director - Operations, Safety and Integrity, INGAA

Program Focus

View the agenda

Technology Development - Session 4
Monday, April 21, 2014: 9:30 to 11:30 am CT

Presenters

- Daniel Ersoy, Executive Director - Infrastructure, Gas Technology Institute
- Michael P. (Mike) Whelan, Director - Research Operations, PRCI
- James (Jim) Merritt, U.S. Department of Transportation

Program Focus

View the agenda

More information about this program: Fraser Farmer

SGA CAMPUS UPDATE

SGA will soon offer a variety of online certificate programs beginning with Introduction to the Natural Gas Industry, Introduction to Natural Gas Transmission, DOT Regulatory Compliance and The Ratemaking Process. Students who successfully complete all of the included courses through the Campus will receive PDH credits and be able to print a Certificate of Achievement.

Over the course of 2014, we have plans to leverage our existing content to develop additional certificate programs that address operations specific, supervisory and industry specific topics. If you would like to learn more about this program or to recommend topics around which you would like to see SGA create certificate programs, contact Doug Hinkle.

GENERAL INFORMATION

Updated Learning & Development Calendar

Click here to access an updated calendar of events for the Learning & Development Program.
We Value Your Feedback!

To move down a path of continuous improvement, the Committees that help build the monthly Network programs would like to hear from you. Please share your comments on any of the programs you view with our Network Member Services desk: Jake Wagner.

SGA Learning & Development - Needs Survey

The SGA Learning and Development Committee is working on a few projects to assist industry professionals in the training, learning, and development area. The committee is requesting your participation by completing this brief survey. Your feedback would be most helpful by Friday, April 18th.

Follow this link to get to the survey - https://www.surveymonkey.com/s/6SQ5BZJ

Web Based Training - Available at No Additional Fee to Network Plus Members

SGA has a number of web based training programs (DOT 192; Introduction to the Natural Gas Industry; The Ratemaking Process), with more on the drawing board. Network Plus members receive these programs at no additional fee. More information: Doug Hinkle

Virtual Conference for Architects & Engineers - Now Available - (Recorded)

Click here for a preview

This program's focus is on building stronger relationships with architects, engineers, builders and key customers. Marketing and sales professionals gathered their key customers and potential customers at locations across the southeast for three hours of virtual learning and live networking.

On November 5, 2013, they aired a live webcast (out of a Dallas studio), delivering a successful program to over 200 people at 27 sites. A panel of five, presented and answered questions live on air. The audience heard presentations on the following topics:

- **Hydraulic Fracturing: Plain Facts, Hold the Hysteria** - George E. King, Distinguished Engineering Advisor, Apache Corporation
- **Natural Gas Fired MicroTurbines (And the Economics Supporting CoGen for Commercial CHP)** - Beau Follis, Corporate Account Manager, Horizon Power Systems
- **Green Globes, a Viable Alternative to LEED** - Principal Architect, AIA, CSI, GGA, LEED AP, Keclik Associates Ltd.
- **How the Natural Gas Industry is Knocking down Barriers to the Direct Use of Natural Gas** - Neil P. Leslie, P.E., Research and Development Director, Building Energy Efficiency, Gas Technology Institute
- **Bonus items, Energy Solution Center's (ESC) video on CHP, NGV video**

If your company missed the opportunity to participate in the virtual event, the recorded program can now be purchased. Take the program "on the road" to educate your customers, potential customers and employees!

For $250 you receive:

- Access to the recorded program via web
- 2 DVD copies

To get your "package" or for more information, contact Veronica Garza.

*NOTE* The following companies invested time, expertise and funds to develop and execute this virtual event. If you are an employee of one of the following companies the web link is available to you at no additional cost: Alagasco, Atmos, CenterPoint, ESC (sponsor), FPU, Laclede, and Piedmont.

Virtual event sponsored by the [SGA Commercial/Industrial Sales & Marketing Committee](#)
If you are reading this Newsletter from a hard copy, you may view online from the [SGA website](#).

(Communications - Newsletter)

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