

# 2024 TRAINING AND EVENT CATALOG



## LEARNING AND WORKFORCE DEVELOPMENT TEAM PURPOSE

NWPPA exists to enhance the success of its members through education, training, public information, governmental relations and value-added services.

The Learning and Workforce Development (LWD) team helps fulfill that mission by providing high quality education programs including training courses, networking opportunities, in-house events, and trade conferences.

The primary objective of the LWD team is to empower NWPPA members to thrive and grow in their careers. We accomplish this mission through the following:

- Member-centric focus: Our members and their success drives everything we do.
- High quality education programs: We strive to be the premier education provider in the public power industry.
- Engaging and knowledgeable instructors: We partner with experienced instructors to provide the most relevant and engaging programs in the industry.
- Networking opportunities: We recognize how critical it is to connect our members with the opportunity to share best practices, challenges, and solutions.
- Strategic Partnerships: We partner with key members in the NWPPA community to ensure that our programs are relevant, timely, and engaging.

Your LWD team (Roy Cevallos, Yara Amberson, and Annie Wittenberg) and the entire staff at NWPPA work together to bring the highest-quality, most affordable educational opportunities to our membership. We appreciate the opportunity to serve you and look forward to a positive and productive year.

With warm regards,

Your NWPPA Learning and Workforce  
Development Team

## NOTES:

This catalog is updated regularly. For the most current event information, for more information, or to register for an event, please visit [www.nwppa.org](http://www.nwppa.org).



Courses marked with this icon qualify for credit toward a certificate program. The NWPPA Certificate Program Guide ([www.nwppa.org/certificate-program](http://www.nwppa.org/certificate-program)) contains information about the different certificate options and program requirements.



The Northwest Public Power Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: [www.nasbaregistry.org](http://www.nasbaregistry.org).



Courses marked with this logo are eligible to earn credit towards your SHRM recertification while gaining valuable communication and people-skills you can apply toward your job in human resources or human resource management.



Courses marked with these logos may be eligible for credit towards NRECA Credentialed Cooperative Director Program

# NWPPA

Northwest Public Power Association  
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Vancouver, WA 98662

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# CONFERENCES AND WORKSHOPS

## 3 C's CONFERENCE: CUSTOMER SERVICE, CREDIT, AND COLLECTIONS



### Dates and Locations:

October 8-10, 2024, in Reno, NV

### Who Should Attend:

Customer service, credit, and collections managers, supervisors, and employees.

### Conference Overview:

Throughout this year's conference you will hear subject matter experts and utility members share their knowledge and experience on current key issues in the customer service, credit, and collections arenas.

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) or (360) 816-1446.

## ACCOUNTING & FINANCE CONFERENCE



### Dates and Locations:

June 25-26, 2024 - Spokane, WA

### Who Should Attend:

Chief financial officers, general managers, all levels of accounting staff, and utility employees who work closely with the accounting department.

### Conference Overview:

Join us for the annual Accounting and Finance Conference! This event brings together public power accounting and financial professionals to learn about industry updates and share their experiences, recommendations, and lessons learned about key issues.

The conference will cover many important topics for accounting professionals, including presentations about EV, preparing for audits, cybersecurity, and fraud. The conference will feature Dr. Jermaine Davis as the keynote speaker.

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1445.

## ADMINISTRATIVE PROFESSIONALS CONFERENCE

### Dates and Locations:

March 13 - 14, 2024 - Newport, OR

### Who Should Attend:

Administrative assistants, executive assistants, and clerks to the board.

### Conference Overview:

This year's speaker lineup includes the return of author and speaker Peggy Vasquez on the power of building relationships; learning and development professional Sierra Odom with a special Clifton-Strengths workshop; Clark County Sheriff Duncan Hoss on how to stay safe in dangerous situations; Central Lincoln Executive Assistant Sunnetta Capovilla with best practices for managing travel expense reporting for your organization; and a motivational segment about owning your destiny with speaker Tom DuBos. Throughout the conference, Dr. Jill Jorgensen will provide health and stretching guidance, a popular return from last year.

Networking will play a larger role in this year's event via facilitated roundtable sessions and group activities throughout the conference including a non-hosted optional networking dinner the evening before the start of the conference and a hosted reception on the first night of the conference.

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) or (360) 816-1446.

## NWPPA/APA ALASKA ELECTRIC UTILITY CONFERENCE AND TRADE SHOW

### Dates and Locations:

November 18-21, 2024 - Anchorage, AK

### Who Should Attend:

Electric utility engineering and operations personnel, as well as those in information technology, safety, purchasing, environmental, accounting, communications, or any area where a more in-depth knowledge of engineering and operations would be beneficial.

### Conference Overview:

Please join us for our 2024 Alaska Electric Utility Conference being held at the Dena'ina Center in downtown Anchorage, Alaska. This biennial event is the premier conference for public power utilities throughout Alaska. The AEUC provides a great mix of learning and networking opportunities along with over 80 trade show booths designed to help you get on top of the challenges, solutions, and opportunities that Alaskan electric utilities face. Developed by a dedicated planning committee of Alaskan utility employees, along with NWPPA and Alaska Power Association staff, this conference proves time and time again that it is a must-see event for all who provide public power to Alaska. Through educational sessions, networking with your Alaskan utility peers, and visiting with regional and national product and service providers in the trade show, the AEUC will provide the tools and resources you need to stay up to date on the latest best practices, services, and technology in the industry. Don't miss out! This conference will not be held again until 2026.

## NWPPA ANNUAL CONFERENCE

### Dates and Locations:

[May 12-15, 2024 - Salt Lake City, UT](#)

### Who Should Attend:

Utility general managers, CEOs, assistant managers, and other senior utility leaders; utility board directors, commissioners, and council members; associate members; and trade association heads.

### Conference Overview:

Please join us May 12-15, 2024, in Salt Lake City, Utah, for our Annual Conference. This will be your opportunity to learn and reconnect with peers and other leaders. It will also be a time to celebrate together by honoring extraordinary colleagues at the awards presentation. More details coming soon!

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org) or (360) 254-0109.

## ENGINEERING & OPERATIONS CONFERENCE AND TRADE SHOW

### Dates and Locations:

April 9-11, 2024 - Tacoma, WA

### Who Should Attend:

Electric utility engineering and operations personnel, as well as those in information technology, safety, purchasing, environmental, accounting, communications, or any area where a more in-depth knowledge of engineering and operations would be beneficial.

### Conference Overview:

The largest gathering of public power utilities in the Northwest is set to take place April 9-11, 2024, in Tacoma, Wash. The Engineering & Operations Conference and Trade Show is the premier event for utilities and vendors alike.

**Trade show**—The Trade Show will have over 200 vendors exhibiting everything from high-voltage equipment and innovative technologies to consulting/engineering services. Booth spaces are now available.

**Networking**—As the energy industry constantly changes, it is essential to establish relationships and build valuable connections with colleagues.

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443.

## IT CONFERENCE

### Dates and Locations:

April 23-25 - Anchorage, AK

### Who Should Attend:

IT professionals and others who are responsible for information technology programs, as well as operations and engineering employees who would like to build a stronger relationship with IT.

### Conference Overview:

Come to NWPPA's IT Conference for a chance to connect and network with your peers. During the conference you will have the opportunity to discuss how the pandemic affected your utility, share your solutions in meeting those challenges, and learn how other utilities overcame their challenges as well. You will also learn from industry experts about NERC CIP, cloud migrations, and several other hot topics.

Please visit [www.nwppa.org](http://www.nwppa.org) for additional information, or contact Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1445.

## NORTHWEST INNOVATIONS IN COMMUNICATIONS (NIC) CONFERENCE

### Dates and Locations:

September 16-19, 2024 - Boise, ID

### Who Should Attend:

Communications, marketing, and public relations employees, as well as any employee and board member with an interest in these areas.

### Conference Overview:

The NIC is headed to Boise. Join us for an evening of networking with friends and new connections at the Monday welcome reception, and then jump into learning on Tuesday morning. For the next two and a half days, you will be able to participate in interactive educational sessions; roundtables; a dine around Boise; and, of course, Wednesday evening's banquet honoring the 31st anniversary of the Excellence in Communications Awards. For more information, please contact Brenda at [brenda@nwppa.org](mailto:brenda@nwppa.org) or (360) 816-1453.

# CONFERENCES AND WORKSHOPS

## POWER SUPPLY CONFERENCE

**Dates and Locations:**

December 2024

**Who Should Attend:**

Power supply professionals; policymakers; general managers and CEOs; and finance, rate, and risk department managers.

**Conference Overview:**

The NWPPA Power Supply Conference provides the expertise and insight needed to inform power supply decisions. Now in this new era of dynamic resource options and challenges, managing and planning for power resources and costs have never been more critical to utilities and their consumers. The 2024 Power Supply Conference will educate members, encourage discussion, and provide a venue for attendees to share best practices related to current issues and topics important to electric utilities in the West.

## WILDFIRES: WHAT UTILITIES NEED TO KNOW

**Dates and Locations:**

January 24-25, 2024 - Portland, OR

**Who Should Attend:**

Utility managers, policymakers, operations staff, and others who are involved with wildfire-related issues.

**Workshop Overview:**

The profound threat and costs of fire within our region continues to grow. We are witnessing escalating wildland fire behavior; increasing risks to utility crews and responders; significant loss of homes and property; dramatic growth in suppression costs; rising post-fire impacts; and continued injuries and loss of lives. With public power being thrust into the spotlight, those within the utility sector must act now to avert future disasters and stem the fiery tide. Also included will be a panel discussion with utility representatives from throughout the NWPPA region.

## RATES WORKSHOP

**Dates and Locations:**

TBD

**Who Should Attend:**

General managers, CEOs, CFOs, policymakers, customer service managers, communications managers, and anyone interested in the ratemaking process.

**Workshop Overview:**

Many elements drive modern rate policy, strategy, design, and structure. New technology, strain on system operations from peak loads, increased costs, economic hardship, distributed energy resources, and enhanced customer engagement with the utility are just some of the rates factors that can be considered. As utilities increasingly adopt a variety of programs, knowing where to start and what to implement can be a challenge. Join us for this one-day workshop to learn from industry experts, hear how other utilities have approached these challenges, and compare notes on what they have done to implement new programs.

## WOMEN IN PUBLIC POWER

**Dates and Locations:**

July 24-25, 2024 - Tacoma, WA

**Who Should Attend:**

Women in the power industry.

**Conference Overview:**

After a three-year hiatus, it's back! This year's WIPP conference continues the tradition of honoring issues specific to women from all areas and levels within the public power industry. It is a place for leaders at all levels—whether you are a customer/member service representative, director/commissioner, meter reader, CEO, accountant, purchaser, or any other employee—to network and learn from one another. Sessions will address the challenges women face in the workforce, why it's important to understand how important it is to align self with the work you do, the power of collaboration, and the transformative power of inclusion. The conference also features a strong focus on public power; panelists will share their insights on current issues the industry is facing.

# INTEREST GROUPS

## ENVIRONMENTAL TASK FORCE MEETING

**Dates and Locations:**  
TBD

**Who Should Attend:**

Utility environmental professionals (new and experienced), government agency staff, vendors, and anyone who is tasked with or interested in environmental issues, regulatory compliance, or mitigation in the environmental arena of electric utilities.

**Meeting Overview:**

The long-standing Environmental Task Force is a group of utility professionals working in all areas of environmental compliance that meet to examine environmental issues and the impact of current and proposed environmental regulations on electric utilities. Industry professionals meet to review and discuss new and proposed regulations and issues facing each utility; and to hear from subject matter experts about key issues of the day and new technology/services. This is a solution-focused learning and networking venue that brings utility, industry, and government environmental professionals together regularly. This meeting occurs three times each year; in 2024 it will occur January 9, April 8, and September 24.

This meeting is open to all. Please note that fees may apply depending on your membership status with NWPPA.

Please contact Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) for additional information about this interest group.

## NORTHWEST ENGINEERING ROUNDTABLE

**Dates and Locations:**  
TBD

**Who Should Attend:**

Engineering managers and staff from public power utilities within Oregon, Washington, California, and Idaho.

**Meeting Overview:**

The event is designed to offer learning and networking opportunities for engineering personnel from electric utilities throughout NWPPA's membership. Don't miss this chance to join with your colleagues and industry peers to discuss key issues and hot topics that are important to you and your customers, hear presentations of the latest best practices, and connect with colleagues to share your expertise and experience.

In advance of the meeting, please email any questions and discussion topics that you wish to add to the agenda to Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org). Questions and topics will be compiled and provided at the meeting.

## MONTANA ENGINEERING ROUNDTABLE

**Dates and Locations:**  
TBD

**Who Should Attend:**

Engineering managers and staff from public electric utilities within Montana. (Only utility employees may attend this event.)

**Meeting Overview:**

The long-standing NWPPA Montana Engineering Roundtable is designed to offer learning and networking opportunities for engineering personnel from electric utilities throughout NWPPA's membership within Montana. This is your chance to join with your Montana colleagues in a casual atmosphere to network and discuss key issues and hot topics that are important to you and your Montana customers. In advance of the meeting, please email any questions and discussion topics that you wish to add to the agenda to Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org). Questions and topics will be compiled and provided at the meeting.

## OREGON UTILITIES RECORDS MANAGEMENT GROUP

**Dates and Locations:**  
TBD

**Who Should Attend:**

Records managers, records coordinators, administrative assistants, executive assistants, and anyone managing records for their department.

**Meeting Overview:**

Please contact Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) for additional information about this interest group.

## WASHINGTON UTILITIES RECORDS MANAGEMENT MEETING

**Dates and Locations:**  
TBD

**Who Should Attend:**

Records managers, records coordinators, administrative assistants, executive assistants, and anyone managing records for their department.

**Meeting Overview:**

Please contact Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) for additional information about this interest group.

# NWPPA COMMITTEES

## COMMITTEES

Joining an NWPPA committee ensures utilities are on top of the issues that are important to them. Section committees also assist in the planning of NWPPA conferences, workshops, and classes. Participants get the opportunity to share best practices with industry peers.

All NWPPA members are encouraged to participate in these important committees. For more information about committees, contact NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org) or (360) 254-0109.

- Accounting & Finance Committee
- Administrative Professionals Committee
- Alaska Electric Utility Conference and Trade Show Committee
- Customer Service, Credit/Collections (3Cs) Committee
- Engineering & Operations Conference and Trade Show Committee
- Engineering Roundtable Advisors
- Environmental Task Force Advisory Committee
- Information Technology (IT) Committee
- Labor and Employee Relations Group (LERG) Committee
- Northwest Innovations in Communications (NIC) Conference
- Power Supply Committee
- Supply Chain Committee
- Learning and Workforce Development Task Force

### YARA AMBERSON

Learning Program Manager

(360) 816-1445

[yara@nwppa.org](mailto:yara@nwppa.org)

- Oregon Utilities Records Management Group
- Washington Utilities Records Management Group
- Accounting & Finance Committee
- Information Technology
- Supply Chain Management
- Human Resources/LERG

### ROY CEVALLOS

Learning Program Manager

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[roy@nwppa.org](mailto:roy@nwppa.org)

- Administrative Professionals Group
- Customer Service, Credit Collections Community

### ANNIE WITTENBERG

Learning Program Manager

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[annie@nwppa.org](mailto:annie@nwppa.org)

- Engineering and Operations
- Environmental Task Force Group

# ALL EMPLOYEES

THIS SECTION IS BROKEN DOWN INTO THREE SUB-GROUPS:

 Utility Education

 Individual Development

 Office and Technology

## ADVANCED WORK ORDER TOPICS

### Dates and Locations:

TBD

### Who Should Attend:

Accounting staff and anyone who wants to understand how each role in the utility impacts the budget and financial statement. We suggest that you first attend Work Order Procedures before attending this workshop.

### Course Overview:

This is a 1.5-day interactive extension of the Work Order Procedures course. The objective of this workshop is to evaluate and elevate the baseline learning from Work Order Procedures. The two takeaways from this day will be "So what?" and "What's next?"

## BEFORE YOU HIT SEND: WRITING EFFECTIVE WORKPLACE EMAILS

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who uses email to communicate.

### Course Overview:

Everyone can benefit from learning essential tips and tools for workplace emails. In this course, you will discover the Plain Talk approach of electronic messaging that provides the right tone for your customers and saves your utility from embarrassing, costly, or legal mistakes.

## CUSTOMER RELATIONS: BUILDING RAPPORT

### Dates and Locations:

TBD

### Who Should Attend:

All employees who want to improve their internal and external customer relationships.

### Course Overview:

This two-day course focuses on building the knowledge, attitudes, and skills necessary to deliver outstanding customer service with both internal and external customers. Topics covered include public relations, effective listening, rapport-building strategies, conflict resolution, effective communication tools, and stress management. Participants will learn how to handle potentially unproductive interactions and how to create positive experiences for both internal and external customers.

## ELECTRIC DISTRIBUTION SYSTEMS

### Dates and Locations:

Oct 29-30, 2024 - Vancouver, WA

### Who Should Attend:

Engineers, lineworkers, substation workers, apprentices, and support staff that have direct responsibility for the construction, operation, and maintenance of the utility's distribution system.

### Course Overview:

This popular course provides in-depth coverage of an electric utility's distribution system from the substation to a customer's outlet. Topics covered include substation transformers and testing; step and touch potential; various systems which customers may request, such as single-phase and three-phase power; details of overhead and underground electrical systems; reliability; transformer and capacitor details; and substation communications.

*Note: Course may be eligible for credit towards NRECA Board Leadership Certificate program.*

*Prerequisite: It is highly recommended that students complete Electric Utility System Operations before attending this class. Those who do not must have substantial experience in the basics of electric systems and utility operations.*

# ALL EMPLOYEES

## ELECTRIC UTILITY SYSTEM OPERATIONS



### Dates and Locations:

July 23-24, 2024 - Vancouver, WA

### Who Should Attend:

Any electric utility industry employee (utility or vendor) whose job performance will benefit from a basic understanding of the operations side of the utility business.

### Course Overview:

This popular course presents a clear understanding of the technical heartbeat of the utility by providing employees with a comprehensive understanding of electric utility system operations, including generation (fossil fuel, hydro, and nuclear generation), transmission, and distribution (down to 120V/240V residential connections). You will learn how all key pieces of equipment in the system are built, how the equipment operates and how the equipment functions in the overall operations of a utility system. The course assumes no electrical background and builds on the basics to provide a comprehensive understanding of the equipment and operation of the electric utility system.

*Note: Course may be eligible for credit towards NRECA Board Leadership Certificate program.*

## ELECTRIC UTILITY BUSINESS FUNDAMENTALS



### Dates and Locations:

TBD

### Who Should Attend:

New employees (we recommend at least six months at the utility before attending), experienced employees, utility commissioners, and board members who want to expand their understanding of how a utility business works.

### Course Overview:

There are many interesting roles and opportunities in today's electric utility. With the changes in energy sources, community needs, legislative impact, and consumer requirements, being new in this business can be exciting and challenging. The acronyms alone are daunting! Even those with years of experience are finding that a refresher is helpful in order to see the big picture. This course is two days of content, examples, resources, and discussion to help get a handle on the various components of the business of the electric utility and how they fit together.

## NEW EXPLORING THE SIX TYPES OF WORKING GENIUS

### Dates and Locations:

[June 18, 2024 - Online](#)

### Who Should Attend:

Supervisors and managers, and anyone who works on a team.

### Course Overview:

Whether you're leading a team or working within one, this course offers valuable insights and practical strategies that can enhance team dynamics, boost collaboration, and elevate overall workplace satisfaction. When it comes to productivity, there are certain tasks that are more energizing and fulfilling, and other tasks that drain the life force out of us. Thus is the nature of our working genius.

There are six types of working genius—two will energize and fulfill you, two will be life-sucking, and two will be tolerable but slowly draining over time. When the working geniuses of team members combine in positive and productive ways, they transform an entire team's potential and enhance the results the team achieves.

## FLIPPING THE SWITCH: A PUBLIC POWER BOOT CAMP

### Dates and Locations:

[May 6-9, 2024 - Cheyenne, WY](#)

### Who Should Attend:

All employees (utility or vendor) who are new to the industry or anyone who would benefit from a basic understanding of public power.

### Course Overview:

Are you new to public power? Or maybe you work in human resources and are looking for a terrific onboarding class for your newer employees. Or maybe you've been at your job for a while but feel like you have much more to learn—and you probably do because public power has such a rich history with so many parts and pieces continuously evolving within it. That is why we have taken two of our most popular classes, Electric Utility Business Fundamentals and Electric Utility System Operations, and combined them into a four-and-a-half day training extravaganza—or, as we like to call it, bootcamp!

## INTRODUCTION TO PROJECT MANAGEMENT AND BUSINESS ANALYSIS

### Dates and Locations:

April 2-3, 2024 - Vancouver, WA

### Who Should Attend:

Individuals seeking to enhance their understanding of project management and business analysis.

### Course Overview:

This comprehensive course will equip you with essential skills and knowledge in project management and business analysis. Through group activities, individual analysis, and discourse, you will deepen your understanding of these critical roles. The course shares the key concepts, frameworks, and methodologies at the heart of organizational transformation. During this course, you will gain a solid foundation in project management and business analysis, empowering you to contribute effectively to organizational success and project delivery.

## MICROSOFT OFFICE ESSENTIALS WEBINAR SERIES

### Dates and Locations:

Varies, see listings below.

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Series Overview:

Get acquainted with, or brush up on skills in, many applications of Microsoft Office and Office 365. Intimate class sizes will contribute to the ability to work with an expert who can provide you with tips and tricks applicable to your daily job functions. Webinars can be taken individually or as an entire series. By registering for the full series, you will receive all 17 webinars at a discounted price.

A quick-reference guide will also be provided that includes highlights of the course content, as well as additional tips and tricks

## THE DYNAMIC DUO: OUTLOOK AND ONENOTE

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who uses Microsoft Outlook and would like to increase efficiency, and anyone who could benefit from OneNote's function as a simple, quick storage and reference system.

### Course Overview:

Take back the time you currently waste on managing electronic communication by learning how to use simple templates, tools for data retrieval, and automated Outlook functions. Learn how pairing Outlook with OneNote can give you a new set of tools to increase your efficiency.

A quick-reference guide will be provided that includes highlights of the course content, as well as additional tips and tricks.

*Note: Please bring your laptop. A rental laptop can be provided for \$20 if pre-arranged with [roy@nwppa.org](mailto:roy@nwppa.org).*

continued...

# ALL EMPLOYEES

## END-OF-YEAR DIGITAL CLEANUP WORKSHOP

**Dates and Locations:**

TBD

**Who Should Attend:**

Any users of Microsoft Teams or Office 365 who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Course Overview:**

As we close out the year and prepare for the next one, many of us have a desire to clean up the clutter we have collected throughout the year. Much of this clutter comes in digital forms and overfills our hard drives, desktops, and files. Neal Otto wants to help you get organized and clean up that digital clutter. In this course, you will conduct your own digital cleanup with guidance. Students delete unnecessary data, group into logical buckets, and make the important data quickly accessible.

## EXCEL CALCULATIONS AND CHARTS

**Dates and Locations:**

August 13-14, 2024 - Online

**Who Should Attend:**

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Webinar Overview:**

Learn the fundamentals of using Excel to perform calculations and create charts. Upon successful completion of this two-part course, you will be able to:

- Understand advantages of using Excel to perform calculations
- Use different methods to perform calculations using numbers, dates, and times
- Display and read existing formulas
- Create dynamic charts for effective visual data presentation

## EXCEL CONDITIONAL FORMATTING

**Dates and Locations:**

November 13, 2024 - Online

**Who Should Attend:**

Any users of Microsoft Excel who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Webinar Overview:**

This deep dive starts with the essentials of Excel's conditional formatting and then takes off quickly. You will learn to call out interesting data using colors, icons, or data bars.

## EXCEL DATABASE/LIST MANAGEMENT

**Dates and Locations:**

September 17-18, 2024 - Online

**Who Should Attend:**

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Webinar Overview:**

In this two-part webinar, learn the power of Excel as a database. Topics include database terminology, outlining and doing data subtotals, and more. Upon successful completion of this course, you will be able to:

- Understand the requirements of a good Excel database setup
- Sort, filter, and organize data efficiently in several visually comprehensive ways
- Work with pivot tables and pivot charts

## EXCEL ESSENTIALS

### Dates and Locations:

July 23-24, 2024 - Online

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Webinar Overview:

In this two-part webinar, you will learn required skills to work in Excel. Upon successful completion of this course, you will be able to:

- Understand Excel basic uses and terminology
- Efficiently enter and manipulate data
- Manage spreadsheet layout, cell formats, tabs
- Set up a sheet for printing

## EXCEL - GET AND TRANSFORM

### Dates and Locations:

December 3-4, 2024 - Online

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Webinar Overview:

This half-day course is for Excel users who spend too much time manipulating data into the right format before they even begin to analyze it month after month or week after week or day after day. Get and Transform (aka Power Query) can perform repetitive data cleansing such as deleting rows and columns, merging data from various data sources, and fixing layout issues without macros or VBA. Data source examples used in this class include Excel, CSV, and text, but the concepts taught can be applied to many different sources.

## FAST START TO ONENOTE

### Dates and Locations:

August 27-28, 2024 - Online

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Webinar Overview:

OneNote is one of Microsoft's best-kept secrets, and one of its most useful programs. In this course, you will learn how OneNote can be used to organize and share information for task management and historical purposes.

## FIND STUFF FAST

### Dates and Locations:

TBD

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Course Overview:

Did you know that over 30% of our time is spent looking? Want to spend less time looking and more time doing? This course will help you find digital information quickly using a variety of tools and views. You will learn to use the built-in and custom tools and views in Windows and Office to find data like never before. Upon successful completion of this course, you will be able to:

- Utilize Windows search and custom search criteria to locate files
- Customize views in Windows to sort and filter
- Maximize Office tools to locate files
- Specify search criteria in Outlook to locate files and other data

## LEAN OUTLOOK—SIMPLIFY AND GET MORE DONE

### Dates and Locations:

October 29-30 - Online

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Webinar Overview:

You already know Outlook as a workhorse that you rely on throughout your busy day. But did you know that by maximizing Outlook's functionality you may be able to view it as a racehorse that can get you to your daily finish line with greater ease, efficiency, and even fun. Neal Otto will show you hidden efficiency tools, best practices, and how to use Outlook in a simple yet strategic way. Upon successful completion of this course, you will be able to:

- Utilize several new Outlook tools
- Simplify email and calendar items for better communication
- Locate email and calendar items faster
- Learn and use the five S's of Lean Outlook: Standardize, Sort, Shine, Set in Order, and Sustain

continued...

# ALL EMPLOYEES

## M365 - THE MYSTERIOUS APPS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Any users of Microsoft Teams or Office 365 who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Course Overview:**

In this interactive and informative webinar, we will examine four M365 tools (Power Automate, Forms, Lists, and Delve) that don't get a lot of attention but are extremely useful. Learn how to harness the power of these tools and understand how they can work together with other Microsoft 365 tools to increase your productivity.

## MICROSOFT PLANNER ESSENTIALS

**Dates and Locations:**  
July 17, 2024 - Online

**Who Should Attend:**

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Webinar Overview:**

Are you looking for a tool that will help you with projects? Microsoft Planner can help! In this hands-on course, you will learn how to utilize Microsoft Planner to create a simple project plan consisting of tasks, assignments, start/due dates, and documents. Upon successful completion of this course, you will be able to:

- Create a Microsoft Planner plan with at least 10 tasks organized into buckets
- Assign and update tasks
- View plan progress using a variety of Planner views
- Store, access, and update relevant plan documents such as charters, budgets, and specifications

## MICROSOFT TEAMS ESSENTIALS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Course Overview:**

Communicating and collaborating with Microsoft Teams is critical, especially as many are working remotely. In this course, you will utilize the power of Microsoft Teams to collaborate internally on projects and discussions. Upon successful completion of this course, you will be able to:

- Recognize the advantages of Microsoft Teams
- Utilize Teams IM, calling, meetings, and screen sharing
- Create teams, channels, announcements, and conversations
- Store files to a channel
- Establish Teams tabs

## MICROSOFT WORD DEEP DIVE WORKSHOP

**Dates and Locations:**  
TBD

**Who Should Attend:**

Any users of Microsoft Word who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

**Workshop Overview:**

Develop a mastery of your Word documents in this two-part workshop. As this is an interactive workshop, you are encouraged to bring your own problem documents to class in order to apply the techniques to a real-life document.

A quick-reference guide will be provided that includes highlights of the course content, as well as additional tips and tricks.

*Note: Please bring your laptop. A rental laptop can be provided for \$20 if pre-arranged with [roy@nwppa.org](mailto:roy@nwppa.org).*

## POWERPOINT FOR PRESENTERS

### Dates and Locations:

TBD

### Who Should Attend:

Any users of Microsoft PowerPoint who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Course Overview:

You may have been using PowerPoint for years, but instructor Neal Otto wants to refresh your view of this powerful and essential tool. In this two-part course, you will learn how to create dynamic, engaging PowerPoint presentations by considering your audience and defining the purpose of your presentation. You will learn the basics of choosing themes, working with slides, bullet lists, outline view, spellcheck, and adding and working with graphics. You will also learn how to set up printouts and the tricks of running slide shows.

## REUSE MICROSOFT 365 CONTENT THE RIGHT WAY

### Dates and Locations:

TBD

### Who Should Attend:

Any users of Microsoft Office products who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Course Overview:

Did you know that Microsoft Office tools can increase your efficiency and productivity while reducing your workload if you harness its powers? Neal Otto will teach you tips and tricks to reuse content that will give you more time for other tasks or even time to take a break! :

- Collect and use multiple items from the Windows and Office clipboard
- Utilize built-in Building Blocks in Word
- Create and save Building Blocks in Word and Outlook
- Modify and create the Office AutoCorrect options
- Create and use Word and Outlook templates

## TROUBLESHOOTING PROBLEM WORD DOCUMENTS

### Dates and Locations:

TBD

### Who Should Attend:

Any users of Microsoft Word who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Course Overview:

Cleaning up bad formatting can be a nightmare until you understand how Word works and what tools are available to fix these issues. You are encouraged to bring your own problem documents to class in order to apply the techniques to a real-life document.

## WORD FOR CONTRACTS, PROCEDURES, AND MANUALS

### Dates and Locations:

TBD

### Who Should Attend:

Any users of Microsoft Word who would like to enhance their skills, learn expert tips, and receive advice to improve performance with their daily duties.

### Course Overview:

In this two-part course, develop a mastery of your Word documents by learning advanced selection techniques, how to create and use styles; how to use the navigation pane and outline view; how to automatically create a table of contents; and how to work efficiently with headers and footers.

# ALL EMPLOYEES

## POSITIVE ATTITUDES = GREAT SERVICE AND A POSITIVE WORKPLACE

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who needs to communicate effectively with coworkers, as well as with customers and members.

### Course Overview:

In a recent national survey, companies were asked what counts more: employee aptitude (hard skills and technical competencies) or employee attitude (soft skills, including motivation, commitment, and communication)? Nearly 60% of organizations responding ranked attitude as the number one concern. As attitudes deteriorate, so does commitment, loyalty, and, most importantly, performance.

## POSITIVELY HANDLING STRESS AND STRESSORS

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who would like to learn valuable tools to help them handle stress.

### Course Overview:

Everyone talks about being “stressed out” but how many people really know exactly what stress is and how it really affects them? In this course, Debra Ballard will help you explore stress from all angles: what it really is, what effects it has, where it comes from for the individual, and how we sometimes make ourselves more vulnerable to stress with poor coping skills. While we will never be able to eliminate stress, with a better understanding of it, we can better practice new methods to reduce the effects of stress and navigate it more positively.

## PRESENTING WITH CONFIDENCE

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who wants to increase his or her presentation skills with both internal and external customers.

### Course Overview:

“According to most studies, people’s number-one fear is public speaking. Number two is death. Death is number two. Does that sound right? This means to the average person, if you go to a funeral, you’re better off in the casket than doing the eulogy.” – Jerry Seinfeld.

If you have ever felt that giving a presentation would be the worst moment of your career, or perhaps just want a confidence boost, this class will help. You’ll learn a variety of techniques to improve your presentation skills and walk away with practice exercises to get you ready for your next presentation.

## RISE ABOVE CHAOS & DISCOVER SIGNIFICANCE - A LIFE DESIGN METHODOLOGY

### Dates and Locations:

TBD

### Who Should Attend:

Anyone interested in self-improvement and living a life of significance.

### Course Overview:

You can’t achieve significance without the help of others. Fortunately, author and popular NWPPA instructor Erick Rheam is here to help you better understand human dynamics so you can achieve and maintain long-term success and significance. Join your peers to unlock a proven formula that ignites purpose in your life so that you may create a vision that motivates and excites you about your future.

In this two-day workshop, Rheam will share compelling evidence and real-world stories about realizing success and achieving significance. He will explain five core principles that are the greatest investments for success and invite you to embrace the idea of mastering them. You will leave this workshop with a methodology and several strategic ways to redefine your purpose and find your significance.

## WHAT TO DO IF YOU ENCOUNTER VIOLENCE IN THE FIELD OR OFFICE

### Dates and Locations:

TBD

### Who Should Attend:

Any employee that works in a public setting, either in the field or the office.

### Course Overview:

Learning how to effectively communicate with people in crisis is becoming more of a necessity in the everyday workplace, both in the field and in the office. Mental health resources are being stretched to their breaking point and socioeconomic stressors are increasing in frequency and severity. Utilities are collecting past due accounts and shutting off access in often emotionally volatile and sometimes hostile or threatening conditions. What to Do if You Encounter Violence in the Field or Office equips you with tools to keep yourself and your team safe.

Duncan Hoss, president and CEO of Threat Management Northwest, designed this course based on his years of experience in law enforcement and responding to dangerous workplace situations.

## SURVIVING THE EMOTIONAL ROLLERCOASTER OF CHANGE

### Dates and Locations:

TBD

### Who Should Attend:

All Employees

### Course Overview:

You are not an ostrich. Sticking your head in the sand and pretending change is not happening will not stop the future. Change is happening all around you whether you like it or not. But rest assured that it is possible to have a great past and a great future.

Change takes many forms in the workplace, and we have all had our share of changes this past year. One thing is for certain: we each view, anticipate, and work through change differently. How change feels depends on how we move through it, and sometimes moving through it is the hardest part. Jennifer Bouman-Steagall knows; she has been there.

Together we will explore the rollercoaster of emotions that we may experience during change, a possible road map for making the journey a little less chaotic and traumatic, and 10 effective strategies to help ease the pain the next time you find yourself moving through difficult change.

## PURSUING SIGNIFICANCE WHILE NAVIGATING CRISIS

### Dates and Locations:

TBD

### Who Should Attend:

Anyone striving for personal development.

### Course Overview:

No one can achieve significance without the help of others. However, human dynamics often breaks down during times of crisis. How does someone pursue significance and make an impact on their work, family, and community when the world around them seems to be falling apart?

Life right now seems harder with every facet of life being challenged with a major shift in logistics, temperament, and paradigms.

In this virtual series, Erick Rheam introduces five principles of achieving success through significance and shares real life stories of how many have successfully navigated the pitfalls of life while making an impact on the world around them. The next step after taking Erick's popular Human Dynamics course is this six-part series delivered with a highly actionable, entertaining and motivational virtual workshop format focused on how a person of significance can master their day-to-day lives to achieve sustained success.

Navigating the trials and obstacles in life requires a methodology that clarifies "what's next and why" but, also provides a level of predictability that becomes critical when life is unknown and chaotic. Erick will help participants to develop a defined system that clarifies next actions.

## UNLEASH YOUR INNER SUPERHERO

### Dates and Locations:

TBD

### Who Should Attend:

Anyone interested in personal development.

### Course Overview:

If you were a superhero, what would you be doing differently in your personal and professional life? Do you know how to overcome your personal kryptonite? Consider the traits of a superhero:

1. They earn the respect of others
2. They are helpful in solving problems
3. They help everyone in need without regard to protected class status
4. They exhibit courage in the face of fear
5. They put the needs of the many (e.g., the organization) above their own self-interests

Don't look now, but your inner superhero just showed up! Each of us has untapped courage, power, and potential; if only we could give that potential a voice and a mission. Swoop in and join us for this fun and empowering program! Through SWOOP/SWOT analysis and SMART goals, we will explore powerful strategies, tips, and tricks for unleashing your inner superhero to achieve more personal and professional growth. After the two 90-minute sessions, you will then be able to craft your own effective professional development plan. All superheroes welcome!

# ACCOUNTING AND FINANCE

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1445.



The Northwest Public Power Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: [www.nasbaregistry.org](http://www.nasbaregistry.org).

## ADVANCED RATE DESIGN AND COST OF SERVICE

### Dates and Locations:

[April 29-30, 2024 - Boise, ID](#)

### Who Should Attend:

Accounting and finance staff, policy makers, or any utility employee with an interest in ratemaking and/or cost of service analysis.

### Course Overview:

Join us for an engaging and informative one-and-a-half day training course that will empower you with the knowledge and practical skills necessary to excel in the dynamic world of utility rate design. Our seasoned rate experts from EES will guide you through a hands-on exploration of both advanced rate design concepts and the crucial considerations when setting utility rates.

## DEPRECIATION WORKSHOP

### Dates and Locations:

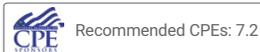
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### Who Should Attend:

All accounting and finance staff (from entry level to advanced skill set and experience), CFOs, managers, engineers, operations staff, and senior-level leaders.

### Course Overview:

In this one-day course, you will gain a solid understanding of how infrastructure is paid for over time and the impact of decisions relating to depreciation and ultimately rate making.



## FERC ACCOUNTING FUNDAMENTALS



### Dates and Locations:

TBD

### Who Should Attend:

Accounting staff and anyone who wants to understand how each role in the utility impacts the budget and financial statement.

### Course Overview:

This one-and-a-half-day course will take you through the fundamentals of FERC/RUS accounting and provide practical examples related to the training. Following the course, you will have a greater understanding of the specifics of FERC accounting requirements and how they are applied to the financial statements of the utility.

At the completion of the workshop, you will have a well-rounded view of coding and classifying expenditures, expensing versus capitalizing, reporting, and analysis. You will also be able to view the forward-looking needs of the utility from a financial lens.



## FRAUD FUNDAMENTALS FOR UTILITY PERSONNEL



### Dates and Locations:

TBD

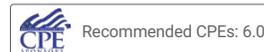
### Who Should Attend:

Mid- and senior-level management, as well as those involved in the accounting, treasury, purchasing, inventory, cashier, billing, and collection functions at the utility.

### Course Overview:

This four-part webinar series provides a framework for addressing internal fraud, which is fraud perpetrated by an organization's own people.

Each of the two-hour webinars provides in-depth instruction on these elements as well as current, easy-to-perform fraud detection methods.



## CFO & SENIOR ACCOUNTANT WEBINAR SERIES



### Dates and Locations:

January 11 - December 15, 2024

### Who Should Attend:

CFOs, senior accountants, accounting staff, and finance staff wanting to better understand various organizational accounting topics.

### Series Overview:

The CFO & Senior Accountant Webinar Series is comprised of 12 webinars from January through December 2024. Webinars can be taken individually or as an entire series; by registering for the full series, you will receive all 12 webinars at a discounted price. Descriptions for each webinar are listed below.

## BUSINESS PLAN ESSENTIALS

### Dates and Locations:

January 11, 2024

### Webinar Overview:

- Designing, coordinating, and implementing a business plan that serves your cooperative well.
- Determine essential components, definitions, and details of a business plan.
- Approve, review, track, and celebrate the business plan.
- Be intentional about a plan that aligns the strategies, operational plans, industry trends, and people together.
- Review the role of finance in an effective business plan.

## INTERNAL REPORTING

### Dates and Locations:

February 15, 2024 - Online

### Webinar Overview:

- Identify and report critical information within the cooperative.
- Evaluate and leverage service orders to organize the collection of information.
- Design and ensure processes support key business drivers, including new services, billed services, and mapping goals.
- Report on the business plan, the budget, operational plans, and the financial impact of strategic objectives.

## PLANT RETIREMENT AND RECONCILIATION STRATEGIES

### Dates and Locations:

March 14, 2024 - Online

### Webinar Overview:

- Gain an overview of fixed assets, book value, depreciated value, and depreciation.
- Understand, track, and reconcile of special equipment.
- Understand the impact of removing an asset from the fixed asset listing.
- Evaluate and determine depreciation status and financial impact of removing an asset.
- Review the impact that depreciation; slowing or speeding depreciation rates; or gain or loss on sale or removal of assets have on the operating statement.
- Align assets listed on the books, in the field, and on the map.

## OPERATING/VARIABLE EXPENSE DEEP DIVE

### Dates and Locations:

April 11, 2024

### Webinar Overview:

- Correlate operational needs, the budget, and outcomes of operational expenses.
- Evaluate the impact of inflation (2022-2023 impacts) on the cost of doing business.
- Take a deep dive into distribution expense-operation, distribution expense-maintenance, member/billing/service-related expenses, and administrative expenses.
- Explore strategies to accomplish necessary work while containing costs.

## CAPITAL CREDITS

### Dates and Locations:

[May 9, 2024](#)

### Webinar Overview:

- Navigate definitions and processes relating to capital credits and an electric cooperative.
- Review retirement strategies options.
- Set and manage the equity position of the utility.
- Understand and oversee the utility's distribution equity.
- Understand and oversee the utility's G&T equity (if applicable).
- Identify and oversee the utility's other equity.

continued...

# ACCOUNTING AND FINANCE

## CONNECTING SPENDING TO RATEMAKING

### Dates and Locations:

[June 6, 2024](#)

### Webinar Overview:

- Correlate spending decisions to rate impact implications.
- Evaluate the financial impact of various decisions.
- Prepare for and respond to industry changes and the cost structure changes.
- Evaluate the effectiveness of current spending decisions, without turning others off from the conversation.

## FINANCIAL ORIENTATION CHECKLIST

### Dates and Locations:

[July 11, 2024](#)

### Webinar Overview:

- Communicate what others need to know about the finances of an electric utility.
- Onboard new board members, new employees, and employees transitioning to new positions at the utility.
- Create checklists, shareables Approving, reviewing, tracking, and celebrating the business plan.
- Understanding and being intentional about a plan that aligns the strategies, operational plans, industry trends, people together.
- Checklists, sharables, and moments for discussion.

## IMPACT OF INDUSTRY CHANGES TO OUR FINANCES

### Dates and Locations:

[August 8, 2024](#)

### Webinar Overview:

- Identify and plan for changes in the electric utility industry.
- Organize and understand the financial impact of industry trends.
- Evaluate and adjust the work plan.
- Evaluate and adjust operational expenses.
- Evaluate and adjust margin needs.

## UTILIZING SERVICE ORDERS TO MEASURE METRICS

### Dates and Locations:

[September 12, 2024](#)

### Webinar Overview:

- Embrace the importance of metrics in measuring status and change.
- Design a process and use automation to measure outcomes.
- Organize and define service order information that can easily be utilized in providing and evaluating measurements.
- Align the business plan, operational plans, metrics, daily work, and process to measure level of success. perspective of the changing industry environment

## FINANCIAL STRATEGIES - OPERATING STATEMENT

### Dates and Locations:

[October 3, 2024](#)

### Webinar Overview:

- Navigate the basic concepts of operation statement transactions.
- Analyze the impact of financial decisions.
- Correlate the impact of changes in the electric utility industry to the operating statement.
- Employ best practices when recommending financial procedures and controls to maximize margins, revenue requirements, and cost coverage.
- Use various strategies for communicating operating statement concepts to stakeholders.

continued...

## FINANCIAL STRATEGIES - BALANCE SHEET

### Dates and Locations:

[November 14, 2024](#)

### Webinar Overview:

- Navigate the basic concepts of balance sheet transactions.
- Analyze the short- and long-term impacts of financial decisions.
- Correlate the impact of changes in the electric utility industry to the balance sheet.
- Recommend financial procedures and controls that support the desired financial position, business plan, and metrics.
- Use best practices for communicating balance sheet concepts to stakeholders.

## ANALYZING THE STATEMENT OF CASH FLOWS

### Dates and Locations:

[December 5, 2024](#)

### Webinar Overview:

- Understand the compilation process for the statement of cash flows, where the data comes from, and why it is important.
- Evaluate and analyze cash inflows, cash outflows, and their impact.
- Correlate the impact of changes in the electric utility industry to the statement of cash flows.
- Strategize and implement best practices for cash flow management for your utility.

# ACCOUNTING AND FINANCE

## ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES

### Dates and Locations:

[March 19-October 15, 2024](#)

### Who Should Attend:

Engineering and operations employees who want a better understanding of the work order process.

### Series Overview:

Want to understand the work order process (one that runs smoothly!) and the components within the process? Then this is the webinar series for you! Gain the knowledge and confidence to execute your day-to-day work more efficiently and effectively. Come learn more about the largest investment your utility makes and how your process (and maybe even relationships with co-workers) can be at their best.

This series is comprised of eight webinars from March through October 2024. Descriptions for each webinar can be found below. Webinars can be taken individually or as an entire series; by registering for the full series, you will receive all eight webinars at a discounted price.

## WORK ORDER PROCESS FOUNDATIONS

### Dates and Locations:

March 19, 2024

### Webinar Overview:

This webinar kicks off the Understanding the Work Order System Series by putting everyone on the same page with a big picture view, as well as a micro view, of the process. Knowing how and where the work we do fits into the overall process provides perspective and understanding that is important to getting the work done, working well with others, and knowing how the work you do impacts others.

## IDENTIFYING MAINTENANCE WORK AND ASSET/CAPITAL WORK

### Dates and Locations:

April 9, 2024

### Webinar Overview:

Combining assemblies together is what builds a distribution to specification and this course will explain why that is important. Assemblies need to be reviewed and updated, and standards need to be established at your utility. Instructor Teri Wallis will provide ways to manage these important tasks. In addition, you will differentiate what is an expense and what should be capitalized. Knowing how the decision to expense or capitalize impacts the ratepayer is critical to all employees. Consider having every operation and engineering employee attend because the information is that important.

## STREAMLINING ASSEMBLY REPLACEMENT PROCESS/PAPERWORK

### Dates and Locations:

[May 14, 2024](#)

### Webinar Overview:

This webinar will focus on making the work order process work better at your utility. While we won't be able to actually solve every problem in 90 minutes, we will solve a few challenges. More importantly, you will gain the knowledge and tools needed to approach areas of your utility's process that need a tune up. It's possible this webinar could help improve working relationships between individuals and departments of your utility, and that is well worth the time investment to come and learn how!

## MANAGING MATERIALS FOR THE LOWEST RATES

### Dates and Locations:

[June 18, 2024](#)

### Webinar Overview:

Materials are a required component to the building of assemblies and maintenance of the distribution system. They flow from the warehouse to the field and become assets/continuing property records of the utility. Having a solid system to track materials is critical for every utility. From ordering, warehousing, using items on the system, to challenges with salvaging materials, come learn the many details about materials.

## LABOR – WHERE YOUR TIME GOES MATTERS!

### Dates and Locations:

[July 16, 2024](#)

### Webinar Overview:

This webinar covers contracted or outside labor, in addition to internal labor, used to assemble and maintain the distribution system. Instructor Teri Wallis will show you how to simplify the task of getting labor charged to the right place and discuss challenges.

continued...

## SPECIAL EQUIPMENT

### Dates and Locations:

[August 20, 2024](#)

### Webinar Overview:

Whether your utility uses a traditional special equipment system, has inventoried special equipment, or has a combination thereof, this session will provide a clear explanation of the installation and maintenance of these items on the distribution system. You will learn what special equipment information needs to be tracked, how it is used in the billing system, and why there may be questions asked on the paper-work/data input side of things.

## ALL ABOUT ASSEMBLIES

### Dates and Locations:

[September 17, 2024](#)

### Webinar Overview:

In this course, you will learn about the interaction of assemblies using materials from the warehouse through unitizing them to assets/continuing property records. Utilizing baseline assembly concepts, you will discuss standard costs, updating assemblies/specifications, and ultimately having a system where the materials desired and needed for a job get to the job site and are used.

## RATE IMPACT OF MAINTENANCE AND CAPITALIZED WORK

### Dates and Locations:

[October 15, 2024](#)

### Webinar Overview:

For your ratepayers/consumers/members, price/cost and reliability are most important. Therefore, keeping rates as low as possible is the desired outcome of attending this final session of the Understanding the Work Order System Series. You will look at how much it costs to provide reliable power and discuss the impact of decisions, such as completing a timesheet and using materials, on the overall cost of providing service. Given the decisions you make day in and day out, how much of an impact do you have on the cost? This session is a great finale for every employee of the utility.

## UNDERSTANDING THE WORK ORDER SYSTEM

### Dates and Locations:

TBD

### Who Should Attend:

Employees involved in preparing and/or processing work orders for their electric utility, or employees outside the accounting area who want a better understanding of the work order process.

### Course Overview:

Public utilities' biggest investments are the electric infrastructure assets, including poles, wires, and transformers needed to deliver electricity. It's a complex process to take raw materials, labor, and overheads and convert them to your organization's largest asset. This two-day course will provide an overall understanding of the work order system, how to pay for the investment, and an exploration of numerous components within the work order system.



## WORK ORDERS—BASICS IN A DAY

### Who Should Attend:

Employees involved in any aspect of preparing and/or processing work orders for their electric utility, or employees outside the accounting area who want a better understanding of the work order process.

### Dates and Locations:

April 24, 2024 - Vancouver, WA

### Course Overview:

Work Orders – Basics in a Day provides a thorough exploration of the essential aspects involved in the construction, retirement, and maintenance of distribution systems. Delving into the intricacies of work order components, the class explains the overarching purpose and outcomes of the work order process.

You gain a holistic perspective on the work order process, with specific focus on material, labor, and overheads. You'll leave with an understanding of the nuances of system maintenance (expenses) versus system/capital improvements (assets) and an appreciation of the consequential impact on member-owners and the rates they pay.

You will follow the life cycle of a work order from opening to closing and correlate the work that employees and contractors do within the process. Through interactive sessions, you'll develop your knowledge of the procedures for rendering a work order field-ready, executing field activities, and concluding the process in the office.

# ADMINISTRATIVE PROFESSIONALS

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) or (360) 816-1446

## ADMINISTRATIVE PROFESSIONAL SERIES: WHAT EVERY PROFESSIONAL NEEDS TO KNOW: ALL THREE WEBINARS



### Dates and Locations:

December 3-5 and 10-12, 2024 - Online

### Who Should Attend:

Employees in administrative or service-oriented roles.

### Webinar Overview:

This series is made up of three two-part webinars that provide utility-specific information for administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others. Webinars may be taken individually or as a series. By registering for all three webinars (Maintaining Positive Working Relationships, Business Communications Across Platforms and Understanding the Utility Business), you will receive a discount off of the total registration fee.

## ADMINISTRATIVE PROFESSIONALS SERIES: POSITIVE ASSERTIVENESS IN THE WORKPLACE



### Dates and Locations:

TBD

### Who Should Attend:

Employees in administrative or service-oriented roles.

### Webinar Overview:

Administrative professionals are in a position to communicate on behalf of their bosses and to communicate information to their bosses that is necessary for good decision making. This two-part course will reiterate that there is a right and a wrong way for you to state your case. The right way is in a forthright, positively assertive manner. You will gain insight into how to avoid pitfalls that get in the way of positive communication and how to operate with more confidence. A section on confidently making decisions will also be covered. The result will be enhanced communication and decision-making skills.

## ADMINISTRATIVE PROFESSIONALS SERIES: OPTIMIZING PERFORMANCE IN CHALLENGING TIMES AND SITUATIONS: ALL THREE WEBINARS



### Dates and Locations:

[April 23-May 2, 2024 - Online](#)

### Who Should Attend:

Employees in administrative or service-oriented roles.

### Webinar Overview:

This is a three-part series of classes which provides utility-specific information directed toward administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others. By registering for the series, you will receive a discount off the total registration fee.

## ADMINISTRATIVE PROFESSIONALS SERIES: MANAGING TIME, CHANGE, AND STRESS



### Dates and Locations:

TBD

### Who Should Attend:

Employees in administrative or service-oriented roles.

### Webinar Overview:

In today's workplace, employees are experiencing tremendous challenges that pull them in many directions all at once. There are tremendous changes underway in organizational strategies and priorities. Without strategies for better organization, dealing with constant change, and managing stressors and the resulting stress, you cannot maintain the productivity and quality demanded of yourself. This course will focus on the important personal skills of flexibility, self-control, self-determination, and stress mitigation. Specific subjects covered will include analyzing how time is spent, controlling time-wasters (such as interruptions and procrastination), and identifying major changes and your response in the past and going forward.

## ADMINISTRATIVE PROFESSIONALS SERIES: RESOLVING CONFLICT IN THE WORKPLACE



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Employees in administrative or service-oriented roles.

**Webinar Overview:**  
Collaboration among co-workers to meet the organization's goals has never been more important. Organizations are expecting employees at all levels to work together – often across functions – to solve problems and make decisions that were once the exclusive responsibility of management. This new way of working also creates new opportunities for conflict making. Resolving conflict is a necessary skill for all workers. This two-part course provides you with the skills to turn conflict into opportunities to achieve positive results. You will explore your past experiences and habits in dealing with conflicts, learn new ways of thinking about conflict, understand choices you have in conflict, as well as analyzing your individual level of emotional intelligence. You will leave with tips and techniques to keep your emotions in check, to help others go from unreasonable to reasonable, and to have difficult but necessary conversations.

## ADMINISTRATIVE PROFESSIONAL SERIES: EXPANDING YOUR ABILITY TO INFLUENCE— ALL THREE WEBINARS



**Dates and Locations:**  
July 16-25, 2024 - Online

**Who Should Attend:**  
Employees in administrative or service-oriented roles.

**Course Overview:**  
This is a three-part series of classes that provides utility-specific information directed toward administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others.

**By registering for all three classes, you will receive a discount off the total registration fee.**

## BUSINESS COMMUNICATIONS ACROSS PLATFORMS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**  
This two-part webinar will cover the varied aspects of communication that admins use daily in their business environment. Topics include effectiveness in listening, and verbal and non-verbal communication. Written communication across platforms such as emails, memos, letters, and minutes will also be covered. The ABCs (accuracy, brevity, and clarity) of great communication will be stressed along with the importance of professionalism in all aspects of communication inside and outside the organization.

## CRITICAL CONVERSATIONS FOR ADMINISTRATIVE PROFESSIONALS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**  
Administrative professionals and executive assistants often have interaction and conversations across their entire organization, are sought out for a variety of important projects, and have opportunities to influence the success of the utility.  
From understanding the importance of active listening to using assertive verbal skills, you will be ready for your next critical conversation.

# ADMINISTRATIVE PROFESSIONALS

## MAINTAINING POSITIVE WORKING RELATIONSHIPS

**Dates and Locations:**

TBD

**Who Should Attend:**

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**

As an administrative professional, you represent yourself, your boss, and your organization. To achieve the goals of the organization, positive working relationships between co-workers are a must; however, this can be difficult at times. This two-part webinar is designed specifically to help increase cooperation and productivity through teamwork. The importance of recognizing unconscious bias and prejudice while using the diversity of the team to accomplish tasks and meet critical deadlines will be discussed. Strengths and opportunities for improvement will be examined through an analysis of best practices for working with internal customers. You will leave with a plan for continuing or cultivating more positive relationships with others, even in challenging situations.

## PROFESSIONAL DEVELOPMENT THROUGH SMART GOALS AND SELF-APPRAISALS TRUST

**Dates and Locations:**

TBD

**Who Should Attend:**

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**

You need a clear view of your role in the organization's success. To do that, you must clearly understand the organization's vision, mission, goals, and objectives. This can only happen when there are mutually agreed upon, straight-forward performance expectations. This two-part webinar introduces the importance of administrative professionals' professional development through the use of SMART goals that align your development with your manager's and organization's goals. It provides you with the skills needed to honestly self-appraise and discuss performance and performance expectations with others in a way that is focused and productive.

## UNDERSTANDING THE UTILITY BUSINESS

**Dates and Locations:**

TBD

**Who Should Attend:**

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**

All utility employees, regardless of position or responsibility, need to understand their chosen business. The more you understand the complexity of the electric utility business, the better you can serve and integrate with your co-workers, consumers, and other stakeholders. This two-part webinar is designed to acquaint non-technical employees with the basics of electricity and the electric system, including generation, transmission, and distribution. Special attention will be given to public power and its role in the development of the North American grid. You will leave with a deeper knowledge and greater appreciation of the utility business model. Information on each attendee's state and region will be provided.

## USING DIPLOMACY, TACT, AND DISCRETION TO BUILD TRUST

**Dates and Locations:**

TBD

**Who Should Attend:**

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

**Course Overview:**

Diplomacy, tact, and discretion are all key communication concepts in building a professional image and in building the trust that is necessary in good relationships. As an administrative professional, you are in situations with internal and external customers that must be handled diplomatically and tactfully. Your position also makes you privy to information that must be handled with the utmost discretion. In this two-part webinar, the importance of these concepts will be thoroughly examined. Specific examples of situations, phrasing, and ethical dilemmas that call for diplomacy, tact, and discretion will be used during class instruction and role play.

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## WRITING MINUTES AND MEETING NOTES

**Dates and Locations:**

TBD

**Who Should Attend:**

Anyone who takes meeting notes and minutes

**Course Overview:**

If you take meeting notes, it is important to quickly capture accurate and useful information for yourself and others. This half-day course will cover all aspects of the note-taking process, from preparing before the meeting to editing minutes after the meeting. This is a pre-conference course ahead of the 2023 Administrative Professionals Conference that starts the next day. Separate registration is required if you wish to attend both this class and the conference.

# BOARD EDUCATION

## 927.1 CYBERSECURITY: THE BOARD'S OVERSIGHT ROLE

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Directors, policymakers, and general managers.

**Course Overview:**  
As a result of a rapidly changing cyber-threat landscape and the growth of digitization, electric utilities recognize the need to effectively manage cyber risks. Boards face a balancing act with cybersecurity and continued pursuit of digital innovation, transformation, and meeting consumer-member needs. Together with the CEO and management, the electric utility board must carefully assess how much cyber risk it is willing to accept in order to pursue its overall strategy. This course is designed to help distribution utility directors find that balance and fulfill their cybersecurity oversight responsibilities.

## 977.1 EQUITY MANAGEMENT AND BOARDROOM DECISION MAKING

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Directors, policymakers, and general managers.

**Course Overview:**  
In this class, board members will consider common boardroom decisions and how these decisions impact their utility's financial strength. In one day, you will cover a year's worth of key financial decisions and how they affect your utility's equity position. Concepts will be reinforced through practical and strategic exercises designed to give you a theoretical understanding that you can apply to situations at your own utility.

## 984.1 THE ROAD TO RESILIENCY: A DIRECTOR'S RESPONSIBILITY

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Policymakers and general managers.

**Course Overview:**  
In the current environment, it is not enough to provide safe, reliable, and affordable power to our members. Electric cooperatives must also create a culture of resiliency where they are able to respond to disruptions such as supply chain challenges, inflation, workforce challenges, rising costs, energy transition, war, and conflict. This course will focus on the board's role in creating that culture of resiliency.

## BOARD PROBLEM SOLVING AND DECISION MAKING

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Directors, policymakers, and general managers.

**Course Overview:**  
This one-day training session will cover processes and techniques that boards use when making difficult decisions and dealing with disagreements. In this course you will learn:

A seven-step problem-solving and conflict-resolution process. Communication skills used in problem solving. Two group decision-making methods. Opportunities to apply the communication and problem-solving skills to real situations. How to apply topics 1-3 on a current issue.

## DEALING WITH A DIFFICULT CHAIR AND WITH THE PUBLIC

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
Elected chairs sometimes assume that they are the decider and can direct the course of board meetings as they choose. What can directors do when a chair has this misunderstanding? What if it's a board member who lacks the spirit of cooperation and compromise? Robert's Rules has answers for you! This two-hour webinar will help you reestablish the balance of power in the presence of a difficult board chair or member as well as run effective public comment sessions.

## GUIDE YOUR BOARD TO BETTER DECISIONS USING ROBERT'S RULES

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
Discussion and decision-making are the heart of the board's work, yet often they are challenging. Robert's Rules of Order has surprising answers on these topics. This workshop provides the tools, tips and guidelines to ensure effective discussion and better decisions. Essential information for chairs and board members.

## MEETING MINUTES AND THE ROLE OF THE CLERK

### Dates and Locations:

TBD

### Who Should Attend:

Any utility employee or board member who is involved with board meetings, board procedures, or taking and maintaining board meeting minutes.

### Webinar Overview:

Many misunderstandings prevail about what kinds of minutes serve your board best. This webinar will clarify four different types of minutes and prepare you to process minutes effectively.

Bonus material - Each attendee in the course will receive a free subscription to Jurassic Parliament's email series "Quick Introduction to Robert's Rules." This user-friendly course will build your knowledge and reinforce the workshop information with a week's worth of short, easy-to-read emails.

## ROBERT'S RULES OF ORDER - MEETING MANAGEMENT AND DEMOCRATIC ORDER



### Dates and Locations:

TBD

### Who Should Attend:

Board members, policymakers, general managers, clerks to the board, executive secretaries, administrative assistants, and any utility employee participating in board or commission meetings.

### Course Overview:

Robert's Rules of Order can be baffling and intimidating, but it doesn't have to be that way. In this highly interactive and entertaining day-long class, attendees will learn essential principles and practice the tools and techniques to use Robert's Rules well. The result: smooth, efficient, and fair meetings.

Topics covered will include making sense of motions, including the tricky aspects of amendment; the fundamental rules of discussion and debate; dealing with difficult members; the role of the presider and the rights of members; and knowing how to table or postpone a topic to another day. This workshop gives you ample opportunities to practice what you learn so the content stays with you. It's also a lot of fun!



# BOARD EDUCATION

## BOARD GOVERNANCE PROGRAM

### BOARD GOVERNANCE: DEFINING THE MISSION AND VISION

**Dates and Locations:**  
January 11, 2024 - Online

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
In this webinar, you will define the mission and vision for your utility and explore your part as a board member in accomplishing the utility's goals, including establishing, approving, and executing the strategic direction and plans. In addition to learning from the instructor, you will also gain insights from guest expert Doug Schmier, who is NWPPA's board president and the CEO of Fall River Rural Electric Cooperative.

### BOARD GOVERNANCE: BALANCE SHEET ORIENTATION

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
This webinar empowers board members to navigate the complex financial landscape of an electric utility and make informed decisions that benefit the utility and its consumers. You will learn about the balance sheet, what makes a utility's assets unique, and the use of long-term and debt financing.

### NEW BOARD GOVERNANCE: OPERATING STATEMENT ORIENTATION

**Dates and Locations:**  
March 14, 2024 - Online

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
This webinar empowers board members to navigate the complex financial landscape of an electric utility and make informed decisions that benefit the utility and its consumers. You will receive an overview of the electric utility operating statement, learn strategies to accomplish necessary work while containing costs, and better understand your role in establishing operational expenditures and achieving financial results.

### NEW BOARD GOVERNANCE: DEBT MANAGEMENT

**Dates and Locations:**  
April 18, 2024

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
Understanding and executing the debt strategies of an organization, both in the long- and short-term, is a fundamental skill for board members. This webinar will explore how board policy provides guidance for an electric utility's debt portfolio. You will also learn how debt fits into the balance sheet and discover techniques to navigate the competing priorities of having low rates, high reliability, and a strong financial position.

### NEW BOARD GOVERNANCE: ELECTRIC UTILITY FINANCE PHILOSOPHIES

**Dates and Locations:**  
[June 6, 2024 - Online](#)

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
The electric utility industry is unique from a financial perspective. In this webinar, you will discover what the pillars of financial health are for a utility and your role in ensuring your utility is financially successful.

### NEW BOARD GOVERNANCE: ESSENTIALS OF THE BUSINESS AND OPERATIONAL PLANS

**Dates and Locations:**  
[July 11, 2024 - Online](#)

**Who Should Attend:**  
Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**  
Explore the pivotal role of the board in approving and overseeing the utility's operations and business plans. This course introduces the fundamental components of the annual business plan and empowers board members with strategic planning insights.  
Essentials of the Operational and Business Plans is part of the Board Governance Series, a collection of webinars designed to help board members of all experience levels define, guide, and support the needs and best interests of their utility and its consumers.

**NEW** BOARD GOVERNANCE: MONITORING THE BUSINESS AND OPERATIONAL PLANS THROUGH BOARD REPORTING

**Dates and Locations:**

[August 8, 2024 - Online](#)

**Who Should Attend:**

Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**

A lot of information is required to effectively run a utility, but how do you determine what is most important? In this webinar, you will discover how to ask effective questions during monthly board reports and get the information you need to make strong decisions for your utility's future.

**NEW** BOARD GOVERNANCE: METRICS

**Dates and Locations:**

[September 12, 2024 - Online](#)

**Who Should Attend:**

Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**

Understanding how to use metrics effectively is vital for informed decision-making and the successful governance of a utility. In this webinar, you will determine what key metrics are and how to use them to monitor the budget, business plan, long-range plan, and business decisions.

**NEW** BOARD GOVERNANCE: PERFORMANCE AND COMPENSATION OF THE CEO

**Dates and Locations:**

[October 17, 2024 - Online](#)

**Who Should Attend:**

Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**

The CEO or general manager of a utility is pivotal to the organization's success, and the board plays a critical role in evaluating the performance of and compensation for this position. This webinar explores effective processes board members can use to monitor the CEO/GM's performance, provide feedback, and determine compensation in the short term and long term.

**NEW** BOARD GOVERNANCE: TRANSPARENCY

**Dates and Locations:**

[November 7, 2024 - Online](#)

**Who Should Attend:**

Any utility board member, board chair, or leader works with Board members.

**Webinar Overview:**

What does it mean to be transparent in governance, or as a utility? In this webinar, explore how you as a board member can maintain transparency and thus build trust and demonstrate accountability to customers and others within the utility. You will learn specific actions you can take to be transparent and how to strike the right balance between oversharing and not sharing enough.

**NEW** BOARD GOVERNANCE: ASSET PURCHASES AND THE BALANCE SHEET

**Dates and Locations:**

[December 5, 2024 - Online](#)

**Who Should Attend:**

Any utility board member, board chair, or leader who works with board members.

**Webinar Overview:**

Asset Purchases provides an overview of utility asset purchases and how capital expenditures fit into the overall budget. This webinar approaches budgeting for the utility from a long-term perspective and explores basic composite depreciation concepts. These concepts and others discussed will bolster your ability to plan, review, and approve the work plan; determine the capital

## BOARD SERIES: HOW TO POWER UP ROBERT'S RULES

### Dates and Locations:

TBD

### Who Should Attend:

Any utility board member, board chair, or leader who works with board members.

### Webinar Overview:

Does your board get full value out of the time it invests in meetings? Sometimes boards circle around the same topics over and over, or they get bogged down in personal disputes. Some boards vote in lockstep, also not desirable. Power up your board with the latest and freshest guidelines to productive and equitable meetings.

## NEW BOARD SERIES: BE A POWERFUL CHAIR

### Dates and Locations:

April 3, 2024 - Online

### Who Should Attend:

Any utility board member, board chair, or leader who works with board members.

### Webinar Overview:

The president of a utility board needs to cultivate certain qualities to be an effective and powerful chair. In this concise yet impactful webinar, learn how to apply authority strategically to contribute to more efficient and productive meetings.

## NEW BOARD SERIES: USE THE POWER OF MOTIONS TO ACHIEVE YOUR GOALS

### Dates and Locations:

June 12, 2024 - Online

### Who Should Attend:

Any utility board member, board chair, or leader who works with board members.

### Webinar Overview:

Motions are the foundation of Robert's Rules of Order, but sometimes people don't really understand how they work. In this webinar, learn how to stake out your territory and use motions to achieve your goals. This session will demystify common and challenging motions and amendments alike.

## NEW BOARD SERIES: MANAGE POWERPLAYS AT YOUR MEETINGS

### Dates and Locations:

August 14, 2024 - Online

### Who Should Attend:

Any utility board member, board chair, or leader who works with board members.

### Webinar Overview:

What can you do when an outlier board member tries to dominate the meetings? What if it's the chair who's lording it over everybody else? What if your public is out of control? In this webinar, learn to use the powerful tools provided by Robert's Rules of Order to manage power plays and keep your meetings on track.

## NEW BOARD SERIES: CREATE AND MAINTAIN POWERFUL MINUTES

### Dates and Locations:

October 3, 2024 - Online

### Who Should Attend:

Any utility board member, board chair, or leader who works with board members.

### Webinar Overview:

Minutes are often taken for granted, but the quality of your minutes makes a big difference to the effectiveness of your board. Clerks, secretaries, and board members will find surprising insights into what makes powerful minutes in this webinar.

# COMMUNICATIONS

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) or (360) 816-1446

## THE 11 LEADERSHIP LESSONS TAUGHT AT WEST POINT

### Dates and Locations:

TBD

### Who Should Attend:

Utility and community leaders, managers, those aspiring to leadership roles, and anyone interested in leadership principles.

### Course Overview:

Since 1802, the United States Military Academy, or West Point, trained the nation's future leaders to serve our common defense and to add value in all instances of community. While this leadership training at West Point is designed for military application, the principles can be applied to civilian organizations effectively as well. Good leadership is good leadership, no matter where applied. Compared to civilian organizations where leadership is most often learned through experience, the military grows leaders through leadership education. Join instructor Erick Rheam, a graduate of West Point and former public power leader, as he unpacks the Academy's leadership principles and connects them to the utility workplace.

## COMMUNICATING WITH THE WRITTEN WORD

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

No matter the position an employee holds, the ability to communicate with accuracy and clarity is important to his or her success and, in turn, the success of the utility. This course is designed to improve one of the most important skills in business - the ability to effectively communicate in writing with co-workers and consumers.

The ABCs of great written communication—Accuracy, Brevity and Clarity—will be stressed along with the importance of professionalism in ALL aspects of communication both inside and outside the organization. Also covered will be the tone of communication – especially in e-mails – as it relates to the issue being addressed and the tone of the consumer writing the e-mail.

## CROSS-GENERATIONAL AND -CULTURAL COMMUNICATION

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who wants to increase their communication skills to be more effective working with both internal and external customers.

### Course Overview:

Communication gaps in the workplace can often be attributed to cultural or generational differences. Therefore, this 90-minute webinar will heighten your awareness of how cultural and generational factors influence interactions. You will come away with an appreciation of how individual lenses come into play, and you will build a flexible communication approach that can improve the effectiveness of any interaction.

## DEVELOP A PROFESSIONAL TELEPHONE IMAGE

### Dates and Locations:

TBD

### Who Should Attend:

Customer-facing employees.

### Course Overview:

In this course, you will gain a perspective of service excellence from the customer's point of view when conducting business transactions via telephone. You will also develop skills for dealing with customers in various recurring scenarios, including service connects, disconnects, technical supports, and billing concerns. The skills learned in this program will help you reduce stress, use transaction time more efficiently, and improve customer satisfaction.

# COMMUNICATIONS

## ENGAGING JOURNALISTS WITH CONFIDENCE

### Dates and Locations:

TBD

**Who Should Attend:** Communications and public relations employees, or others that work with journalists.

**Course Overview:** When you get a request from a journalist for an interview, do you tremble with fear and anxiety? When a news reporter calls and starts asking questions, do you sometimes feel unprepared? Does your general manager – or any other official at your utility—need help preparing for and conducting media interviews? Join longtime public relations pro, journalist, and university instructor Lance Robertson for hands-on, interactive instruction and helpful tips for conducting interviews with journalists; preparing for interviews; working directly with the media to effectively convey your utility actions; and prepping your utility's leaders for interviews.

## HOW TO HANDLE CRITICAL CONVERSATIONS

### Dates and Locations:

TBD

**Who Should Attend:** Anyone who wants to increase his or her communication skills to be more effective working with both internal and external customers.

**Course Overview:** This webinar builds a more specialized communication skill: handling difficult conversations well, even when the stakes are high and/or people get emotional. You will learn what makes a conversation critical; the importance of staying in dialogue; how to identify and combat non-productive behaviors that can emerge; how to stay focused on real objectives; and how to influence others through listening and speaking persuasively, all while applying emotional intelligence to transform a confrontational situation into a cooperative one.

## INTERPERSONAL COMMUNICATIONS IN THE WORKPLACE

### Dates and Locations:

TBD

**Who Should Attend:** Anyone who wants to increase their communication skills to be more effective working with both internal and external customers.

**Course Overview:** This webinar provides a solid foundation for effective workplace communication by focusing first on interpersonal communication. You will learn the importance of active listening, understand the impact of nonverbal communication, apply questioning techniques to promote better understanding, and present messages efficiently and effectively – all while focusing on closing the communication feedback loop. Additionally, you will increase self-awareness and learn how to observe communication styles in order to more successfully build interpersonal communication skills.

## LEAD WITHOUT SPEAKING WITH NONVERBAL COMMUNICATION

### Dates and Locations:

July 31, 2024 - Vancouver, WA

**Who Should Attend:** Customer-facing employees.

**Course Overview:** Solid communication skills are paramount if you desire to gain buy-in from your colleagues, leadership, friends, and family; however, your words are only part of your communication repertoire. Studies show that 55% of communication is nonverbal and two people will signal over 800 nonverbal cues over the course of a 30-minute conversation.

That's why author and NWPPA instructor Erick Rheam developed a highly entertaining and informational full-day workshop that teaches participants the principles of body language and techniques that can be used immediately to enhance communication and influence.

## PHRASING FOR SUCCESSFUL CONCLUSIONS

### Dates and Locations:

TBD

**Who Should Attend:** Customer-facing employees.

**Course Overview:** Communicating effectively with customers can sometimes be like walking on eggshells because of the sensitive nature of some business transactions such as overdue payments or perceived billing errors. This webinar focuses on how you can avoid the most frequent communication gaffes committed by utility personnel, and how you can alter a customer's negative interpretation with effective phrasing. Emphasis for this program is on proper message construction when dealing with potentially emotional situations.

## PUTTING THE PUBLIC IN PUBLIC RELATIONS

### Dates and Locations:

TBD

**Who Should Attend:** Policy makers, managers, communications employees, public relations employees, and customer service representatives.

**Course Overview:** The workshop is designed to provide hands-on, interactive instruction and concepts for effective engagement with customers and the general public. Following many of the concepts developed by the International Association for Public Participation, workshop attendees will gain a knowledge of the importance of transparent, two-way interactivity with customers when communicating utility issues or topics. Participants will learn about effective techniques to engage the public in ways that are more effective than the standard public hearing or open house.

## SEVEN WAYS TO REACH CONSUMERS ONLINE

### Dates and Locations:

TBD

### Who Should Attend:

Communications employees and those responsible for digital advertising.

### Course Overview:

In a digital-first world, are your messages reaching your customers and community? Learn how to build an effective advertising strategy for the digital marketplace. We will share tips from Pioneer Utility Resource's team of cooperative content strategists so that you will not only reach your members, but you will engage them and keep the conversation going.

## SIMPLE TIPS TO SHARPEN YOUR WRITING

### Dates and Locations:

TBD

### Who Should Attend:

Communications employees and those responsible for digital advertising.

### Course Overview:

This two-day workshop will sharpen your everyday English skills to make you a better writer at the office. You'll learn to apply the following 17 effective writing principles for clear, persuasive workplace documents that are to the point.

## THAT'S MY BRAND AND I'M STICKING TO IT!

### Dates and Locations:

TBD

### Who Should Attend:

Communications, marketing, and public relations employees, as well as any employee and board member with an interest in these areas.

### Course Overview:

This half-day workshop focuses on three crucial areas for brand building: refreshing your brand, promoting your brand, and generating content about your brand.

At the end of the workshop, you'll walk away with tools to help you increase your brand's awareness and presence!

## WRITE IT SO THEY READ IT

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who writes or proofs documents, media pieces, or emails bearing their utility's name.

### Course Overview:

Any document, media piece, or email bearing your utility's name must be absolutely error free. Even a careless mistake in an email can make an entire work group look bad. Regardless if you are a new employee or a seasoned proofreader, you will walk away with tips to help you be a better communicator no matter what your title may be. In four fast-paced hours, Mandi Stanley will lead you through these mini-workshops:

- Proof It! How To Be a Better Proofreader
- Grammar for Grownups
- Write It So They Read It: Email Edition
- Technical Writing Tips

## WRITING POLICIES AND PROCEDURES

### Dates and Locations:

July 16-17, 2024 - Shelton, WA

### Who Should Attend:

Anyone who writes policies and procedures.

### Course Overview:

If your role includes creating or overhauling rules and instructions for work, then this two-day course is for you! During the class, you will review all eight chapters of the companion workbook, "Sending Clear Signals in Written Directions," and review proven methods and tools to produce reader-friendly policies and procedures.

# CUSTOMER AND ENERGY SERVICE

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) or (360) 816-1446

## 90 DAY PLAN FOR KEY ACCOUNT MANAGEMENT CERTIFICATION

### Dates and Locations:

November 6-7, 2024 - Vancouver, WA

### Who Should Attend:

Key account managers or anyone developing a key accounts program.

### Course Overview:

In this course, you will discover how to leverage your utility's resources effectively to create value for your most impactful customers. Whether you are starting or relaunching a key accounts program, this training will guide you in creating a clear 90-day plan with actionable steps to jumpstart and maintain an effective program. Providing this support will create more positive working relationships with your key accounts and set the foundation for your utility to become their trusted energy partner.

## ACCOUNTING, FINANCE, AND RUS/FERC FUNDAMENTALS FOR UTILITY PERSONNEL

### Dates and Locations:

April 2-30, 2024 - Online

### Who Should Attend:

Administrative professionals and anyone who wants to understand how each role in the utility impacts the budget and financial statement.

### Course Overview:

This three-part virtual course will take you through the fundamentals of FERC/RUS accounting and provide practical examples you can use in your utility. Employees will learn how to research and learn these fundamentals from the source document rather than from "we've always done it that way." Employees will learn skills that help their utility's system achieve financial security and long-term benefits for members in a language that all employees can understand.

At the completion of the workshop, participants will have a more complete understanding of their personal impact on their system's financial success. Employees will also be able to utilize online tools in researching FERC/RUS accounting and construction practices of utilities.



## BANKRUPTCY 101

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Almost one million businesses and individuals file bankruptcies annually in the United States.

Although bankruptcies filed by customers are a challenge for any business, they present a special type of challenge for utilities due to the necessity of their services to consumers.

Utilities must find a balance between following the laws as they relate to bankruptcy while being responsive to their customers and limiting the exposure to revenue loss.

This course covers all the basic information relating to bankruptcies that utility employees need to best help their customers that have or are filing for bankruptcy.

## COLLECTIONS AND DISCONNECTS



### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Collecting money and disconnecting a utility meter is not for the faint of heart. The environment is changing, and fast. By understanding the barriers and challenges, we can then examine processes (which may be flawed and in need of an update), which can be measured and executed by highly skilled and abled staff. Come to find out the latest about the environment we are working in!

## COMMUNICATION ESSENTIALS FOR SUCCESS



### Dates and Locations:

TBD

### Who Should Attend:

Anyone who needs to communicate effectively with coworkers, as well as with customers and members, in his or her utility.

### Course Overview:

During this class, you will explore your own communication approach and learn how to flex your style to that of others for greater effectiveness.

First, using a special assessment tool, you will identify your own communication style; based on that information, you will learn how your style both helps and hinders your interaction with others. Next, you will look at a variety of communication methods and learn how best to interact with your peers, direct reports, and customers in a way that helps conversations become successful interactions.

You will also look at generational communications, gender, and cultural differences to determine the best methods to utilize for a variety of audiences. Finally, you will look at methods to manage stress during difficult communication situations.

## COMMUNICATION TUNEUP WEBINAR SERIES: ALL THREE SESSIONS



### Dates and Locations:

April 2, 16 & 30 - Online

### Who Should Attend:

Anyone who wants to improve their communication skills.

### Webinar Overview:

Effective communication is now more important than ever. Fortunately, this three-part communication series will teach you how to refresh, grow, and expand your communication skills, even in challenging times.

Please see website for individual course descriptions.



## CONECTANDO CON SU CLIENTE: CONNECTING WITH YOUR SPANISH-SPEAKING CUSTOMERS

### Dates and Locations:

TBD

### Who Should Attend:

Customer-facing employees that would like to better communicate with their Spanish-speaking customers.

### Course Overview:

As communities in the U.S. become increasingly diverse and the Spanish-speaking population grows, organizations in the private and public sectors are looking for ways to better serve and connect with their changing communities.

In this six-part series, participants learn the 100 most commonly used Spanish phrases; identify key terms and phrases most useful to their jobs; collaborate on a job aid/resource for their workplace use; and practice all terms and vocabulary with each other and the instructor. Additionally participants will learn more about working with diverse populations in a culturally competent manner.

## CUSTOMER SERVICE FUNDAMENTALS

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Whether you are new to a customer-facing role, or a seasoned veteran, sometimes it's good to go back to basics! Join this workshop to learn, or refresh, the core elements of customer service such as how to identify your customer's needs, recognize and adjust to their style, solve problems and provide a top-notch experience all while keeping yourself energized and engaged.

## CUSTOMER SERVICE ON THE PHONE

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Providing exceptional customer service over the phone is much more than "smiling through the phone." This course dials in on the specific skills and how to develop them for providing exceptional customer service over the phone. Without being able to see the non-verbal communication clues, we will focus on how to actively listen, reframe, problem solve, and move the call quickly to resolution. You'll come away with usable tips for resolving even the most difficult calls, while maintaining your cool and creating an amazing experience for your customers.

# CUSTOMER AND ENERGY SERVICE

## DO'S AND DON'TS OF CUSTOMER BANKRUPTCY

### Dates and Locations:

TBD

### Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

### Course Overview:

Almost one million businesses and individuals file bankruptcies annually in the United States. Although bankruptcies filed by customers are a challenge for any business, they present a special type of challenge for utilities due to the necessity of their services to consumers. Utilities must find a balance between following the laws as they relate to bankruptcy while being responsive to their customers and limiting the exposure to revenue loss. This course covers all the basic information relating to bankruptcies that utility employees need.

### Course Objectives:

- Defining bankruptcy
- Understanding the five types of bankruptcies
- Basic bankruptcy terminology
- Current bankruptcy law (Title 11 US Code)
- Debtor and creditor rights under bankruptcy
- How utility bills are treated under bankruptcy
- A step-by-step procedural guide
- Ensuring policies, bylaws, and procedures are synced

## EFFECTIVE COMMUNICATION FOR CUSTOMER SERVICE

### Dates and Locations:

TBD

### Who Should Attend:

Customer and member service representatives, and anyone that wants to communicate effectively with customers.

### Course Overview:

In the era of social distancing, remote work, and increased technology usage, effective communication is critical. Join our three-session series to enhance your communication skills.

Session One explores Communication Styles, helping you navigate challenges and providing practical tips.

Session Two, The Art of Successful Conversations, teaches you to utilize communication styles, listening, and empathy for deeper discussions.

Session Three, Mastering Difficult Conversations, you'll gain practical tips for handling tough discussions while staying composed. Join us to sharpen your communication prowess.

## EMOTIONAL INTELLIGENCE: HONING THE SKILLS THAT DRIVE INFLUENCE

### Dates and Locations:

TBD

### Who Should Attend:

Customer service, credit, or collections employees, supervisors, and managers.

### Course Overview:

Influence. It can be an elusive concept, but we know it when it occurs. And in today's world, it is a critical need. Researchers agree that people with high emotional intelligence (EQ) are consistently the top performers in their organizations. They're more resilient and flexible when things get tough, and they're held in the highest regard by their leaders, peers, co-workers, and others. In this interactive session, you will learn why emotional intelligence is far more than just a set of people skills, and how intentional behaviors with oneself and others can lead to a higher EQ.

## EMOTIONAL INTELLIGENCE FOR CUSTOMER SERVICE SUCCESS

### Dates and Locations:

TBD

### Who Should Attend:

Anyone who wants to increase his or her communication skills to be more effective working with both internal and external customers.

### Course Overview:

Emotional intelligence (EI) has been identified as the single driver of professional success in all types of jobs. It plays a particularly crucial role in customer service, especially in the public service sector where customer service is often viewed as social services. We serve members of the community, some of whom may be struggling with mental illness, substance abuse, and other challenges, and this can take a toll on anyone!

Emotional intelligence helps us better connect with customers in order to provide higher quality service, and it helps us manage our own feelings, especially when an interaction starts to go sideways. In this two-part webinar, participants will learn some background on EI, define what it is, and discuss what elements are involved. Participants will examine emotional intelligence within the framework of customer service. They will explore how to deal with potentially difficult people and situations, and how to manage their own emotions to best serve and work with their community.

## GETTING SUPPORT FOR YOUR IDEAS

### Dates and Locations:

TBD

### Who Should Attend:

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

### Webinar Overview:

This webinar builds specific skills that will help you explain and gain support for ideas that may entail difficult, complicated, or unpopular ideas, policies, or changes. Skills will include how to state the purpose and main point of a message; how to present points to aid understanding; how to summarize main points; and how to handle reactions to what is presented. One-on-one interactions, as well as skills for presenting ideas to a group, will be covered. You will leave with new verbal and non-verbal skills to help you organize, prepare, and present your ideas while overcoming any fear of speaking or speaking up.

## HANDLING HIGH BILL INQUIRIES

### Dates and Locations:

TBD

### Who Should Attend:

Customer/member service representatives, energy service representatives, and others in customer-facing roles.

### Course Overview:

High bills are the number one concern or complaint of all utility customers. As a result, when consumers come calling with these concerns, it is the biggest opportunity that the utility has to serve, to assist, and to educate these customers. It is also one of the biggest challenges.

Because they deal with so many of these types of complaints, some customer/member service representatives can become almost robotic in their responses and may serve with a lackadaisical or jaded approach at times. For all the information available to the general public, most people are still highly biased against the utility, feeling that it is the utility's fault that their bill is so high and not taking any responsibility for their usage. This can lead to a certain amount of defensiveness on the part of the utility's employees as well. Join Debra Ballard to learn strategies to approach this difficult subject, avoid complacency, and better serve your customers in understanding their bill.

## HELPING CUSTOMERS UNDERSTAND ENERGY USAGE AND CONSERVATION MEASURES

### Dates and Locations:

TBD

### Who Should Attend:

Customer and energy service and other customer facing roles.

### Course Overview:

Although electricity is one necessity that Americans cannot do without, many consumers are remarkably uninformed and misinformed on how to understand and control their energy usage and bills, how the utility designs its rates and what to do to make their homes more energy efficient.

Since most Americans take what utilities provide for granted, they do not realize the true value of the reliable service and relatively low cost of electricity. Couple the consumers' emotions with a basic lack of knowledge and scams perpetrated by companies who falsely advertise the benefits of their products/services and serving these consumers can be challenging.

## INCLUSIVE CUSTOMER SERVICE

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Customer service is critical to the utility industry. In order to assist customers in the best possible way, agents must learn how to incorporate inclusive customer service and minimize interference from the unconscious bias all humans possess. In this engaging and interactive workshop, participants will explore how our unconscious biases affect our customer service abilities and interactions. We will learn to look inward to develop the skills necessary to overcome unconscious biases in the workplace and assist our customers in the most effective and helpful way possible.

### Learning Objectives:

- Understand the concept of unconscious bias
- Identify some personal unconscious biases
- Recognize inclusion is a journey and not a destination
- Commit to serving all customers well

# CUSTOMER AND ENERGY SERVICE

## MINDFULNESS IN CUSTOMER SERVICE

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

While vital to business, customer service can take a big toll on agents in public utilities (or any field). It is well known that some of the issues that customer-facing roles can be complex to say the least, and we have all worked with agitated customers.

This workshop is presented with the participant in mind, and focuses on the self-care needed in order to stay present in difficult customer-related scenarios. Participants will learn about mindfulness tactics and techniques to use in order to center themselves and perform to their fullest potential while taking care of the human within.

### Learning Objectives:

- Understand mindfulness as a tool
- Recognize how mindfulness can help in difficult situations
- Commit to practicing some self-care techniques

## MOVING FROM CUSTOMER SERVICE TO CUSTOMER EXPERIENCE

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

Customer service can seem very transactional to many people. We may move from one call to the next doing the bare minimum to service our customers. Learn how to fully put yourself in the shoes of the customer and expand service into full experience. Meet the customer where they are and blow them away with your understanding of their needs, ability to solve problems, and create an experience they rave about!

## OUTAGE COMMUNICATIONS

### Dates and Locations:

TBD

### Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

### Course Overview:

Electric utilities depend on their front-line personnel (customer service representatives, receptionists/cashiers, dispatchers, call center employees) to represent them in a professional, efficient manner. These employees are the face and voice of the organization and are many times completely responsible for creating the consumers' opinion of their utility.

This is never truer than when the utility faces a crisis situation. And, of course, the most common situation is an outage. Today's consumers are so dependent on the reliable service offered by their utility, that any outage – from a reclosure operating resulting in a blink to a transmission issue resulting in a lengthy outage – upsets them.

The way the front-line personnel respond can impact consumer trust and the perceived integrity of the utility and its leadership, as well as the continued fiscal success of the utility. As a result, all employees must speak with one voice in these situations.

The class will be a combination of instruction, class discussion, and practice sessions featuring a variety of outage scenarios.

## PLATINUM RULE IN CUSTOMER SERVICE

### Dates and Locations:

TBD

### Who Should Attend:

Any customer-facing roles in credit, collections, and customer service.

### Course Overview:

You have likely heard of the golden rule and possibly even the platinum rule. The newer, updated version platinum rule can be used as a guiding principle to offering exceptional customer service. In this workshop participants will learn how each interaction with a customer is unique and should be treated as such. With this in mind, the workshop focuses on how being perceptive to customers' unique needs and adjusting one's approach can help customer service agents better connect with and serve customers.

### Learning Objectives:

- Distinguish between the golden rule and the platinum rule
- Identify how this new strategy can be helpful when working with customers
- Develop techniques for implementing this practice

## RAISE YOUR ENERGY IQ



### Dates and Locations:

TBD

### Who Should Attend:

All utility employees can benefit from this course, especially those who interact with customers or have the need to explain residential home energy consumption.

### Course Overview:

The electric utility industry is undergoing dramatic changes, and customers' expectations of their utility are increasing. Your customers now expect you to be an energy expert.

This class will review the changes in our industry and the strategic role utility employees play in developing strong relationships with, and gaining loyalty from, their customers.

During this two-day class, you will learn important principles to help you better understand energy use; the equipment that uses energy in customer homes; what does and does not cause high bills; and the proper approach to addressing your customers' questions and concerns regarding their energy use. Numerous energy myths will be unmasked.

Whether you have worked for a utility for 30 days or 30 years, your energy expertise will increase by the end of this class. You will also learn how high-bill inquiries (complaints) can be used to actually strengthen your relationships. This information is especially helpful during peak energy consumption seasons.

## RED FLAG RULES FOR FRONTLINE EMPLOYEES

### Dates and Locations:

August 13, 2024 - Online

### Who Should Attend:

Frontline and customer service employees, and any utility employee who interacts directly with customers or has access to customer information.

### Webinar Overview:

Perhaps you have been a victim of identity theft yourself, and if so, you understand the pain, stress, and damage it causes. Would it surprise you to learn that utilities are considered an identity theft gateway? The customer accounts your utility maintains and the information your field personnel have access to can be used by would-be thieves to steal the identities of your customers.

Red Flag Rules are the common name used to describe the requirements of Section 114 of the Fair and Accurate Credit Transaction Act of 2003 (FACTA or FACT Act). All organizations covered by Red Flag Rules must have developed and implemented written identity theft prevention programs by the time of this class. If you interact with customers or have access to customer data, you probably have questions about how the rules affect you and how you can help to implement the policies established at your utility. This course will provide an overview to help address those concerns.

## UNDERSTANDING COLLECTIONS AND DISCONNECTIONS



### Dates and Locations:

TBD

### Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

### Course Overview:

This class provides an overview of business issues which relate to collection processes and service disconnects. Class discussion will be prominently featured so that attendees can share their utility's processes and learn from others. It will highlight skills to position the utility in a positive manner during a possible negative customer interaction. It also includes case studies of actual and potential customer situations that could have significant negative impact on your utility, including legal action. This class will encourage a review of current procedures and past performance to prevent or reduce the number of potentially negative factors in processes.

## USING EMPATHY TO SUPPORT EMOTIONAL CUSTOMERS

### Dates and Locations:

TBD

### Who Should Attend:

Customer/member service employees and other customer-facing roles.

### Course Overview:

Increasingly, utility customer service employees are faced with difficult conversations, often with emotional customers. Learn how to effectively manage intense emotional customer interactions using empathy and viewing conflict from a different point of view. Attendees will leave with a four-step proven method for controlling their own emotions so that they can lead emotionally distraught – even abusive – customers to a more reasonable state of mind. Topics covered include an exploration of the dynamics of emotional behavior, the various patterns of aggressive/assertive behavior, and how to use your voice and word-choice to help defuse tension or hostility.

# ENGINEERING

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443

## 2023 NESC UPDATES

### Dates and Locations:

TBD

### Who Should Attend:

Engineers, staking technicians, foremen, and construction contractors who are responsible for making the hard decisions regarding interpretation and application of the NESC at their utility.

### Course Overview:

The 2023 National Electrical Safety Code was released Aug. 1, 2022, and became effective Jan. 1, 2023. With many changes and additions to the NESC—most directly affecting distribution systems—learning these changes is imperative for personnel responsible for the safe design, construction, and operations of an electric utility system. This one-day course will focus only on the changes to the NESC and will assume that participants have a working knowledge of the NESC. The changes will be addressed in terms of possibly required changes to design standards and work rules for electric utilities, with focus on distribution applications.

## APPLICATION AND USE OF THE 2023 NESC

### Dates and Locations:

TBD

### Who Should Attend:

Engineers, staking technicians, foremen, and construction contractors who are responsible for making the hard decisions regarding interpretation and application of the NESC at their utility.

### Course Overview:

The 2023 National Electrical Safety Code was released August 1, 2022, and became effective January 1, 2023. With many proposed changes or additions to the NESC—most directly affecting distribution systems—learning these changes is imperative for personnel responsible for the safe design, construction, and operations of an electric utility system. This two-day course focuses on the application of the 2023 National Electrical Safety Code, with particular emphasis on the changes to the existing rules and new rules. In this class, you will learn the meaning of the safety code rules as well as how to apply the rules in everyday design.

## ARC FLASH HAZARD ASSESSMENT AND UPDATE

### Dates and Locations:

TBD

### Who Should Attend:

Utility engineers, staking technicians, lineworkers, superintendents, and early-career engineers.

### Course Overview:

IEEE Standard 1584 was updated in late 2018 and significant changes were made that could change the PPE used by electric utilities. These changes include elimination of the exception for transformers below 125 kVA and elimination of the 85% rule. Further, the calculation now includes more shape factors for arcs that are considered to be enclosed in switchgear or similar enclosures. The new calculations are more accurate, but present challenges for electric utilities. This course addresses the changes and the new calculation methods.

## DISTRIBUTION ENGINEERING SERIES: SYSTEM MODELING & ANALYSIS AND SYSTEM PLANNING

### Dates and Locations:

[July 29-August 2, 2024 - Idaho Falls, ID](#)

### Who Should Attend:

Engineers and senior technical personnel involved in distribution system design, planning, modeling, and analysis.

### Course Overview:

The focal point will be modeling the system and interpreting the results. This module will cover theory used to model distribution systems including system impedance models, connectivity, loading the model, calculation of voltage drops, and load currents. The students will be taught how to set planning criteria, and most importantly, how to project and grow a sample system model and solve common system problems such as low voltage and/or excessive load current. The methods of how to place fixed and switched capacitor banks will be discussed, and class problems will be worked.

*Please bring a laptop and calculator to the course.*

## DISTRIBUTION ENGINEERING SERIES: OVERCURRENT PROTECTION

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineers and senior technical personnel involved in selecting and coordinating overcurrent protection devices.

**Course Overview:**  
In this two-day class, you will cover the best practices for protecting transformers and equipment while maintaining the highest reliability possible. To begin, the protection of substation transformers, as well as coordination with distribution feeders and downline devices, will be presented. You will work through the application considerations of circuit breakers, relays, reclosers, sectionalizers, and fuses; and the methodologies to verify source impedances for system models, the effect of transformer connections on fault current calculations, and the concept of assumed fault impedance. To keep the class practical, the class will work through problems that reinforce the concepts and topics covered. Note that this course is part of the Distribution Engineering Series, and the sessions may be taken in any order.

## DESIGN AND JOINT USE CONSIDERATIONS FOR UTILITY FIBER

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineers, lineworkers, foremen, and anyone working on joint use permits and fiber installation.

**Course Overview:**  
Understanding joint use considerations when installing fiber on the distribution system is an ongoing—and growing—issue all utilities face. In this two-day course you will receive valuable information about NESC updates, grant requirements, joint use grounding, and more.

## **NEW** ELECTRIC VEHICLE WEBINAR: INTRODUCTION TO EVS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**  
During this webinar, you will learn about various EV manufacturers and model options, including larger EVs such as school buses and trucks. Discussion will cover charger types, plug options, communications with the vehicle charging system, and vehicle-to-grid (V2G) technology. You will also see how EVs impact household wiring and how that, in turn, will impact customer decisions to install a Level 1 or Level 2 charger.

## ELECTRIC VEHICLE WEBINAR: CHARGING PROFILES

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**  
This webinar will give you a closer look at the charging profiles of EVs. The Level 1 charger has a slower charge rate, and the shape of the energy consumption is different from Level 2 and Level 3 chargers. You will discover how the state of charge impacts charging profiles and review case studies that show the combination of different profiles served by a single transformer and/or feeder. Level 2 business charging groups will be discussed to determine impacts to transformers and feeders, and Level 3 charging will also be discussed.

## ELECTRIC VEHICLE WEBINAR: PROJECTING EV LOADS IN THE FUTURE

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**  
To plan for orderly growth as EV loads increase, utilities must determine existing EV loads and project adoption rates by consumers. This webinar covers methods you can use to determine the existing number of registered EVs within a given community. You will discover how you can leverage national and regional sales projections as well as the number of hybrid vehicles to determine the growth of plug-in electric vehicles. Another factor that affects the growth of EVs is public charging availability. We will discuss the recent growth in public charging and determine how this hinders or accelerates EV growth.

## **NEW** ELECTRIC VEHICLE WEBINAR: EV IMPACTS TO THE DISTRIBUTION GRID

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**  
Adding hundreds of EVs to a substation area will increase system peaks. In this webinar, you will investigate resources to determine increases in substation demands. You will also explore modeling techniques for projecting EV loads into load flow programs to analyze various growth options. From there, you will learn methods for sizing transformers serving residential homes with EV chargers. We will also discuss how you can design service for newly planned subdivisions that have the potential for chargers in each garage.

# ENGINEERING

## **NEW** ELECTRIC VEHICLE WEBINAR: RETAIL RATE STRATEGIES FOR EV LOADS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**

During this webinar, you will gain insights into current strategies used by utilities for EV loads. Often, utilities employ time of use rates to influence charging patterns. Together, we will explore the utility rate structure and best practices for rates when it comes to EVs, as well as rate strategies for public charging.

## **NEW** ELECTRIC VEHICLE WEBINAR: LOAD MANAGEMENT STRATEGIES - PART ONE

**Dates and Locations:**  
TBD

**Who Should Attend:**

Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**

During this webinar, you will gain insights into current strategies used by utilities for EV loads. Often, utilities employ time of use rates to influence charging patterns. Together, we will explore the utility rate structure and best practices for rates when it comes to EVs, as well as rate strategies for public charging.

## **NEW** ELECTRIC VEHICLE WEBINAR: LOAD MANAGEMENT STRATEGIES - PART TWO

**Dates and Locations:**  
[June 4, 2024 - Online](#)

**Who Should Attend:**

Engineering personnel and others who would benefit from an understanding of electric vehicles.

**Webinar Overview:**

This webinar is an extension of the Load Management Part One. In this follow-up course, you will examine case studies as well as the applications available and used by utilities.

## ENGINEERING WEBINAR SERIES: ALL 12 WEBINARS

**Dates and Locations:**  
[January 9-December 10, 2024](#)

**Who Should Attend:**

Engineering personnel and others who would benefit from an understanding of current electric utility engineering principles and practices.

**Series Overview:**

The engineering webinar series is comprised of 12 webinars offered each month from January through December 2024. Descriptions for each webinar can be found below. Webinars can be taken individually or as an entire series; by registering for the full series, you will receive all 12 webinars at a discounted price. Group pricing is also available.

*Note: Recordings of each webinar are available to registrants after the live webinar.*

## IMPACTS OF ELECTRIC VEHICLES

**Dates and Locations:**  
January 9, 2024 - Online

**Webinar Overview:**

Individuals as well as fleet operators are switching to electric vehicles to reduce costs, cut emissions, and lower their carbon footprint. This presentation explores the impact of charger and charging station deployment on utility supply and the grid infrastructure. The different vehicles and charger types that utilities may see on their system will be presented. Also included is information on peak demand mitigation strategies and rate strategies.

## BASICS OF DISTRIBUTION SYSTEM PLANNING

**Dates and Locations:**  
February 13, 2024 - Online

**Webinar Overview:**

A safe and reliable distribution system is designed to serve existing and future loads under normal and some abnormal conditions at a reasonable cost. System design planning should include provisions for both historic loads and newer loads like distributed energy resources and EV chargers. This webinar will discuss development of planning criteria, cost effective solutions, and contingency planning.

continued...

## NESC GROUNDING REQUIREMENTS

### Dates and Locations:

March 12, 2024 - Online

### Webinar Overview:

The NESC provides methods and requirements for grounding distribution systems. Proper grounding is an important component of safety for line workers and the public. This webinar addresses the safety goals and describes approved methods for effectively grounding the system neutral and other non-current carrying equipment. Different types of grounding electrodes are covered which provide options for achieving a well-grounded system. The rules for grounding guys and insulating guys are also addressed including secondary guys and span guys. Equipment to be grounded is covered along with common methods used by utilities.

## FUNDAMENTALS OF GUYS AND ANCHORS FOR OVERHEAD DISTRIBUTION LINES

### Dates and Locations:

April 9, 2024 - Online

### Webinar Overview:

When a pole is unable to support wind loading and conductor tension, guys and anchors are required. This webinar focuses on the understanding of the forces to be supported by guys and anchors. Further, strength rating of the guy and anchor assemblies are required with emphasis on NESC requirements. The effect of guys on the strength of assembly will be addressed.

## OVERVIEW OF ARC FLASH

### Dates and Locations:

[May 14, 2024 - Online](#)

### Webinar Overview:

OSHA requires employers to analyze and protect their employees from risks associated with arc-flashes. OSHA and NESC guidelines have changed over the years and different methods exist for making the necessary arc-flash calculations. Historic guideline changes will be reviewed as well as the applicability and limitations of the different calculation methods. The presentation will discuss the steps needed to make an arc-flash study including information needed, establishing work zones, methods for assessing incident energy levels, work rules and their impacts, examples of actual calculations and use of table values, mitigation methods, and protective gear options and applicability.

## SINGLE-PHASE METERING

### Dates and Locations:

[June 11, 2024 - Online](#)

### Webinar Overview:

This webinar addresses the fundamentals of single-phase metering including meter bases and connectivity of single-phase meters. However, AMI metering has changed the landscape on single-phase metering. The presentation will address new data being collected and new controls at the meter. The presentation will also delve into what alarms mean and how to address alarms for high voltage, hot socket, and low voltage. Also addressed will be the use of demand reads, ping of the meters, and load side voltage tests.

## THREE-PHASE METERING

### Dates and Locations:

[July 9, 2024 - Online](#)

### Webinar Overview:

Metering of three-phase services is complex and often represents a larger percentage of utility income compared to single-phase loads. Meter Forms 8/9 and 15/16 will be addressed including methods for sizing current transformers and potential transformers. Common wiring methods and common errors will also be discussed.

## HIGH-IMPEDANCE FAULT DETECTION

### Dates and Locations:

[August 13, 2024 - Online](#)

### Webinar Overview:

When energized conductors contact poorly conductive surfaces, they create High Impedance Faults (HIFs) that are difficult to detect and problematic to clear by traditional equipment which creates a safety concern for the public. This webinar explains the characteristics of a high-impedance fault and the system conditions that can lead up to the occurrence of these faults. The presentation will discuss some of the historic HIF detection methods used as well as some new and emerging technologies under use and development.

continued...

## APPLICATION OF VOLTAGE REGULATORS

### Dates and Locations:

[September 10, 2024 - Online](#)

### Webinar Overview:

Voltage regulators are needed on all distribution systems and serve an important role in maintaining quality service to customers. This webinar will address the fundamentals of how voltage regulators operate. In addition, the presentation will cover the application of the voltage regulators including placement, how to coordinate cascading regulators, and the use of line drop compensation.

## APPLICATION AND USE OF DUCTILE IRON POLES

### Dates and Locations:

[October 8, 2024 - Online](#)

### Webinar Overview:

Historically, most power poles have been made of wood. There are applications that also make use of concrete, steel, and fiberglass poles. Ductile iron poles are ceramic, or epoxy-coated poles made of recycled iron and are similar to pipes that have been used for years in the water and sewer industry. This webinar will discuss the unique application and use of ductile iron poles on the electric utility system compared to other pole types. The presentation will also discuss the available coatings, pole strength, cost, and life expectancy, as well as installation, maintenance, and engineering design considerations.

## DESIGNING EXTRA-LONG SPANS

### Dates and Locations:

[November 12, 2024 - Online](#)

### Webinar Overview:

Sometimes system conditions such as rough terrain produce a need for extra-long spans. This webinar will discuss the unique challenges associated with designing extra-long spans to maintain conductor spacing, ensure adequate structure and equipment strength, and handle increased sag and tension. The presentation will discuss the design considerations as well as the conductors, equipment, and structure types that are more suitable for extra-long spans.

## SEPARABLE CONNECTORS USED IN UNDERGROUND DISTRIBUTIONS

### Dates and Locations:

[December 10, 2024 - Online](#)

### Webinar Overview:

This webinar is a tutorial on the installation and operation of separable connectors. These connectors are at the heart of all underground distribution systems. The webinar will provide operational knowledge to designers for the use and application of separable connectors. Items to be addressed include bleed wires, operating tools, termination techniques, and operating limits.

## **NEW** INTERCONNECTION OF RESIDENTIAL SOLAR AND BATTERY ENERGY STORAGE SYSTEMS (BESS)

### Dates and Locations:

[August 6, 2024 - Baker City, Oregon](#)

### Who Should Attend:

Technical personnel and engineers involved in the interconnection process of residential and small commercial distributed generation resources such as solar and battery energy storage systems.

### Course Overview:

Solar and battery energy storage systems (BESS) are becoming more common, and utilities need to be well-versed in the requirements of IEEE 1547 and the requirements of the National Electrical Code related to these systems.

This class is designed for technicians with some higher-level application issues for engineers. You will learn what to look for in an interconnection application, NEC requirements for the systems, and how to maintain power quality, with a focus on inverter-based systems such as solar and BESS. You will explore IEEE 1547, NEC Article 690, signage requirements, grounding requirements, programmable smart inverters, and common control schemes for BESS technology. The course will also cover common screening tools used for small, distributed resources, along with possible solutions for those systems that fail the screening. Case studies will demonstrate real-world applications.

## NESC FOR ENGINEERING AND OPERATIONS STAFF

### Dates and Locations:

TBD

### Who Should Attend:

Engineers and operations staff who are responsible for making the hard decisions regarding interpretation and application of the NESC at their utility.

### Course Overview:

This interactive class is more in-depth than a simple review of the NESC rules. The class will address the specific rules and how to interpret the rule using publicly available resources. The focus will be on rules that center around protection of the public, communication workers, and lineworkers. The course will not address work rules.

## MAKE-READY CONSIDERATIONS FOR UTILITY FIBER INSTALLATIONS

### Dates and Locations:

TBD

### Who Should Attend:

Engineers, lineworkers, foremen, and anyone working on joint use permits and fiber installation.

### Course Overview:

Planning and designing fiber installations on the distribution system present a myriad of challenges. In this two-day class, you will learn about the key elements necessary for a smooth and orderly fiber installation, including planning, make-ready, and design.

## QUALIFIED WORKER TRAINING - OSHA 1910.269

### Dates and Locations:

July 15, 2024 - Spokane, WA

### Who Should Attend:

Individuals who do not hold an electrical journeyman certificate, but as a part of their duties must enter or open secured areas such as substations, pad mounted transformers, switch gear, vaults, and metering cabinets. Engineers, technicians, meter readers, and other operations personnel are required by OSHA 1910.269 to have this training.

### Course Overview:

This one-day class is designed to teach the skills required to enter secured areas. The course covers federal regulations related to entering a secured area; minimum approach distances or clearances; personal protective equipment; job briefings; substation entrance procedures; and opening padmount transformers, switchgear, and metering compartments. Employees typically open and/or view electrical equipment in secured areas to take information off of nameplates, readings from meters or gauges, etc. Following OSHA 1910.269, this course does not teach or certify a person to work on electrical equipment.

*Note: This class includes a required practical session in a live substation. Attendees are required to wear sturdy shoes, safety glasses, hard hat, and FR clothing to enter the substation. Plan to bring these items because they are not provided as part of the class.*

# ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1445.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: BASIC SURVEYING



### Dates and Locations:

June 3-5, 2024 - TBD

### Who Should Attend:

Staking technicians.

### Course Overview:

This three-day course is part of the comprehensive staking technician program. It will teach students the basic and advanced methods of line route surveying. This course also includes a basic overview of GPS and its application to line design and staking. To complete the study, the student will learn how to transfer both paper and electronic field data to hand drawings or computer-aided drafting programs. Please note that portions of this class are held outside. Please dress for inclement weather and undeveloped terrain. Also note that if you are able to bring a transit, tripod, or both, it would be appreciated. This will assist the group without having undue time spent waiting to share transits.

### Course Objectives:

- Make accurate distance measurements
- Turn and dissect line angles
- Measure changes in elevation
- Conduct a complete point survey using a total station

## STAKING TECHNICIAN CERTIFICATION PROGRAM: CONSTRUCTION CONTRACT ADMINISTRATION



### Dates and Locations:

TBD

### Who Should Attend:

Staking technicians and engineers.

### Course Overview:

A well-written construction contract and properly drawn set of plans and specifications will go a long way toward getting the lowest bid prices, while easing administrative burdens. Accurate accounting of the materials and close monitoring of the contractor's progress are essential to completing a project on time and on budget. Attendees will learn how the construction contract affects every aspect of the project, and how to administer the contract terms and conditions for a successful outcome.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: EASEMENT ACQUISITION



### Dates and Locations:

June 6-7, 2024 - TBD

### Who Should Attend:

Staking technicians.

### Course Overview:

This course is part of the Staking Technician Certification Program. Experienced line designers say obtaining the right-of-way easement is the toughest part of staking. A well-designed power line is of little use if it cannot be built on the land. Attendees will also focus on people skills that enable the staking technician to obtain an easement and establish a high level of trust with the customer.

### Course Objectives:

- Easement laws
- Land ownership rights
- Titles
- Easement descriptions
- Easement records
- Negotiating skills used to aid in the procurement of an easement

## STAKING TECHNICIAN CERTIFICATION PROGRAM: JOINT USE AND MAKE READY SURVEYS



### Dates and Locations:

TBD

### Who Should Attend:

Staking technicians and engineers.

### Course Overview:

This course is part of the Staking Technician Certification Program. The communications industry is forever scrambling for pole rental space on distribution structures to attach telephone, CATV, and fiber-optic cables. With right of way becoming harder to obtain, electrical utilities—both distribution and transmission—are combining circuits on one pole line to maximize efficiency and reduce costs. This course will teach students how to handle joint use attachments by learning how to perform make-ready surveys, measure clearances, determine strength requirements, prepare construction estimates, make final inspections, and understand the requirements of joint use.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: LINE INSPECTION



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This course is part of the Comprehensive Staking Technician Program. The National Electrical Safety Code requires that a utility inspect its facilities periodically to ensure that they are safe and adequate to distribute electricity.

**Course Objectives:**  
In this course, the student will learn the principles of making an inspection, including:

- The importance of a systematic method
- Elements that should be checked
- Different ways to perform the actual inspection

## STAKING TECHNICIAN CERTIFICATION PROGRAM: NESC & UTILITY SPECIFICATIONS



**Dates and Locations:**  
September 30-October 2, 2024 - Rathdrum, ID

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This three-day course is part of the Staking Technician Certification Program. The NESC establishes the rules used in the design and maintenance of power systems. This course provides staking technicians with a working knowledge of the NESC and its application. The course will focus on those rules that specifically apply to distribution line design, such as:

- Grounding
- Overhead line clearances
- Overload factors
- Strength reduction factors
- Ice loading
- Underground line construction

**Reminder:** Please bring a copy of the NESC manual with you to class.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: OBTAINING PERMITS



**Dates and Locations:**  
October 3-4, 2024 - Rathdrum, ID

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This one-and-a-half-day course is part of the Staking Technician Certification Program. Today, property owners are more reluctant to give right-of-way easements for overhead or underground power lines. Consequently, more use is being made of existing public rights of way. To do this, permits must be obtained from the governing agency. This module of the staking program covers:

- The information required on a permit
- Methods to set up an efficient permitting process
- How good personal contacts can ease the process
- Preparation of permit documents and drawings

## STAKING TECHNICIAN CERTIFICATION PROGRAM: OVERHEAD/POLE-LINE STRUCTURE DESIGN AND LAYOUT



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians and engineers.

**Course Overview:**  
This course is part of the Staking Technician Certification Program. In this class, attendees will learn to design overhead electrical distribution structures. The course is organized as a set of building blocks, each segment building upon the other. The building blocks include conductors, poles, pole-top assemblies, guys, and anchors. Tables and graphs of design values will also be provided for immediate use in the field. Attendees will also learn basic calculations to determine maximum allowable spans, wind and ice loading, and total guy load.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: PHASE 1 AND CONDUCTOR SIZING



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians and engineers.

**Course Overview:**  
Phase 1 of the NWPPA Staking Certificate Program is a four-day class that will cover basic surveying; overhead/pole-line structure design and layout; joint-use staking and make-ready surveys; and unique structures. The successful passing of online examinations is required to receive certification for the Three-Phase Staking Program. Phases 1,2, and 3 do not need to be taken in order.

**Basic surveying**  
Attendees will learn the basic and advanced methods of line route surveying, including:

- Making accurate distance measurements
- Turn and dissect line angles
- Measuring changes in elevation
- Conducting a complete point survey using a total station

A basic overview of GPS and its application to line design and staking is also included. To complete the study, the student will learn how to transfer both paper and electronic field data to hand drawings or computer-aided drafting programs.

**Overhead/Pole-Line Structure Design and Layout**  
Attendees will learn to design overhead electrical distribution structures. The course is organized as a set of building blocks; each segment building upon the other. The building blocks include conductors, poles, pole-top assemblies, guys, and anchors. Attendees will be provided with tables and graphs of design values that can be immediately used in the field. Course participants will also learn basic calculations to determine maximum allowable spans; wind and ice loading; and total guy load.

**Joint-Use Staking and Make-Ready Surveys**  
The communications industry is forever scrambling for pole rental space on distribution structures to attach telephone, CATV, and fiber-optic cables. With rights-of-way becoming harder to obtain, electrical utilities, both distribution and transmission, are combining circuits on one pole line to maximize efficiency and reduce costs. This course covers joint-use attachments and make-ready surveys. Specific topics include clearance measurements, strength requirements, construction estimates, final inspections, and the requirements of joint-use contracts.

**Unique Structures**  
Attendees will learn to design special structures that require additional strength due to extreme wind load, long spans, and multiple circuits. This session also includes designing steel pole and unguided, wood pole structures.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: PHASE 2



**Dates and Locations:**  
March 5-8, 2024 - Kalispell, MT

**Who Should Attend:**  
Staking technicians and engineers.

**Course Overview:**  
Phase 2 of the NWPPA Staking Program covers the following areas:

**Application of the NESC**  
The National Electrical Safety Code establishes the rules used in the design and maintenance of power systems. The course will focus on the application of those rules that specifically apply to distribution line design, such as grounding, overhead line clearances, overload factors, strength reduction factors, ice loading, and underground line construction.

**Easement Acquisition**  
Experienced line designers say obtaining the right-of-way easement is the toughest part of staking. A well-designed power line is of little use if it cannot be built on the land. In this section, participants will learn about:

- Easement laws
- Land ownership rights
- Titles
- Easement descriptions
- Easement records
- Negotiating skills used to aid in the procurement of an easement. These are people skills that enable the staking technician to obtain an easement and establish a high level of trust with the customer.

**Obtaining Permits**  
Today, property owners are more reluctant to give right-of-way easements for overhead or underground power lines. Consequently, technicians are likely to use existing public rights of way. To do this, technicians must obtain permits from the governing agency. This module of the staking program covers the information required on a permit, methods to set up an efficient permitting process, how good personal contacts can ease the process, and how to prepare permit documents and drawings.

**Line Inspection**  
The NESC requires that a utility inspect its facilities periodically to ensure that they are safe and adequate to distribute electricity. In this domain, the student will learn the principles of making an inspection, including:

- The importance of a systematic method
- Elements that should be checked
- Different ways to perform the actual inspection

## STAKING CERTIFICATION PROGRAM: PROTECTION/BASIC SECTIONALIZING DESIGN



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This course is part of the Comprehensive Staking Technician Program. It is designed to give students a basic understanding of the devices and techniques used to protect distribution lines and customers from damage or injury due to over-current/over-voltage.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: SIZING TRANSFORMERS AND CONDUCTORS



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This one-day course is part of the Staking Technician Certification Program. It will focus on basic electric theory and the methodology to correctly size transformers and service conductors for standard residential and small commercial loads. Attendees will learn to perform basic calculations for current, voltage, power, and voltage drop. They will also study basic circuit theory and its application in an electric distribution system. Transformer connections and their application to specific electrical loads will be covered.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: UNDERGROUND LINE DESIGN AND SUBDIVISION LAYOUT



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking engineers.

**Course Overview:**  
This two-and-a-half-day course is part of the Staking Technician Certification Program and is structured to teach the skills necessary to design and lay out URD residential subdivisions. Attendees will learn the proper application of underground components into a complete system. The components of primary cables are discussed in conjunction with selecting the proper secondary cable size and length. Emphasis is placed on the construction and operations of the system, including proper grounding of cables and apparatus.

## STAKING TECHNICIAN CERTIFICATION PROGRAM: UNIQUE STRUCTURES



**Dates and Locations:**  
TBD

**Who Should Attend:**  
Staking technicians.

**Course Overview:**  
This course is part of the Staking Technician Certification Program. Attendees will learn to design special structures that require additional strength due to extreme wind load, long spans, and multiple circuits. This section also includes designing steel pole and unguyed wood pole structures.

- Course Objectives:**
- Calculate wind load
  - Practice designing steel pole and wood pole structures
  - Understand various guyed structure load capacities

# ENVIRONMENTAL

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443

## AVIAN PROTECTION WORKSHOP - PROTECTING UTILITIES AND CUSTOMERS BY PROTECTING BIRDS

### Dates and Locations:

[May 16, 23, 30 & June 6, 2024 - Online](#)

### Who Should Attend:

Managers and staff responsible for or assisting with avian protection programs.

### Workshop Overview:

Avian protection is a key component to many aspects of operating a utility. From wildfire mitigation to regulatory compliance, understanding avian protection is critical. This four-part webinar will use case studies coupled with the instructor's years of experience to help you support your utility's long- and short-term avian-related projects and planning. The sessions will focus on accepted methodologies and common approaches. They will also introduce a broad array of products used to mitigate interactions and assess their advantages and disadvantages.

## DOT HAZARDOUS MATERIALS TRAINING FOR UTILITY PERSONNEL

### Dates and Locations:

[June 19, 2024 - Vancouver, WA](#)

### Who Should Attend:

Any employee who offers a DOT-regulated hazardous material for transportation; classifies, labels, or marks packages of hazardous materials to be transported; prepares or signs shipping papers or manifests for DOT-regulated hazardous materials; transports DOT-regulated hazardous materials; receives DOT-regulated hazardous materials; or supervises employees conducting one of these tasks.

### Course Objectives:

This course will fulfill your tri-annual DOT refresher requirement. The structure and objectives of this course are centered on the requirements outlined in the DOT regulation. Upon completion of the program, the participants will have completed the following:

- Met the requirements of 49 CFR, Part 172.704 for recertification in hazardous materials handling and transportation.
- Reviewed the requirements of the DOT regulations relative to the transportation of hazardous materials.
- Reviewed the basic safety elements, including recognition and identification of hazardous materials, as required by the DOT regulations and the Hazard Communication Standard.
- And more.

*Note: This course assumes that you do not ship regulated explosives or radioactive materials, and that you are not required to have a DOT security plan for highly regulated quantities of hazardous materials.*

## HAZARDOUS WASTE MANAGEMENT IN WASHINGTON

### Dates and Locations:

[June 18, 2024 - Vancouver, WA](#)

### Who Should Attend:

All employees with environmental responsibilities within Washington state that oversee environmental programs, including supervisors and managers.

### Course Overview:

The state of Washington administers a unique and complex approach to management of hazardous waste that differs significantly from federal requirements. This eight-hour class will cover waste generation, generator status, quantity exclusion limits, exemptions, labeling, record keeping, annual reporting, shipping, and disposal. Instruction will include used-oil management, universal waste, and PCBs as covered by Washington regulations. Attendees will learn how to manage their utility-generated waste in accordance with all requirements.

## HAZWOPER 8-HOUR FIRST RESPONDER AWARENESS AND RECERTIFICATION TRAINING FOR UTILITY PERSONNEL

### Dates and Locations:

September 25, 2024 - Wenatchee, WA

### Who Should Attend:

First responders who are likely to witness or discover a hazardous substance release and those individuals who respond to releases for the purpose of protecting nearby persons, property, or the environment from the effects of the release.

### Course Overview:

As part of NWPPA's Environmental Series, and designed for the needs of electric utilities, this course will refresh your knowledge and understanding of the requirements for hazardous waste operations and emergency response (HAZWOPER) as required by 29 CFR 1910.120. This course, which also helps satisfy the annual HAZWOPER training required for recertification, trains operations-level responders to take defensive actions to a hazardous materials spill. It focuses on activities not intended to stop the release.

## INTRODUCTION TO THE EPA AND ENVIRONMENTAL COMPLIANCE OVERVIEW FOR UTILITY EMPLOYEES

**Dates and Locations:**  
TBD

**Who Should Attend:**

Managers, attorneys, project engineers, and others responsible for recognizing potential compliance issues or allocating resources required to maintain compliance with complex environmental regulations.

Those who implement environmental plans and initiatives, maintain required records, compile environmental reporting data, and guide environmental management resources..

**Course Overview:**

This one-day course is tailored to the needs of utilities, regardless of their size or the states they serve.

We will introduce participants to the Environmental Protection Agency, its history, organization of the laws it is tasked with administering, regulations, policies, guidelines, and standards.

We will look at how many states and tribes have developed authorized programs and obtained primacy for some areas of compliance.

We'll also examine how the EPA interfaces with other federal agencies, including the U.S. Fish and Wildlife Service, Department of Energy, U.S. Department of Labor Occupational Health and Safety Administration, and U.S. Department of Transportation. Everyone knows we need to comply with environmental laws. We will tour all pertinent EPA regulations; identify common triggers and requirements; highlight state differences; and identify sources of additional information.

## PCB MANAGEMENT - FOUNDATIONAL AND ADVANCED TRAINING FOR UTILITIES

**Dates and Locations:**  
TBD

**Who Should Attend:**

All utility operations and technical personnel, as well as employees who are involved in managing, handling, and maintaining records and EPA reports for PCB items and PCB waste.

**Course Overview:**

Is your utility in compliance with U.S. EPA regulations regarding PCB use and management?

As part of NWPPA's Environmental Series, this important two-day course has been designed to meet the needs of both PCB rookies who are new to the PCB regulations as well as those pros who are well versed in the rules. This course provides practical help for electric utilities, and is filled with utility best practices on how to gain and maintain compliance with U.S. EPA rules regarding PCB use and management.

## SPCC PLAN DEVELOPMENT FOR UTILITY PERSONNEL

**Dates and Locations:**  
September 26, 2024 - Wenatchee, WA

**Who Should Attend:**

All employees with environmental responsibilities, including supervisors and managers that oversee environmental programs, as well as employees that develop, implement, or manage oil spill prevention plans

**Course Overview:**

Designed for electric utilities as part of NWPPA's Environmental Series, this eight-hour course is intended as a detailed review of the oil Spill Prevention, Control, and Countermeasure (SPCC) rules, strategies for development of plans, and review of existing plans. All facilities, including substations, that use or store in excess of 1,320 gallons of oil and where a spill could impact surface water are required to have an SPCC plan for that facility. Utilities subject to the rule must develop comprehensive plans, install oil spill containment, and prepare oil spill response procedures in accordance with 40 CFR 112. This class includes substantially more information than previous classes and includes significant time for discussion of attendees' plans and questions.

Information provided in the course will focus on the federal requirements for SPCC plans and review EPA guidance for SPCC inspectors. Attendees will receive course materials that include an overview of the regulation, access to additional resources, and steps to ensure compliance. Students will receive plan templates and links to valuable online information. Attendees are encouraged to bring a copy of their current plan(s) to class for discussion or bring their plan-specific questions.

# HUMAN RESOURCES

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1446.

## **NEW** ACCOMMODATING STRESS, ANXIETY, AND MENTAL DISORDERS IN THE WORKPLACE

### Dates and Locations:

[May 28, 2024 - Online](#)

### Who Should Attend:

Leaders, managers, human resources professionals, and anyone in a supervisory role seeking to enhance their understanding and skills in addressing mental health concerns in the workplace.

### Course Overview:

This course explores mental health as a critical factor in employee engagement, team productivity, and workplace safety. You will gain skills and knowledge needed to foster open conversations about mental health in the workplace, develop effective approaches to support employees dealing with mental health challenges, and ultimately create a supportive and resilient team environment.

It will also start preparing you to effectively navigate challenging scenarios. What do you do when a team is scared of an apparently unstable employee, and yet the organization is scared to terminate the employment because of that perceived instability? And if an employee is struggling, how does a leader ensure work is completed when the employee needs intermittent or extended leave? These questions and more will be answered in this engaging and informative program.

## CREATE A RESPECTFUL WORKPLACE AND STOP ILLEGAL HARASSMENT & DISCRIMINATION

### Dates and Locations:

TBD

### Who Should Attend:

Recommended for all-employee training or anyone who needs to communicate effectively with coworkers, customers, and members, in his or her utility.

### Course Overview:

Human Resource professionals and managers at all levels are responsible for managing an ever-changing and increasingly diverse workforce whose members represent a variety of cultures, backgrounds, and social experiences. Ensuring that the workplace is discrimination and harassment-free not only reduces the risk of liability, but also maximizes the productivity and engagement levels of your employees. In this informative program, we discuss an organization's legal responsibility to prevent and correct harassment and discrimination, as well as where an organization can or should draw the line between appropriate and inappropriate behavior in the workplace.

*Note: This course can be offered in a two-part series: Part one is a two-hour training for employees and managers, and Part two is a three hour supplemental training for managers only.*

## DIVERSITY, EQUITY, INCLUSION, AND BELONGING: BREAKING DOWN STEREOTYPES AND BUILDING CONNECTIONS

### Dates and Locations:

TBD

### Who Should Attend:

Managers, supervisors, HR staff, and anyone who wants to learn how to create a more inclusive workplace.

### Course Overview:

Issues of sexual harassment, gender discrimination, LGBTQ+, race, national origin, religion, and bullying are all at the forefront of conversations these days as collective societal voices raise awareness of inappropriate behavior. There is also no shortage of stories displaying the contempt, bias, and even hate people have for others that continues to feed the social discord. Fortunately, there is hope amidst the rubble in the form of respect, curiosity, and friendly no-pressure conversations.

Instead of trying to address every possible diversity topic, this two-hour course focuses on facilitating regular conversations between regular people in the spirit of making more meaningful connections with each other. Join us for this innovative program as we get to know each other a little better, break down stereotypes, and learn how to foster a stronger sense of belonging among team members.

## **NEW** EMPLOYEE ENGAGEMENT: UNLOCKING THE SECRETS OF SILENT DEFECTORS

### Dates and Locations:

[July 16, 2024 - Online](#)

### Who Should Attend:

Supervisors; managers; and anyone who works on a team.

### Webinar Overview:

If your business is like most, you may be losing revenue due to employee turnover, low employee morale, workplace dysfunction, poor management skills, poor team communication skills, and/or employee-related claims. Does your business have a strategic plan in place to identify and manage these issues? Imagine the revenue your company could generate with a fully functional, highly productive workforce! Given the current economic pressures, now is the time to take a hard look at what your company is doing to protect its bottom line from the inside. Suitable for employees at all levels, this informative program explores the principles of employee engagement, the hidden reasons behind employee turnover, low morale and decreased production, and effective retention strategies.

## EMPLOYER COLLECTIVE BARGAINING TEAM PREPARATIONS

**Dates and Locations:**  
TBD

**Who Should Attend:**

General managers, operations managers, members of the employer bargaining team, and chief negotiators. We recommend that you send more than one team member to this class.

**Course Overview:**

You will gain valuable and practical knowledge about the three phases of collective bargaining:

- Preparation and defining the range/scope of negotiations.
- Bargaining over issues (both non-economic and economic) and packaging of all remaining issues.
- Packaging offers, offer variations, final offer, and achieving agreement or implementation of the final offer.



## EMPLOYMENT LAW UPDATE: THINK OUTSIDE THE EMPLOYMENT LAW BOX

**Dates and Locations:**  
TBD

**Who Should Attend:**

Managers, supervisors, and HR Staff.

**Course Overview:**

Understanding regulatory changes and how they may impact your industry or organization is a critical part of enterprise risk management. Generally speaking, you have probably thought about whether to have certain policies and if the policies you do have are good ones, but have you ever considered using a change in the law to initiate internal conversations about organizational change in other areas? In this unique and informative program, we review changes in the law, as well as how strategic contributors can use this information to open dialogue and foster communication within management to lead opportunities for organizational change.

*Note: This course can be offered in sessions ranging from 90 minutes to three hours.*

## EMPLOYMENT LAW WEBINAR SERIES: ALL THREE WEBINARS



**Who Should Attend:**

Managers, supervisors, and HR staff.

**Course Overview:**

This is a three-part series of webinars on communication skills. You may register for each one separately or for all three at a discounted price.

Please see below for individual course descriptions.

## TOP 10 EMPLOYMENT LAW LANDMINES

**Dates and Locations:**  
TBD

**Course Overview:**

Understanding regulatory changes and how they may impact your industry or organization is a critical part of enterprise risk management. This course will discuss the top 10 employment law landmines and leadership accountability expectations. Some of them may be obvious; others will sneak up on you. From interviewing to termination, absences to absent-mindedness, time and money (never enough of both), and more. This brief session is meant to provide insight into the scope of legal hazards surrounding you and the questions you should be asking to learn more in each of the areas. This webinar will provide a must-have checklist for anyone interested in leadership risk mitigation and management.

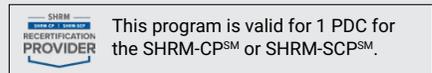


## MANAGING ABSENCES, FAMILY LEAVE, AND REASONABLE ACCOMMODATIONS

**Dates and Locations:**  
TBD

**Course Overview:**

The unpredictability of intermittent leave is challenging and frustrating enough to manage without someone taking advantage of the system or abusing leave rights. Where do we draw the line between use and abuse, and what can we do about it? Join us as we explore the fuzzy line between use and abuse, and discuss the tools and strategies employers can use to curb family leave abuse.



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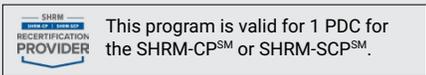
# HUMAN RESOURCES

## ADA—STRESS, ANXIETY, AND MENTAL DISORDERS AS DISABILITIES

**Dates and Locations:**  
TBD

**Course Overview:**

This webinar will cover the mental disorders that fall under the protection of ADA and an interactive process you can use to determine if an employee is entitled to reasonable accommodation due to a disorder.



## HARASSMENT AND DISCRIMINATION PREVENTION FOR ALL EMPLOYEES

**Dates and Locations:**  
TBD

**Who Should Attend:**  
All employees

**Course Overview:**

Be kind, be respectful, and play nice with others. More than just playground rules from our parents, these social value propositions should be the hallmark of every workplace. Social division, religious beliefs, political ideologies, misinformation, and overall bad behavior continue to create unnecessary barriers to our commitment to EEO principles of equality, inclusion, and tolerance. Using gamification and interactive exercises, explores the boundaries of appropriate behavior, promoting a sustainably respectful workplace. Let's play!

## **NEW** EXPLORING EFFECTIVE BARGAINING MODELS

**Dates and Locations:**  
May 22, 2024 - Online

**Who Should Attend:**

Anyone involved on either side of the table in any aspect of negotiating, administering, or supporting bargaining efforts including, but not limited to, human resources, labor and employee relations, all levels of management, and all levels of union representation.

**Course Overview:**

Are you ready to navigate the intricacies of labor contract negotiations? Join this comprehensive webinar to enhance your negotiation toolkit and achieve more favorable outcomes at the bargaining table. Whether you are a seasoned negotiator or new to the field, this webinar provides a comprehensive overview of bargaining models and strategies, equipping you with the skills and knowledge you need to navigate labor contract negotiations successfully.

## HARASSMENT AND DISCRIMINATION PREVENTION FOR MANAGERS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Supervisors, managers, general managers, and CEOs.

**Course Overview:**

This program addresses legal obligations in preventing and correcting harassment and discrimination. Gain tips on recognizing and addressing complaints, navigate grey areas of workplace behavior, and learn when a response is necessary. Don't miss out!

## LABOR AND EMPLOYEE GROUP MEMBER MEETING

**Dates and Locations:**  
April 16 - 17, 2024 - Newport, WA

**Who Should Attend:**

Members of the NWPPA Labor and Employee Relations Group, which includes general managers, labor relations managers, operations managers, and human resources professionals. Non-members may attend if they are part of an NWPPA member utility.

**Meeting Overview:**

Join your peers at this two-day meeting where labor relations leaders share their experiences, recommendations, and lessons learned about key labor relations and human resource issues. This meeting will feature a bargaining presentation by Todd Simmons, General Manager at Tillamook People's Utility District.

## LABOR AND EMPLOYEE RELATIONS CONFERENCE

### Dates and Locations:

October 22 - 24, 2024 - Cle Elum, WA

### Who Should Attend:

Members of the NWPPA Labor and Employee Relations Group, which includes general managers, labor relations managers, operations managers, and human resources professionals. Non-members may attend if they are part of an NWPPA member utility.

### Conference Overview:

Join us for the Labor and Employee Relations Conference! This annual event brings together labor relations leaders to share their experiences, recommendations, and lessons learned about key labor relations and human resource issues. At the conference you can catch up with your colleagues and have fun at the evening networking reception on the first day.

## LABOR NEGOTIATIONS WEBINAR SERIES: NEGOTIATIONS FROM START TO FINISH

### Dates and Locations:

TBD

### Who Should Attend:

General managers, labor relations professionals, members of collective bargaining/negotiating teams, HR professionals, and anyone who wants to truly understand negotiations/collective bargaining from beginning to end.

### Series Overview:

This three-part webinar series will cover three key areas of negotiations: preparation; use of the three dynamics of time, information, and power (there are over 30 of these); and closing the deal.

## LABOR NEGOTIATIONS WEBINAR SERIES: PREPARING FOR SUCCESS

### Dates and Locations:

TBD

### Course Overview:

This is the first webinar in a three-part webinar series that will cover three key areas of negotiations: preparation; use of the three dynamics of time, information and power (there are over 30 of these); and closing the deal.

Preparation is essential for success, particularly in negotiations. This segment focuses on various aspects, both major and minor, that, with adequate preparation, enhance the chances of a smoother and more successful experience. The instructor will address activities such as team selection and training, planning, facility selection, records maintenance, proposal development and vetting, communication management, and setting ground rules.

continued...

## LABOR NEGOTIATIONS WEBINAR SERIES: NEGOTIATIONS BOOT CAMP

### Dates and Locations:

TBD

### Course Overview:

This is the second webinar in a three-part webinar series that will cover three key areas of negotiations: preparation; use of the three dynamics of time, information and power (there are over 30 of these); and closing the deal.

Whether employing a win-win, interest-based, or alternative approach in formal and informal negotiations, you'll gain insights into effectively utilizing the fundamental dynamics of time, information, and power.

## LABOR NEGOTIATIONS WEBINAR SERIES: CLOSING THE DEAL

### Dates and Locations:

TBD

### Course Overview:

This is the last webinar in a three-part webinar series that will cover three key areas of negotiations: preparation; use of the three dynamics of time, information and power (there are over 30 of these); and closing the deal.

In this final webinar of a three-part series, attendees will learn best practices for avoiding common unfair labor practices (ULPs) and cover the many issues/challenges involved with impasses; bundling/packaging; internal and external influences; communication; mediation; ratification; publication of the contract (CBA); and post negotiation training.

# HUMAN RESOURCES

## LABOR RELATIONS WEBINAR SERIES: ALL THREE WEBINARS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
HR and labor relations personnel who work with union employees and union business managers.

**Series Overview:**  
This is a series of three webinars on labor relations issues. You can take each webinar separately or register for all three at a discounted rate.

## EMPLOYEE AND LABOR RELATIONS BASICS

**Dates and Locations:**  
TBD

**Course Overview:**  
Whether you're new to union contracts or seasoned by experience, this engaging presentation addresses your needs. Delve into questions about negotiating with union stewards or employees to set new precedents, even if it contradicts the bargaining agreement. While rules matter in labor relations, the emphasis is on building effective relationships. Join us to discover how to leverage relationships to your advantage.

## DISCIPLINE - JUST CAUSE AND DUE PROCESS

**Dates and Locations:**  
TBD

**Course Overview:**  
Avoid compounding the difficulty of disciplining an employee by ensuring fair treatment. Failing to apply the principles of just cause and due process can lead to unfairness. This webinar guides you through the basics of just cause and due process, covering initial allegations, the disciplinary decision-making process, and potential pitfalls made by management that can undermine proper disciplinary actions.

## GRIEVANCE PROCESSING

**Dates and Locations:**  
TBD

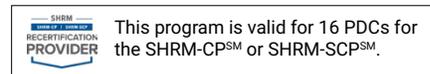
**Course Overview:**  
Many find grievance meetings burdensome rather than opportunities for relationship-building and conflict resolution. This webinar aims to shift your perspective on processing grievances, providing insights into potential changes. Discover how to navigate grievance situations with comfort, ease, and control, regardless of the other party's conduct.

## NEGOTIATING YOUR COLLECTIVE BARGAINING AGREEMENT

**Dates and Locations:**  
July 23-24, 2024 - Location TBD

**Who Should Attend:**  
Those involved in any aspect of administering or supporting the collective bargaining agreement and/or supporting the labor relations function within their organization.

**Course Overview:**  
This is a comprehensive foundational course designed to guide participants through the basics of any negotiation experience but with an emphasis on labor negotiations with a union. More than just information on how and what to do, this course focuses equally on what not to do.



## ONBOARDING FOR SUCCESS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Managers, supervisors, and human resources personnel.

**Course Overview:**  
A well-designed, unique onboarding program can be an ambassador for your utility. This one-day session will give attendees some ideas for making their onboarding program stand out. Attendees will have an opportunity to identify their personal learning objectives and create a full onboarding program outline.

This class will be highly interactive with opportunities for you to apply your real-life situations to the content.

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## PRIVACY ISSUES IN THE WORKPLACE

### Dates and Locations:

TBD

### Who Should Attend:

General managers, HR professionals, and anyone who wants to truly understand the complexities of dealing with privacy issues in the workplace.

### Course Overview:

Although privacy is a dynamic issue of growing concern in essentially every modern workplace, there is still no single comprehensive law governing workplace privacy. Instead, privacy in the workplace is more of a patchwork quilt coming under a variety of laws covering recruitment; medical inquiries; background and misconduct investigations; monitoring and surveillance; honesty; psychological, drug, and alcohol testing; medical and personnel records; off-duty conduct; employer information, etc. So it's all the more reason to attend this webinar to learn about where the boundary lines are in this rapidly growing area of concern and what is and is not permissible.

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## UNDERSTANDING INTEREST-BASED BARGAINING

### Dates and Locations:

January 18, 2024 - Vancouver, WA

### Who Should Attend:

Professionals who are involved in negotiations and contract writing, including utility executives, legal professionals, project managers, HR specialists, and anyone interested in enhancing negotiation skills.

### Course Overview:

This course is designed to empower you with invaluable skills and insights that will revolutionize your approach to negotiations and contract writing. Expect to delve into an interest-based negotiation model that is centered on jointly developing and understanding interests before venturing into solutions and crafting contract language. This approach is inspired by the renowned book "Getting to Yes!" by William Ury and Roger Fisher, and it stands in stark contrast to traditional bargaining methods.

# INFORMATION TECHNOLOGY

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: Yara Amberson at [yara@nwppa.org](mailto:yara@nwppa.org) or (360) 816-1445.

## ADVANCED EXPLOITATION SECURITY TRAINING

### Dates and Locations:

TBD

### Who Should Attend:

Network, server, desktop, and security administrators, as well as management-level individuals interested in this topic.

### Course Overview:

During this advanced four-day course, students will learn to recognize potential exploitation paths in a hands-on virtual environment that simulates a real-world network.

Students will experience the following exploitation scenarios:

- Wireless HID device attacks
- Cross site scripting
- Hash cracking
- Relay attacks
- Session cookie manipulation
- Attacking WordPress
- Reverse command shells
- Windows privilege escalation
- Configuration vulnerabilities
- Process injection
- Maintaining persistence
- Linux privilege escalation

## HARDENING WINDOWS NETWORKS

### Dates and Locations:

TBD

### Who Should Attend:

Network, server, desktop, and security administrators and management-level individuals interested in this topic.

### Course Overview:

A 4-day online, hands-on security course that teaches students how to harden, monitor and protect Microsoft Windows-based networks.

Based on more than 15 years of security assessment and penetration testing experience, this course goes beyond theory and best practices and delivers proven, field-tested solutions for mitigating, monitoring and protecting Microsoft Windows-based networks.

Students will learn in a hands-on environment that resembles a real-world network consisting of Windows Servers and Workstations, Microsoft Exchange, Microsoft SQL Server, Active Directory, Kali Linux, and more. Students will learn effective countermeasures to defend against common attack tools and techniques. Upon completion of the course, students will be able to apply operating system and Active Directory hardening techniques, mitigate legacy software risks and design tolerant networks that are resistant to present and future threats.

## DEVICE MANAGEMENT WITH MICROSOFT INTUNE

### Dates and Locations:

May 14 - 17, 2024 - Online

### Who Should Attend:

IT Professionals

### Webinar Overview:

In this hands-on session, you will learn how to enroll and manage corporate and employee-owned devices using one of the most popular mobile device management (MDM) solutions available today, Microsoft Intune. This class will walk you through each step of the process while answering questions and covering common deployment scenarios. As a bonus, you will also learn how to manage cloud-based devices.

# MANAGEMENT AND LEADERSHIP

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact: NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org) or (360) 254-0109

## BUILD YOUR TEAM

### Dates and Locations:

TBD

### Who Should Attend:

Leadership Skills Series graduates, supervisors, managers, or anyone on a career path to management.

### Course Overview:

Teamwork is hard work. But it's worth it.

Teamwork is often an over-used buzz word. Most of us would agree that it is important and most of us can identify teamwork when we see it; but leadership is about creating and sustaining it. This course will provide a roadmap and set of skills to help you build and sustain a strong team.

## COACH FOR SUCCESS

### Dates and Locations:

TBD

### Who Should Attend:

Leadership Skills Series graduates, supervisors, managers, or anyone on a career path to management.

### Course Overview:

Coaching is the craft of today's workplace leader.

Your role as a leader is to help others succeed in their role. This is done by continually building your team's capacity (commitment and competence) to succeed. This course will provide a proven roadmap and set of tools to effectively coach others to higher levels of commitment and competence.

## CONFLICT RESOLUTION SKILLS FOR LEADERS

### Dates and Locations:

TBD

### Who Should Attend:

Leaders, Managers, Supervisors and any employee who wants to build on their conflict resolution skills.

### Course Overview:

This workshop equips leaders with the mindsets and skills to handle inevitable, everyday people problems you experience throughout your work. A core goal is to help you develop a more comfortable relationship with discord, particularly among employees. You'll learn to unearth and handle the concerns of people in conflict to help them develop lasting solutions. Emphasis is placed on collaboration and effective communication skills that build, rather than damage, important working relationships.

## CONVERSATIONAL CAPACITY

### Dates and Locations:

January 31, 2024 - Online

### Who Should Attend:

Leadership Skills Series graduates, managers, supervisors, foremen, team leaders, project managers, anyone who manages a team, and anyone on a career path to a management role.

### Webinar Overview:

This one-day virtual program is designed for mid- and upper-level managers to provide skills for maintaining open communication with and between employees during difficult and stressful conversations.

Building on skills taught in the NWPPA Leadership Skills certification course Challenging Communication, this class provides a broader understanding of ways to ensure individual creativity is applied to collaborative and problem-solving situations.

In this class, you will increase your ability to facilitate, lead, and influence your teams as well as work more productively with colleagues. It will enhance your capacity to both accept and provide feedback while ensuring awareness of how a conversation is impacting others.

## DEVELOPING YOUR DEPARTMENT'S STRATEGIC PLAN

### Dates and Locations:

TBD

### Who Should Attend:

Managers, supervisors, and individual contributors who develop department-level strategy to implement their utility's strategic goals and strategies. Individuals who are not experienced in strategic planning are also encouraged to attend.

### Course Overview:

This series of five sessions will help utility professionals build department- and work-group-level strategic plans that follow the utility-level strategic plan. This will help utility professionals implement the utility's strategic goals through relevant department plans and activities.

The instructor will discuss strategic planning concepts in an industry context and utility perspective, and then help you drill down to how this impacts you and your department. Strategic planning concepts will be explored using the utility strategic plan, as well as an illustrative department strategic plan. You will then practice applying the strategic planning concepts through a team department strategic plan.

## HOW TO USE ENTERPRISE RISK MANAGEMENT AT YOUR UTILITY

### Dates and Locations:

TBD

### Who Should Attend:

CFOs, Accounting and Finance professionals, General Managers/CEO, Audit and Compliance professionals, and Policymakers

### Course Overview:

Enterprise risk management (ERM) examines the impacts of potential financial, operational, regulatory, environmental, legal, safety, and reputation risks on an organization. As a result, ERM helps utilities achieve their objectives by improving their operational and organizational effectiveness. Attend this two-day session to enhance your organization's ERM capabilities.

In this two-day class, you will learn to conduct a risk inventory, prioritize risks, and then develop mitigation plans. The class will discuss different approaches for identifying and managing controllable and uncontrollable risks. The class will give you insights into using risk information to support compliance, auditing, strategy development, budgeting, and operations.

## INFLUENCING OTHERS: MASTERING HUMAN DYNAMICS



### Dates and Locations:

TBD

### Who Should Attend:

Anyone who engages in frequent human interactions, such as utility and community leaders, customer service representatives, human resources professionals, and field employees.

### Course Overview:

This interactive six-part course covers how influence is impacted by the key elements of human dynamics, including how we display our emotions and intent through nonverbal cues. During the sessions, you will learn how to influence (or guide) human behavior through effective negotiation and facilitation techniques.

### Course Topics:

- What drives human behavior and how it affects communication
- The five body language channels and how to apply them at work and in life
- How your vibe affects others and alters the human dynamics of a situation
- How to leverage body language to your advantage in negotiation settings
- The importance of influence and how it applies to change management
- How to guide human behavior through negotiation and facilitation techniques

## LEAD CHANGE

### Dates and Locations:

TBD

### Who Should Attend:

Leadership Skills Series graduates, supervisors, managers, or anyone on a career path to management.

### Course Overview:

Change requires leadership. Leadership requires change. Workplace leaders are the "tread on the tire" when it comes to change. This workshop will provide the roadmap and set of tools to lead your team through challenging change.

# MANAGEMENT AND LEADERSHIP

## LEADING TEAMS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Managers, supervisors, foreman, team leaders, project managers, and anyone who manages a team.

**Course Overview:**  
Teamwork is perhaps the most overused and misunderstood word in the modern-day workplace. Very few would assert that teamwork doesn't matter. It does matter. We know it matters. Most of us can identify it when we see it. But do we actually know what it takes to create it? What goes into building and sustaining a strong team? Is it luck, work, or both?

Leading Teams provides team leaders with a proven roadmap and set of tools to build and sustain team success. As a result, participants will have the knowledge, skills and confidence to take their team to new levels of effectiveness, performance and results.

## MANAGING CHANGE AND TRANSITION AND FACILITATING EFFECTIVE MEETINGS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Managers, supervisors, or any employee who facilitates meetings.

**Course Overview:**  
This new one-day course will cover what you need to know about change, transition, and effective meeting facilitation in today's environment. You will learn the differences between change and transition; the three steps of the transition process; and how to deal with the emotions and resistance of transition.

## MANAGER AS LEADER SERIES

**Dates and Locations:**  
Please see individual courses for dates and locations

**Who Should Attend:**  
Supervisors, managers, Leadership Skills Series graduates, or anyone on a career path to a management role.

**Series Overview:**  
Being in a leadership position doesn't automatically make a great leader. It takes hard work, vision, and a willingness to learn and grow. Our new Manager as Leader Series is designed to ignite, inspire, and nurture leaders to help them clarify who they are and how and why they intend to lead others at work.

Learners are required to start the series with The Leader Mindset – Own Your Role. After completion of this class individuals can choose four of the five remaining classes to earn a certificate for completing the series.

## A LEADER MINDSET: OWN YOUR ROLE

**Dates and Locations:**  
TBD

**Course Overview:**  
This workshop kicks off the Manager as Leader series and is designed to help ignite, inspire, and nurture the leader mindset within you. This class must be taken before other classes in the series.

Leadership is a choice: Own the choice. Own the transition. Own the role. No skills, techniques, or methods will have lasting impact until you clarify who you are and why you intend to lead others at work. At the completion of this two-day workshop, you will have a clear definition of your role as a leader and a plan for growing your leadership success

## INTERACT WITH IMPACT

**Dates and Locations:**  
June 13, 2024 - Online

**Course Overview:**  
Leadership Skills Series graduates, managers, supervisors, foremen, team leaders, project managers, anyone who manages a team, and anyone on a career path to a management role.

continued...

## LEAD THRIVING RELATIONSHIPS

### Dates and Locations:

July 18, 2024 - Online

### Course Overview:

This course is part of the Manager as Leader Series, which is designed to help ignite, inspire, and nurture the leader mindset within you. To complete the series, you must attend four of the available six courses. You may take the courses in any order.

Leadership happens in the context of relationships. This course will help you identify and proactively manage the relationships that matter most to you in your role as a leader. Building relationships of trust and respect is central to your success as a leader. Know your key relationships and care for those key relationships on an ongoing basis.

## COACH FOR SUCCESS

### Dates and Locations:

August 15, 2024 - Online

### Course Overview:

Leadership Skills Series graduates, managers, supervisors, foremen, team leaders, project managers, anyone who manages a team, and anyone on a career path to a management role.

## LEAD CHANGE

### Dates and Locations:

September 19, 2024 - Online

### Course Overview:

Leadership Skills Series graduates, managers, supervisors, foremen, team leaders, project managers, anyone who manages a team, and anyone on a career path to a management role.

## LEAD TEAMS

### Dates and Locations:

[December 13-14, 2023 - Vancouver, WA](#)

### Course Overview:

Leadership Skills Series graduates, managers, supervisors, foremen, team leaders, project managers, anyone who manages a team, and anyone on a career path to a management role.

## SAFETY LEADERSHIP IN ACTION

### Dates and Locations:

TBD

### Who Should Attend:

Leaders at all levels, including safety professionals, engineers, supervisors, team leads, and foremen.

### Course Overview:

Most people understand that strong leadership is a leading indicator of a safe place to work. We know that leaders must do certain things every day to create the type of culture that produces safe behavior in employees. Safety Leadership in Action is a three-day leadership development course that consists of 20 sessions housed within five modules. The modules represent core concepts of safety leadership performance: leading a safety culture, effective communications, safety accountability, decreasing risk, and hazard recognition. The sessions provide detailed insight into those five concepts to enable you to understand the information and put it into practice immediately.

## S.T.A.R.T.™ (SUPERVISOR TRAINING IN ACCOUNTABILITY AND RECOGNITION TECHNIQUES)

### Dates and Locations:

TBD

### Who Should Attend:

Leaders at all levels, including safety professionals, engineers, supervisors, team leads, and foremen.

### Course Overview:

The S.T.A.R.T.™ (Supervisor Training in Accountability and Recognition Techniques) program is designed for supervisors and managers working with the front line. It will arm your team with leadership skills to create safety culture excellence. S.T.A.R.T. utilizes an engaging storyline and timeless message to explain why safety accountability works, how a positive safety culture impacts the bottom line, and what supervisors can do to inspire strong performance.

# MANAGEMENT AND LEADERSHIP

## STAKEHOLDER RELATIONS AND NEGOTIATIONS

**Dates and Locations:**

TBD

**Who Should Attend:**

Utility managers, supervisors, and individual contributors who want to better understand their utility stakeholders, understand stakeholder relations, and represent their utility well in stakeholder negotiations.

**Course Overview:**

This four-part webinar series is comprised of online virtual sessions to help utility professionals build expertise in stakeholder relations and negotiations.

Instructor Julie Ryan will provide the content including Q&A, polling, examples, and active discussion. She will also set up activities for you to practice the concepts of negotiation during the breakout sessions. Class activities will draw from real-life utility stakeholder issues, simplified and adapted for classroom teaching.

## UTILITY RISK PLANNING - PAST, PRESENT, AND FUTURE

**Dates and Locations:**

TBD

**Who Should Attend:**

Policy makers, general managers, senior utility leaders, risk managers, and department heads responsible for managing utility risks.

**Course Overview:**

This one-day workshop will explore utility risks and how to prepare and mitigate them. It is not a workshop focusing on processes and procedures. Instead, the objectives are to discuss “learnings” from actual utility risks that emerged and to plan for future potential risk events. The instructor will provide content and examples, as well as set up activities and smaller breakout discussions for participants to network and share experiences with peers. The workshop materials will include the instructor’s slides, worksheets for in-class activities, and relevant articles.

## WORKFORCE STRATEGIES FOR MANAGERS SERIES

**Dates and Locations:**

TBD

**Who Should Attend:**

Managers, senior leaders, human resource professionals, and general managers.

**Series Overview:**

The Workforce Strategies for Managers series will help utility managers think about their key resource—the workforce—and develop skills to attract, develop, and retain employees. The series will involve discussion of workforce strategies and help managers develop their teams, with a focus on emerging workforce challenges and opportunities. The series is designed to help managers plan and develop their direct reports to ensure their utility has the right people, in the right spots, at the right time.

## BUILD A WORKFORCE STRATEGY

**Dates and Locations:**

TBD

**Webinar Overview:**

This session will open with current workforce trends and explain why talent management is among the top concern of management and boards. We will review how utilities must align a workforce plan with the strategic plan, while identifying the greatest needs and gaps. Talent management is every manager’s responsibility, so the class will focus on how managers can prioritize needs and develop an action plan to address gaps in the workforce. Another key theme in this course is caring for employees and treating them as thoughtfully as other key resources.

## INCREASE EMPLOYEE ENGAGEMENT

**Dates and Locations:**

TBD

**Webinar Overview:**

Companies need to understand why employees stay and why they leave, especially in a tight labor market. In this course, employee engagement—what it means and why it matters—will be at the heart of the discussion. We will assess this as the primary motivator for employees, and cover what has changed in recent years, including increased attrition and quiet quitting. We will also link leadership styles to employee engagement and consider how different leadership styles impact employees. The session will close with recommendations to help bosses connect better with their direct reports.

continued...

## RECRUITING IS EVERYONE'S JOB

### Dates and Locations:

TBD

### Webinar Overview:

During this course, we will discuss how recruiting is everyone's role. Discussion will center on how you can describe your organization as a great place to work and what you can do to increase recruiting success. Topics will include recruiting strategies, hiring more effectively in a tight labor market, and promoting your organization so it stands out among other employers. This course will provide ideas about learning more about candidates' fit for your organization by screening for skill sets and interviewing for attributes, in order to improve hiring results and future retention.

## UPGRADE TRAINING AND DEVELOPMENT

### Dates and Locations:

TBD

### Webinar Overview:

This course will focus on well-designed training and development that gives employees tools they need to be successful. This in turn increases employee engagement, and ultimately, employee retention. We will explore ways managers can support and reinforce training and discuss how managers can help employees create a career plan to support employee growth and fulfillment. Finally, we will cover how to give actionable feedback and discuss how thoughtful performance management helps employees be even more effective.

## MANAGE DIFFERENCES IN THE WORKPLACE

### Dates and Locations:

TBD

### Webinar Overview:

There are many differences among people in the workplace, including, but not limited to, generation, personality type, learning style, culture, political leanings, and race/ethnicity. This course will help managers acknowledge and leverage these differences in the workplace, focusing on the traits and competencies of inclusive leaders. This session will also focus on identifying employee differentiators that can impact how employees work, how they view their job, and how others perceive them. We will talk about how to expand the circle of trust beyond our immediate work groups and consider how to create a more inclusive atmosphere for better results.

## IMPROVE KNOWLEDGE RETENTION

### Dates and Locations:

TBD

### Webinar Overview:

Even when a utility has a high retention rate, there will always be some staff turnover. During this webinar, you will work on ways an organization can improve knowledge retention. You will also assess knowledge retention vulnerabilities and brainstorm knowledge retention strategies. With respect to knowledge transfer, the instructor will help all participants differentiate between knowledge transfer to specific individuals vs. retaining knowledge generally for the benefit of the organization, with suggestions for both channels. You will also work on ways to engage employees in knowledge retention initiatives.

# LEADERSHIP FOREMAN LEADERSHIP CERTIFICATE PROGRAM

For more information about upcoming foreman leadership courses, or to find out about bringing an event to your utility, please contact: NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org) or (360) 254-0109

## FOREMAN LEADERSHIP CERTIFICATE PROGRAM PART 1



### Dates and Locations:

[March 19-21, 2024 - Boise, ID](#)

[September 17-19, 2024 - Bend, OR](#)

### Who Should Attend:

Utility foreman, line supervisors, and crew supervisors and crew leaders

### Course Overview:

The Foreman Leadership Skills Program is designed to support the development of skills needed to lead operations crews in the electric utility industry. Key success factors are utilized to ensure learning takes place where it will have the greatest impact. Real life scenarios, gathered from utility situations, are the focus of discussions and allow participants to work together to determine options, next steps, actions, help needed and the best possible outcome. Activities, both in and outside, reinforce the learning and provide practice. They also keep the participants engaged and energized during the long program days.

## FOREMAN LEADERSHIP CERTIFICATE PROGRAM PART 2



### Dates and Locations:

[April 30-May 2, 2024 - Missoula, MT](#)

[November 5-7, 2024 - Everett, WA](#)

### Who Should Attend:

Foremen and crew leaders.

### Course Overview:

This course is part two of a two-part accelerated course and covers most of the modules in the full Foreman Leadership Certificate Program. This program is specifically designed to be taken as two, three-day sessions. If you have questions, please contact NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org).

Being in charge is just not enough. As crew leaders, foremen must build the skills to interact well with other teammates across all functions, work with the public, and represent the service that the utility provides its customers. Being able to resolve conflicts, manage performance and attitude issues, and then build up the team are skills that are no longer nice to have but are now essential in this ever-changing environment.

# LEADERSHIP LEADERSHIP SKILLS SERIES

For more information about upcoming leadership skills courses, or to find out about bringing an event to your utility, please contact: NWPPA at [nwppa@nwppa.org](mailto:nwppa@nwppa.org) or (360) 254-0109

## LEADERSHIP SKILLS SERIES: UNDERSTANDING SLII LEADERSHIP STYLES



### Dates and Locations:

[April 24-25, 2024 - Boise, ID](#)  
[December 4-5, 2024 - Seattle, WA](#)

### Who Should Attend:

Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

### Course Overview:

This webinar is part of the Leadership Skills Series Program. The SLII Experience is recognized as both a business language and a framework for employee development that transcends cultural, linguistic, and geographical boundaries. Its foundation lies in teaching leaders to diagnose the needs of an individual or a team, and then to use the appropriate leadership style to respond to the needs of the person. You will stretch your comfort zone and participate in challenging activities that require you to demonstrate your familiarity with SLII content. The course will also teach you how to integrate material into your own personal leadership style.

This is one of three courses that qualifies for credit toward NWPPA's Leadership Skills Series Certificate. For more information about this and other certificate programs, please see the [NWPPA Certificate program brochure](#).

## LEADERSHIP SKILLS SERIES: CHALLENGING COMMUNICATIONS



### Dates and Locations:

[March 27-28, 2024 - Kennewick, WA](#)  
[October 9-10, 2024 - Sacramento, CA](#)

### Who Should Attend:

Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

### Course Overview:

The frontline leader's role in facilitating performance will be described, along with ways of dealing with challenges such as denial and reluctance to accept accountability. This four-part course is one of three classes leading to a Leadership Skills Series Certificate from NWPPA. For more information about this and other certificate programs, please see the [Certificate program brochure](#).

## LEADERSHIP SKILLS SERIES: SUPERVISING UNION EMPLOYEES (OPTIONAL SESSION)

### Dates and Locations:

[June 26-27, 2024 - Spokane, WA](#)  
[November 20-21, 2024 - Vancouver, WA](#)

### Who Should Attend:

Operations directors, managers, line superintendents, labor relations professionals, and human resource managers who supervise union employees and deal with stewards and officers of the union. This is an optional course in the Leadership Skill Series Certificate Program.

### Course Overview:

The MARC Union-Labor Relations program increases the skills and confidence of front line supervisors to serve as management's front-line representatives in dealing with employees, stewards, and officers of the union. Additionally, top-level managers are trained to delegate and support front-line supervisors. The MARC program provides a well-organized format to produce uniform interpretation of the contract, rules, and policies, which reduces inconsistencies in dealing with employees. It also ensures that union procedures with proper documentation are consistently followed in handling grievances, providing job performance counseling, administering disciplinary action, and making job promotion decisions. This two-day course provides supervisors and managers with a set of tools that develops fair and consistent treatment of all employees.

## LEADERSHIP SKILLS SERIES: HR BASICS & BUILDING A MORE EFFECTIVE WORKPLACE



### Dates and Locations:

[September 18-19, 2024 - Bend, OR](#)

### Who Should Attend:

Supervisors, managers, and those employees who will be transitioning to a supervisor or manager role in the near future.

### Course Overview:

This is one of three courses that qualifies for credit toward the Leadership Skills Series Certificate from NWPPA. For more information about this and other certificate programs, please see the [NWPPA Certificate Program Brochure](#).

This course is for anyone who wishes to obtain an overview and basic working knowledge of employment and labor laws that affect their business.

On day one, you will cover basic federal laws, issues that commonly arise under these laws, and the significant areas giving rise to litigation in the employment process: hiring, evaluations, discipline, harassment, accommodation, attendance, and discharge.

The purpose of day two is to provide you with a clear understanding of the importance of employee evaluations and the process to follow in preparing for and conducting appraisals.

# OPERATIONS LINEWORKERS

For more information about upcoming lineworker courses, or to find out about bringing an event to your utility, please contact: Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443

## INCIDENT INVESTIGATIONS

### Dates and Locations:

TBD

### Who Should Attend:

Any manager, supervisor, foreman, lead employee, or human resource employee; as well as anyone who may be involved in, or is responsible for, investigating an employee accident or near hit.

### Course Overview:

This class will explore incident investigation processes and the need for investigating employee incidents and near hits. Discussions will include the need to evaluate an organization's safety culture, incident investigation policy, and associated processes.

## LINeworker SKILLS SERIES: AC SYSTEM TROUBLESHOOTING

### Dates and Locations:

TBD

### Who Should Attend:

Line and other operations personnel, such as metering, service, and engineering, who require understanding of AC theory and how it relates to equipment used to troubleshoot problems.

### Course Overview:

The course will cover troubleshooting problems and what to look for in single-phase problems; how to fix three-phase problems from wrong voltages and how they occur, to giving alternative solutions to solve the problems; and equipment used to solve problems and how it works electrically. The course will review series and parallel circuits, fault currents, and troubleshooting flow charts. Participants will gain an understanding of single-phase and three-phase problems of all kinds; what causes ferro-resonance; emergency alternatives to field situations; the equipment and troubleshooting and safety hazards that are of concern in shooting three-phase transformer banks, and three-phase capacitor banks.

**Important:** Please bring your safety glasses and gloves to the class.

## LINeworker SKILLS SERIES: AC TRANSFORMERS, ADVANCED THEORY AND PRACTICAL APPLICATION

### Dates and Locations:

TBD

### Who Should Attend:

Journeyman lineworkers, foremen, supervisors, engineers, and those involved in planning, scheduling, and engineering operations for a utility.

### Course Overview:

This advanced two-day class provides attendees with a journeyman lineworker's view of AC transformers. The curriculum includes a combination of electrical theory and hands-on practice. The overall program is to teach students how transformers are used to manage and control the flow of alternating current in electrical distribution systems. Attendees will be provided with an opportunity to work with and arrange transformers in a variety of configurations to achieve specific voltage outputs using hands-on equipment and computer simulation.

## LINeworker SKILLS SERIES: EQUIPOTENTIAL GROUNDING

### Dates and Locations:

TBD

### Who Should Attend:

Line crew supervisors and managers, crew foremen, lineworkers, and substation workers.

### Course Overview:

This course is designed to help electrical workers understand the importance of and apply critical protective bonding and grounding actions. It will cover the purpose, effects, and uses of bonding and grounding. The class offers in-depth instructions and materials complete with individual exercises and hands-on simulation exercises.

## LINeworker SKILLS SERIES: LINeworker RIGGING

### Dates and Locations:

TBD

### Who Should Attend:

Lineworkers and line crew foremen.

### Course Overview:

This class will increase the participant's level of knowledge of rigging gear inspection; safe rigging procedures and load control; and using almost any vertical or horizontal rigging system. Come prepared with your work gloves, hard hats, and suitable clothing and footwear for any hands-on work taught in the class.

## LINWORKER SKILLS SERIES: PERSONAL PROTECTIVE BONDING AND GROUNDING

**Dates and Locations:**  
TBD

**Who Should Attend:**  
All electrical workers involved in personal protective grounding.

**Course Overview:**  
This course discusses protective grounding theory, emphasizing safety and the range of acceptable currents. It also covers visual inspection of grounding systems (mats, connectors, risers, and straps); special considerations and hazards (IEEE Standard 80); and personal protective grounds, including sizing, testing, inspection, maintenance, and use. This class includes hands-on simulation exercises.

## LINWORKER SKILLS SERIES: REGULATORS AND CAPACITORS - POWER QUALITY FOR LINWORKERS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Electrical lineworkers, line crew foremen, substation personnel, electrical engineers, and all personnel who would benefit from a theoretical and practical knowledge of regulators and capacitors.

**Course Overview:**  
This course is designed to help the student better understand the function, purpose, and application of regulators, and capacitors. The class will review power factor calculations, induction regulators and step regulators. Students will observe the inner workings of a step voltage regulator and applied electrical theory. Students will also learn to work safely with various capacitors in different configurations and connections, while using hands-on demonstrations.

**Important:** Please bring your safety glasses and gloves to the class.

## LINWORKER VIRTUAL ROUNDTABLE

**Dates and Locations:**  
TBD

**Who Should Attend:**  
All line crew employees, operations supervisors/managers, and electrical workers.

**Course Overview:**  
NWPPA is committed to providing lineworkers throughout the Greater Pacific Northwest with high-quality learning experiences that promote professional development. Lineworker Roundtable Discussions provide utility line crews with a way to touch base with colleagues and learn from one another in a participant-driven online format. Lineworkers are invited to come together for an hour to listen, share, and collaborate with each other on subjects that are vitally important to line crews. This is an excellent forum to ask questions, offer your experience, and learn about today's hot topics within the electric utility industry.

## METERING FOR LINWORKERS

**Dates and Locations:**  
TBD

**Who Should Attend:**  
Journeyman lineworkers and other electrical workers who want a better understanding of revenue metering and the hazards while working with revenue meters for both single-phase and three-phase meters.

**Course Overview:**  
This course will cover how to recognize various meter types; current transformer (CT) metering; ANSI form numbers for meter selections; safe installation and removal of meters, effects of electricity; proper selection of PPE; and current diversion. Current transformer metering and special hot topics will be discussed as they relate to exposure to metering from a lineworker's point of view.

After completing this training, the participant should be able to identify various types of meters and meter bases; install and pull meters safely; select and inspect PPE required when working with meters; perform socket checks; and identify current diversion.

# OPERATIONS SUBSTATION SERIES

For more information about upcoming substation courses, or to find out about bringing an event to your utility, please contact: Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443

## SUBSTATION SERIES: EQUIPMENT TESTING AND SAFETY ORIENTATION

### Dates and Locations:

TBD

### Who Should Attend:

Lineworkers, substation personnel, and distribution engineers who have responsibility for the operation and maintenance of distribution and transmission substations.

### Course Overview:

This one-day class will cover necessary safety considerations to keep you safe while performing or observing electrical and mechanical tests on substation equipment. Testing concepts will be briefly covered, with the day focused on the hazards associated with the most common tests performed on transformers, power circuit breakers, instrument transformers, and battery systems.

## SUBSTATION SERIES: SUBSTATION TRANSFORMERS & LTC DIAGNOSTICS

### Dates and Locations:

TBD

### Who Should Attend:

Line and substation personnel, as well as engineers who have responsibility for distribution and transmission substations.

### Course Overview:

In this one-day class, you will review the latest industry techniques in substation transformer and load tap changer maintenance. You will also learn about the implementation of simple, cost-effective in-service predictive maintenance and troubleshooting techniques.

## SUBSTATION SERIES: PRINT READING AND ELECTRICAL CIRCUIT TROUBLESHOOTING TECHNIQUES

### Dates and Locations:

TBD

### Who Should Attend:

Lineworkers, substation personnel, and distribution engineers who have responsibility for the operation and maintenance of distribution and transmission substations.

### Course Overview:

This two-day class is intended to serve as a refresher in substation print reading and be additional training for individuals who are responsible for substation operations and maintenance. Students will demonstrate their knowledge using simple to complex substation drawings in troubleshooting of substations.

## SUBSTATION SERIES: POWER CIRCUIT BREAKER TESTING

### Dates and Locations:

TBD

### Who Should Attend:

Line and substation personnel, as well as engineers who have responsibility for distribution and transmission substations.

### Course Overview:

This one-day class will cover the basics of testing and maintaining power circuit breakers commonly seen in substations. The focus will be on gas-insulated, oil-insulated, and vacuum circuit breakers. You will review the individual components of each breaker type, what impacts they have on test results, what tests evaluate them, and considerations that need to be made for safe and comprehensive maintenance activities. Real-world case studies will be used to illustrate data evaluation and lead you to be able to make smart and well-informed decisions on your power circuit breakers.

## SUBSTATION SERIES: SUBSTATION SECURITY

### Dates and Locations:

TBD

### Who Should Attend:

Lineworkers, substation personnel, and distribution engineers who have responsibility for the operation and maintenance of distribution and transmission substations.

### Course Overview:

During this two-day course, you will learn about substation security measures both in distribution and transmission substations, as well as CIP002-CIP0011 and CIP0014 standards around security in bulk electric substations. You will also discuss what is needed to keep your substations secure from both a company perspective and a worker perspective.

## SUBSTATION SERIES: SUBSTATION BATTERY MAINTENANCE AND TESTING

### Dates and Locations:

TBD

### Who Should Attend:

Line and substation personnel, as well as engineers who are responsible for distribution and transmission substations.

### Course Overview:

This one-day class is intended to provide an overview of the latest industry techniques in substation battery and battery charger specification, maintenance, and testing. Discussion will take place on the latest IEEE and NERC testing standards.

## SUBSTATION SERIES: SUBSTATION OVERVIEW & INSPECTIONS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Line and substation personnel, distribution engineers, and supervisors who have responsibility for transmission and distribution substations.

**Course Overview:**

This one-day class will provide an overview of substations, inspection practices, substation equipment, basic print reading, protective relaying, substation metering, specific equipment inspection practices, equipment troubleshooting, and documentation. The class will also include a tour of a substation where you will review the areas covered in the class and review what you have learned regarding substation inspection.

**Mandatory PPE for the Substation Tour:**

As part of this course, you will tour an energized substation. Required personal protective equipment includes a fire-rated outer garment, hard hat, safety glasses, and sturdy shoes for walking on uneven and rough surfaces. FR clothing of a minimum of 5 calories is required for top and pants.

## SUBSTATION SERIES: TRANSFORMER & SUBSTATION TESTING & ANALYSIS

**Dates and Locations:**  
TBD

**Who Should Attend:**

Line and substation personnel, as well as engineers who have responsibility for distribution and transmission substations.

**Course Overview:**

This course will focus on transformer and substation equipment testing & diagnostic analysis including general apparatus construction, test theory, test application and performance, and results analysis. Through this course you will develop a better understanding of the purpose and interpretation of the following tests: Dielectric Testing; Exciting Current and Loss Testing; Turns Ratio Testing; Leakage Reactance & Loss Testing; Sweep Frequency Response Analysis Testing; Winding DC Resistance Testing. Performance of the test is one thing. What the measurements tell you about the apparatus is another. For any apparatus test, proper results analysis is the most important aspect. The general construction, theory, and test application/performance discussions are just to lay the groundwork for the importance of results analysis, where most participants will get the greatest benefit.

## SUBSTATION SERIES: SF<sub>6</sub> BASICS AND LEAK REPAIR TECHNIQUES

**Dates and Locations:**  
TBD

**Who Should Attend:**

Lineworkers, substation personnel, and distribution engineers who have responsibility for the operation and maintenance of distribution and transmission substations.

**Course Overview:**

This one-day class will cover the basics of sulfur hexafluoride, a common insulating gas used in substation power circuit breakers. You will learn about the fundamentals of SF<sub>6</sub>; its associated hazards; gas testing theory and practice; and gas handling practices. You will also learn techniques to find breaker leaks and repair them both safely and effectively. Realworld case studies will be used to demonstrate the discovery, planning, and successful execution of a leak repair.

## SUBSTATION SERIES: TRANSFORMER & SUBSTATION DIAGNOSTIC TESTING

**Dates and Locations:**  
TBD

**Who Should Attend:**

Line and substation personnel, as well as engineers who have responsibility for distribution and transmission substations.

**Course Overview:**

Performance of the test is one thing. What the measurements tell you about the apparatus is another. For any apparatus test, proper results analysis is the most important aspect. This two-day course will focus on transformer and substation equipment testing and diagnostic analysis, including general apparatus construction, test theory, test application and performance, and results analysis.

## SUBSTATION SERIES: POWER SYSTEMS AND RELAY COMMISSIONING

**Dates and Locations:**  
TBD

**Who Should Attend:**

Field technicians; new protection and control engineers; and other utility staff that would benefit from increased knowledge about field testing.

**Course Overview:**

This is an intense four-day class that is geared toward answering fundamental questions about field commissioning of protection and control equipment.

**Course Requirements:** In order to gain the maximum benefits from this course, each student should have a power systems background. Each student must bring a trigonometric functions calculator to the class or a scientific calculator application on their smart phone.

For more information about upcoming supply chain courses, or to find out about bringing an event to your utility, please contact: Annie Wittenberg at [annie@nwppa.org](mailto:annie@nwppa.org) or (360) 816-1443

## UTILITY WAREHOUSING FROM A TO Z

### Dates and Locations:

TBD

### Who Should Attend:

Warehouse and materials management professionals.

### Course Overview:

In this four-part course, attendees will be introduced to a variety of critical warehousing topics. Each day will cover a new topic.

**Introduction to Utility Warehousing** provides a thorough overview of the logistics and warehousing functions, as well as storage, materials handling, and automation. Day one also addresses how to effectively deal with everyday operations and stakeholders.

**Receiving, Shipping and Safety** provides a working knowledge of these warehouse processes. Day two also covers safety and risk management concepts from a warehouse focus.

**Inventory Operations and Materials Management** addresses the physical and documentation aspects of these processes. On day three, attendees will review a case study to develop shared improvement ideas for warehouse operations.

And finally, **Inventory Control, Automation, Returns, and Supervision** addresses understanding and relating to warehouse management and supervision requirements.

# PERSONAL DEVELOPMENT AND EVENT PLANNER

## PERSONAL DEVELOPMENT PLAN

### Key development goals:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

### Actions needed for development:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

### NWPPA classes and events to support development goals and action plan:

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