On the set of the March Program (seated left to right are Carlotta Brown, Atmos Energy; Scott Harris, Atmos Energy; Tish Times, HireTimes Career & Coaching Group; Cherokee Ballard, ONE Gas)

LEARNING AND DEVELOPMENT PROGRAM

MARCH PROGRAM
"Conflict Management: Anti Bullying & Sensitivity Training"

In this roundtable discussion, HR consultant Tish Times, uses her keen ability to address free-flowing dialogue and help groups grow past their own obstacles to develop tools for success in the workplace environment. [Click here](#) for more details.

This video program will be available at [www.SGANetwork.org](http://www.SGANetwork.org) beginning March 13.

APRIL PROGRAMS
"How to be Successful in a Behavior Interview"
Live Webinar on April 10
[Click here to register with SGA's webex platform](#)

As an interviewee, learn what you can expect & how you can be successful in a behavior-based interview.

"Leveraging the Power of Generations - Roundtable Discussion"
Live Webinar on April 24
[Click here to register with SGA's webex platform](#)
In this second session of our series focusing on multi-generations in the workplace, this program helps you understand how your industry peers are maximizing each generation's contributions by going beyond common generational stereotypes.

**COMPANION PROGRAMS AVAILABLE NOW IN THE SGA NETWORK LIBRARY**

"Diversity & Inclusiveness"

Diversity extends beyond the original definitions from years ago and instead has evolved to a philosophy that focuses on valuing diversity far beyond culture. Diversity is about demographics, profitability, and values. In this interactive web conference you will discover how to improve your diversity programs with open communication, employee involvement, and awareness.

Link to this program: [click here]

"Leader's Guide to Managing Conflict"

Situations of conflict are an everyday occurrence in most companies. How leaders respond to these situations will determine whether and how they get resolved. Creating positive outcomes from points of conflict is the mark of a true leader. This program will explore when and how to mediate, the leader's responsibility, crucial conversations and managing emotions during conflict and how to monitor positive outcomes.

Link to this program: [click here]

"What Are You Really Saying?"

Frequently people misunderstand what someone else has said to them, especially when it comes through a memo or e-mail. This can lead to a great deal of turmoil at work and affect morale. Learn tips on how to overcome barriers to communication.

Link to this program: [click here]

"Got Ethics?"

Watch humorous situations that stretch ethical and integrity boundaries. Are we acting ethically and honestly doing what we say we will do - both as individual employees and as a company?

Link to this program: [click here]

**MARKETING & CUSTOMER EXPERIENCE PROGRAM**

"Customer Growth through Successful Multi-family Programs"
Tuesday, April 15th, 9:30 - 10:30 a.m. CST

This webinar is designed to better educate our teams on how we can get more creative to be successful in this market. This 3-part series will feature utility success programs and insight from builders or customers to better educate sales and marketing professionals (or anyone interested) on:

- How builders make their money
- How they look at dollars
- What processes and challenges they go through when building
- How to work around hurdles
- How to work more effectively with architects, MEPs and builders
- How to be more creative and get to the decision makers in time for the big decision –
natural gas vs. electric!

The Following Companies will Share Their Best Practices:

- AGL Resources
- CenterPoint Energy
- Piedmont Natural Gas
- Washington Gas

Part 2 is scheduled for Tuesday, April 29th, 9:30 - 10:30 a.m. CST. The date for part 3 is yet to be determined. All sessions will be recorded and archived for later viewing. More details in next month's Network News.

OPERATIONS AND ENGINEERING PROGRAM

"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.

Regulatory Update - Session 1
Monday, March 31, 2014: 9:30 to 11:30AM CST

- PHMSA View
  Presenter: Jeffrey D. (Jeff) Wiese, Associate Administrator for Pipeline Safety, PHMSA
- Gas Industry View
  Presenter: Dwayne Burton, Chair - Pipeline Safety Committee, INGAA

More information about this program: Fraser Farmer

WELCOME NEW MEMBERS

Cameron Valves & Measurement

New Century Software, Inc.

SGA CAMPUS UPDATE

We are changing the way we offer Web Based Training (WBT) at SGA. You can now purchase a subscription and receive all of our SGA Core WBT Library, currently 46 courses, for one low annual price. We will be adding 4 new courses and updating others each year as part of this subscription program.
Also starting in April, we will begin transitioning organizations from the current SGA Network site to the Campus@SGA which will enable us to create new learning opportunities around all of our video content.

As we move forward in 2014, there will be new curriculum for managers and supervisors as well as individual contributors. If you have your own LMS, you will be able to embed the Network videos on your site. This will enable you to build your own training programs using our videos without the need to store the videos on your servers.

If you would like more information, contact Doug Hinkle (dhinkle@southerngas.org).

OTHER INFORMATION

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.

Leveraging the Power of Generations

Visit the Network Library to access new resources available from this January 2014 program including a participant workbook. An instructor workbook is also available - please contact Jake Wagner.

Natural Gas Pricing - Looking Beyond This Winter

SGA Vice President Randy Randolph was invited to present at the Atmos Energy Large Commercial and Industrial Customer meeting earlier this month. The presentation focused on supply, consumption, and natural gas price outlook. Randy's presentation was a collection of information and facts gathered from various presenters at SGA conferences, as well as from our Gas Supply Marketing Committee.

If enough people express interest, we will invite Randy to present this information on a webinar. This will be a bonus program available at no additional charge to Network Plus members, and a reduced fee to Learning & Development Program members.

Please express your interest to our Network Member Services desk: Jake Wagner.

How to Plan and Facilitate an Effective Meeting

This one hour webinar looks at the key elements that go into planning an effective meeting, and then provides tips, lessons learned and smart practices for facilitating a meeting. This webinar is offered from time to time for the volunteers serving on committees that are building SGA conferences and workshops. SGA's President & CEO, Mike Grubb, has 18 years with SGA and he shares some of the "pearls of wisdom" he has learned from members.

Please express your interest to our Network Member Services desk: Jake Wagner.

If you are reading this Newsletter from a hard copy, you may view online from the SGA website. (Communications - Newsletter)