

2022

2022

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 (Jenny Keesey, Roy Cevallos, Yara Amberson, Annie Wittenberg, Alyssa Shoaf) 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.



Courses marked with this icon qualify for credit toward a certificate program. The NWPPA Certificate Program Guide (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.



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
9817 N.E. 54th Street, Ste. 200,
Vancouver, WA 98662

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CONFERENCES AND WORKSHOPS



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

Who Should Attend:

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

Dates and Locations:

October 2022 - TBD

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 for additional information, or contact Roy Cevallos at roy@nwppa.org or (360) 816-1446.



ACCOUNTING & FINANCE CONFERENCE

Who Should Attend:

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

Dates and Locations:

June 28-29, 2022 - Boise, ID

Note:

After a challenging year with the pandemic, we all could use a chance to get together and reconnect. Don't miss the chance to join your colleagues and share the good, the bad, and the ugly of last year. In addition to invaluable networking opportunities, you'll learn from industry experts about the latest hot topics, such as updates on financial planning and time-of-use programs, and be able to use those new skills on the job at your utility. Plus, best-selling author Dr. Jermaine Davis will wrap up the virtual two-day event with sound advice on how to lead the way for positive change. It's an Accounting and Finance Conference you do not want to miss, so save the date and we will see you there!

Please visit www.nwppa.org for additional information, or contact Yara Amberson at yara@nwppa.org or (360) 816-1445.

ADMINISTRATIVE PROFESSIONALS CONFERENCE

Who Should Attend:

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

Dates and Locations:

September 2022 - TBD

Note:

Throughout the workshop, which is made up of hands-on sessions, attendees will hear from a wide range of presenters who will share their knowledge and experiences.

Please visit www.nwppa.org for additional information, or contact Roy Cevallos at roy@nwppa.org or (360) 816-1446.

NWPPA ANNUAL CONFERENCE

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.

Dates and Locations:

May 22-25, 2022 - Coeur d'Alene, Idaho

Conference Overview:

Please join us in person in Coeur d'Alene, Idaho, May 22-25, 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. Details coming soon!

Please visit www.nwppa.org for additional information, or contact Jenny Keesey at jenny@nwppa.org or (360) 816-1458.

CONFERENCES AND WORKSHOPS

ENGINEERING & OPERATIONS CONFERENCE AND TRADE SHOW

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.

Dates and Locations:

[April 12-14, 2022 - Spokane, WA](#)

Conference Overview:

The largest gathering of public power utilities in the Northwest is set to take place in Spokane, Washington, on April 12–14, 2022. 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. The purchasing process has changed a little this year, so please reach out to Alyssa Shoaf at alyssa@nwppa.org or (360) 816-1448 for more information.

Conferences—The 2022 E&O theme is rightly titled Surviving, Thriving, Forging Ahead. Since we last met in person in Spokane in 2019, utilities have indeed survived and thrived, forging ahead to providing reliable services through a global pandemic, catastrophic wildland fires and extreme weather events. The 2022 E&O will provide an excellent opportunity to gather again and discuss best practices, products, and tools that help utility employees address the continuing challenges of running an electric utility. During the three days of the E&O, you will have opportunities to learn and share. Tuesday morning attendees will choose between Engineering, Lineman's and Supply Chain Roundtables. You won't want to miss the keynote address by Johnny "Joey" Jones, retired United States Marine, Fox News contributor and motivational speaker for Team Never Quit. Mr. Jones will captivate you with his story of not only surviving but truly thriving and forging ahead!

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

Please visit www.nwppa.org for additional information, or contact Annie Wittenberg at annie@nwppa.org or (360) 816-1443.

IT CONFERENCE

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.

Dates and Locations:

[April 26-28, 2022 - Boise, ID](#)

Conference Overview:

Come to NWPPA's IT Conference for a chance to reconnect and network with your peers (in person)! 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. Author of The Power of Understanding People, Dave Mitchell, will close out the conference by looking at the importance of lasting professional relationships and how to cultivate them.

Please visit www.nwppa.org for additional information, or contact Yara Amberson at yara@nwppa.org or (360) 816-1445.

NORTHWEST INNOVATIONS IN COMMUNICATIONS (NIC) CONFERENCE

Who Should Attend:

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

Dates and Locations:

September 2022 - Anchorage, AK

Conference Overview:

The Northwest Communication and Energy Innovations Conference (NIC) is designed with communicators and energy efficiency professionals in mind. We have keynote speakers who will inspire you and challenge your thinking about how we should communicate and innovate in this transforming electric utility industry. Breakout sessions will allow us to dig deeper into key topic areas; roundtable sessions, by subjects and utility size, will provide a perfect opportunity to share ideas and innovative solutions. Vote for your favorite photo at the People's Choice reception and celebrate Excellence in Communications winners at the award ceremony and banquet.

Please visit www.nwppa.org for additional information, or contact Brenda Dunn at brenda@nwppa.org or (360) 816-1453.

CONFERENCES AND WORKSHOPS

NWPPA/APA ALASKA ELECTRIC UTILITY CONFERENCE

Who Should Attend:

Utility engineering and operations personnel in distribution, transmission, power supply, and substations, as well as those in safety, environmental, information/operations technology, materials, fleet, or any area where a more in-depth knowledge of these areas would be beneficial.

Dates and Locations:

Oct.31 - Nov. 4, 2022 - Anchorage, AK

Conference Overview:

This event, which is only held every other year, focuses on helping Alaskan utilities and employees deal with their current opportunities and challenges. The conference brings a mix of education and networking, along with more than 60 trade show exhibit booths, to help you get on top of the challenges, solutions, and opportunities that face Alaska electric utilities today. Developed by a dedicated planning committee of utility employees from across the state of Alaska, along with NWPPA and Alaska Power Association staff, this conference promises to be a must-see event for all who work to provide public power in Alaska.

Please visit www.nwppa.org for additional information, or contact Annie Wittenberg at annie@nwppa.org or (360) 816-1443.

NWPPA POLICY FORUM: 2021 WRAP-UP AND FEDERAL FUNDING OPPORTUNITIES

Who Should Attend:

Utility general managers and CEOs; utility board directors, commissioners, and council members; Government Relations Committee members; and legislative and government relations staff.

Dates and Locations:

TBD

Overview:

Join us to learn the ins and outs of the new sources of federal funding available to electric utilities as part of the Infrastructure Investment and Jobs Act and the Build Back Better Act. During this free 90-minute policy forum, NWPPA consultants and congressional staff will discuss the various new programs and grant opportunities that utilities should anticipate. Bring your questions for our experts! There is no cost for this event, but please register to receive the call-in information.

WILDFIRE WORKSHOP

Who Should Attend:

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

Dates and Locations:

TBD

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. This conference will provide a forum unlike others for collaborative interaction and a focus on the following topics:

- Vegetation management
- Prevention and mitigation
- Fire risk assessment
- Drones: mapping, modeling, cameras
- Insurance and legal responsibilities
- Collaboration with local authorities

Also included will be a panel discussion with utility representatives from throughout the NWPPA region.

INTEREST GROUPS

ENVIRONMENTAL TASK FORCE MEETING

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.

Dates and Locations:

April 11, 2022 - Spokane, WA

Meeting Overview:

This is a regular meeting of the long-standing Environmental Task Force that examines environmental issues and the impact of current and proposed environmental regulations on electric utilities. This meeting occurs three times each year to review and discuss new and proposed regulations as well as issues facing each utility; and to hear from subject matter experts on key issues of the day, as well as from vendors with new technology or services. This is a solution-focused learning and networking venue that brings utility, industry, and government environmental professionals together on a regular basis.

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

Please contact Annie Wittenberg at annie@nwppa.org for additional information about this interest group.

MONTANA ENGINEERING ROUNDTABLE

Who Should Attend:

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

Dates and Locations:

TBD

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. Questions and topics will be compiled and provided at the meeting.

NORTHWEST ENGINEERING ROUNDTABLE

Who Should Attend:

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

Dates and Locations:

TBD

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. Questions and topics will be compiled and provided at the meeting.

INTEREST GROUPS

OREGON UTILITIES RECORDS MANAGEMENT GROUP

Who Should Attend:

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

Dates and Locations:

TBD

Meeting Overview:

Join us for another meeting of the Oregon Utilities Records Group. We will discuss various records management issues pertaining to Oregon records law.

Please contact Yara Amberson at yara@nwppa.org for additional information about this interest group.

WASHINGTON UTILITIES RECORDS MANAGEMENT MEETING

Who Should Attend:

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

Dates and Locations:

TBD

Meeting Overview:

Join us for the first Washington Utilities Records Management meeting. During this meeting attendees will hear from a range of speakers presenting on topics specific to Washington state records laws, retention schedules, and more. A roundtable session will be held in the afternoon where you can find out which of your peers has an official records policy, discuss program implementations, and get answers to any questions you may have. A detailed agenda will be posted when available.

Please contact Yara Amberson at 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 Jenny Keesey at jenny@nwppa.org or (360) 816-1458.

- 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 Communications and Energy Innovations Conference (NIC) Committee
- Power Supply Committee
- Supply Chain Committee
- Learning and Workforce Development Task Force

YARA AMBERSON

Learning Program Manager
(360) 816-1445
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- Oregon Utilities Records Management Group
- Washington Utilities Records Management Group
- Lineworker Roundtable
- Information Technology
- Supply Chain Management
- Human Resources/LERG

ROY CEVALLOS

Learning Program Manager
(360) 816-1446
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- Administrative Professionals Basecamp Group
- Customer Service, Credit Collections Listserve

ANNIE WITTENBERG

Learning Program Manager
(360) 816-1443
annie@nwppa.org

- Engineering and Operations
- Environmental Task Force Basecamp Group


ALL EMPLOYEES


Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

THIS SECTION IS BROKEN DOWN INTO THREE SUB-GROUPS:

 Utility Education

 Individual Development

 Office and Technology



CUSTOMER RELATIONS: BUILDING RAPPORT

Who Should Attend:

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

Dates and Locations:

TBD

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

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.

Dates and Locations:

TBD

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

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, including engineering, operations, safety, purchasing, information technology, regulatory and rates, customer service, public relations, legal, accounting, utility commissioners, and board members.

Dates and Locations:

TBD

Course Overview:

This popular two-part 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

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.

Dates and Locations:

[March 31-April 1, 2022 - Bend, OR](#)

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.

Areas of focus during the two days are:

- -Differences between community-owned and investor-owned utilities
- What does it mean to be a vertically integrated utility
- The various functions of a utility
- Customer load
- A look at the region
- Balancing authorities
- Load and resources
- Balancing load, resources, and wholesale power markets
- The alphabet soup of federal and state regulators and other touchpoints with utilities
- The evolving power grid
- Utility financial management
- The electric rate-making process
- Customers and their changing needs and expectations
- Safety
- Utility workforce in transition

You'll leave this class with just enough knowledge to be dangerous!

ALL EMPLOYEES

MICROSOFT OFFICE ESSENTIALS WEBINAR SERIES

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.

Dates and Locations:

April 19 - December 7, 2022 - Online

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

END-OF-YEAR DIGITAL CLEANUP WORKSHOP

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.

Dates and Locations:

December 7, 2022 - Online

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 overcrowds 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 CONDITIONAL FORMATTING

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.

Dates and Locations:

September 29, 2022 - Online

Course 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.

M365 - THE MYSTERIOUS APPS

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.

Dates and Locations:

October 13, 2022 - Online

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.

continued...

ALL EMPLOYEES

POWERPOINT FOR PRESENTERS

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.

Dates and Locations:

November 8-9, 2022 - Online

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.

TROUBLESHOOTING PROBLEM WORD DOCUMENTS

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.

Dates and Locations:

December 6, 2022 - Online

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

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.

Dates and Locations:

August 10-11, 2022 - Online

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.

FAST START TO ONENOTE

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.

Dates and Locations:

April 19, 2022 - Online

Course 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. Upon successful completion of this course, students will be able to:

- Understand different uses of OneNote
- Create and customize a OneNote notebook
- Search OneNote for a variety of types of information
- Share a notebook with other collaborators
- Work with a variety of different types of content
- Utilize a OneNote page template

continued...

ALL EMPLOYEES

NEW WORD AND OUTLOOK TABLES MADE EASY

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.

Dates and Locations:

April 20, 2022 - Online

EXCEL ESSENTIALS

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.

Dates and Locations:

May 10-11, 2022 - Online

FIND STUFF FAST

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.

Dates and Locations:

May 26, 2022 - Online

MICROSOFT TEAMS ESSENTIALS

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.

Dates and Locations:

May 31, 2022 - Online

continued...

Course Overview:

Have you ever wondered why some documents look so “clean” and easy to read, even if they contain a lot of data or words? Chances are they look so nice because tables were used. Using tables can save you a great deal of time and spare you aggravation once you understand how to incorporate them into your documents. In this course, students learn to utilize Word and Outlook’s table features to organize information for functionality and presentation purposes.

Upon successful completion of this course, students will be able to:

1. Insert tables in a variety of ways
2. Customize tables utilizing styles and direct formats
3. Utilize bullets and numbering within tables
4. Easily change row order without cutting and pasting
5. Resize columns with/without changing the table width

Course 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

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

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

ALL EMPLOYEES

EXCEL CALCULATIONS AND CHARTS

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.

Dates and Locations:

June 7-8, 2022 - Online

Course 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

SIMPLIFY AND GET MORE DONE

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.

Dates and Locations:

June 28-29, 2022 - Online

Course 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

EXCEL DATABASE/LIST MANAGEMENT

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.

Dates and Locations:

July 19-20, 2022 - Online

Course 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

MICROSOFT PLANNER ESSENTIALS

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.

Dates and Locations:

October 12, 2022 - Online

Course 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

continued...

ALL EMPLOYEES

REUSE MICROSOFT 365 CONTENT THE RIGHT WAY

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.

Dates and Locations:

November 15, 2022 - Online

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

EXCEL - GET AND TRANSFORM

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.

Dates and Locations:

December 1, 2022 - Online

Course 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. Upon successful completion of this course, you will be able to:

- Create query connections to a variety of data sources
- Cleanse data for use in an Excel PivotTable
- Consolidate data from multiple datasets

POSITIVE ATTITUDES = GREAT SERVICE AND A POSITIVE WORKPLACE

Who Should Attend:

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

Dates and Locations:

TBD

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.

ALL EMPLOYEES

POSITIVELY HANDLING STRESS AND STRESSORS

Who Should Attend:

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

Dates and Locations:

TBD

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

Who Should Attend:

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

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Roy Cevallos at roy@nwppa.org or (360) 816-1446 to schedule this training.

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.

PROJECT PLANNING, ORGANIZATION, AND EXECUTION

Who Should Attend:

Any utility employee responsible for organizing and/or managing projects.

Dates and Locations:

September 29-30, 2021 - Bend, OR

Course Overview:

The ability to create and lead successful projects is no longer left solely to professional project managers. These skills are now required by the vast majority of positions as projects have become more complex and increasingly important.

Well-run projects depend on the foundation laid in the initial planning stages; care and precision in project organization; and excellent teamwork. The program will start by reviewing what a project is; the fundamental elements of managing a project; and an understanding of how to initiate and plan a project. The program will then focus on managing projects, which involves establishing and motivating a team, working closely with stakeholders, and paying attention to all the things that make a project successful. The program will wrap up with a review of what needs to take place to close the project.

ALL EMPLOYEES

SURVIVING THE EMOTIONAL ROLLERCOASTER OF CHANGE

Who Should Attend:

All Employees

Dates and Locations:

TBD

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

Who Should Attend:

Anyone striving for personal development.

Dates and Locations:

TBD

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

Who Should Attend:

Anyone interested in personal development.

Dates and Locations:

TBD

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 or (360) 816-1445.

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.



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.



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

Who Should Attend:

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

Dates and Locations:

TBD

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.

The course concludes with a discussion of employees’ participation in the financial health of the utility. Budgeting, cash flow, and the importance of tracking expenses are highlighted. 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.

Course Topics:

- Analysis of the financial reports (balance sheets, statements of operations)
- Billing (accounts receivable turnover, write-offs, delinquency)
- Plant accounting (inventory, engineering and operations, work order procedures)
- Financial management (equity changes, capital credits, TIER, DSC, general funds, cash management, capitalization ratio, cost-of-service study, equity management, capital credits, legal challenges, allocation, retirement pros and cons)
- Member services (marketing, communications)



Recommended CPEs: 7.0

ACCOUNTING AND FINANCE

CFO & SENIOR ACCOUNTANT WEBINAR SERIES

Who Should Attend:

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

Dates and Locations:

[January 13 - December 13, 2022 - Online](#)

Series Overview:

The CFO & Senior Accountant Webinar Series is comprised of 12 webinars from January through December 2022. 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.



REVENUE – BUDGETING, FORECASTING AND ADJUSTING

Dates and Locations:

TBD

Course Overview:

- Project revenue using historical trends, adjusting for changes in purchasing patterns (ie/ DG, EV)
- Analyze and implement hard and soft science inputs into the revenue planning process
- Evaluate and cross reference data and results to analyze process outcomes and projections

MANAGING EXPENSES – IN TIMES OF INFLATION

Dates and Locations:

TBD

Course Overview:

- Costs are going up. Ratepayers are reluctant to pay more. Balance the challenges of rising costs.
- Estimate short- and long-term impacts of cost changes. Ideas to “hold the line.”
- Discuss and analyze the changing landscape of costs to serve, and what may lie ahead.

EXPECTING HIGHER INTEREST RATES IN 2022?

Dates and Locations:

[March 10, 2022 - Online](#)

Course Overview:

- Establish the scale and feel of interest rates in your utilities overall finances
- Discuss the impact of interest rates within business decisions
- Gain an overall understanding of Interest Rate Risk from the lenses of spenders vs. savers
- Correlate the interaction of Interest Rates and the Economy
- Apply industry concepts of WACC – Weighted Average Cost of Capital

DEPRECIATION

Dates and Locations:

[April 14, 2022 - Online](#)

Course Overview:

- Understand key concepts in evaluating that status of depreciation of your utility's assets
- Evaluate the current and “what if” scenarios resulting in changes to the depreciable life of assets
- Discuss future changes in the industry that could impact overall expenses and depreciation
- Consider the impact data from your mapping system could have on depreciation decisions

ACCOUNTING AND FINANCE

MARGINS – GETTING THE RETURN OUR UTILITY NEEDS

Dates and Locations:

[May 12, 2022 - Online](#)

Course Overview:

- Compare and evaluate how margins impact the overall finances of the organization
- Determine the top financial priorities of your utility and how to develop plans around those priorities
- Communicate to various stakeholders how margins impact other financial decisions and the overall finances of the utility

CASH FLOW

Dates and Locations:

[June 9, 2022 - Online](#)

Course Overview:

- Determine if your utility's cash flow is too low, too high, or just right to achieve your financial goals
- Compare and contrast direct and indirect cash flow reporting to determine the best reporting option for you
- Gain insight on why cash flow could be one of the most important financial measure your utility focuses on

WORK PLAN 2022

Dates and Locations:

[July 14, 2022 - Online](#)

Course Overview:

- Understand and evaluate the impact of rising costs – let's discuss labor and material increases
- Discuss the impact the pandemic has had on new connections and growth to your system and assess if response is needed
- Consider the long-term impacts of recent changes

REPORTING – COMMUNICATING INFORMATION TO ACHIEVE ORGANIZATIONAL GOALS

Dates and Locations:

[August 11, 2022 - Online](#)

Course Overview:

- Demystify the complexity of financial information through communication that brings teams together
- Discuss the measurement and communication of strategic objectives and the importance of this information in moving your utility in the desired direction
- Formulate a plan to modify reporting to tell the important points of what is happening in the finances of your utility

METRICS – FROM SCORECARDS TO MONITORING

Dates and Locations:

[September 8, 2022 - Online](#)

Course Overview:

- Discuss how metrics are shaping the direction and decisions at your utility to achieve desired results
- Evaluate various metrics to tell your story – we will consider operational, strategic, task and activity metrics
- Understand what drives metrics and how to select meaningful metrics for the specific scenario of your utility

INTERNAL CONTROLS

Dates and Locations:

[October 13, 2022 - Online](#)

Course Overview:

- Discuss and interpret the importance of authorization, completeness, accuracy, validity, physical safeguards and security, error handling and segregation of duties in the internal controls of your utility
- Understand and discuss how internal controls are an important component of advancing the objectives of your utility
- Evaluate the importance of assessing risk and control activities set your utility up for financial success

continued...

ACCOUNTING AND FINANCE

EXECUTING THE BUSINESS PLAN

Dates and Locations:

[November 10, 2022 - Online](#)

FINANCIAL EVALUATIONS – WHAT YOU NEED TO KNOW AND YOUR ROLE

Dates and Locations:

[December 8, 2022 - Online](#)

Course Overview:

- Plans, plans, and more plans. Understand the importance of planning to set the course for your utility
- Determine must have's when it comes to putting an annual business plan together
- Discuss financial metrics in an effective business plan
- Communicate and build trust at all levels of your organization through the use of a business plan and its key components

Course Overview:

- Learn the essentials that will assist you contribute and respond when faced with signification business matters needing to be evaluated.
- Understand how to evaluate and assess financial evaluations completed by vendors or others outside of your utility. Determine if the evaluation is accurate for your utility
- Create a checklist of indicators and results for evaluations completed internally or externally
- Gain confidence in making sound financial decisions for major purchases for your utility



FRAUD FUNDAMENTALS: THE CONSTRUCTION PROCESS OF FRAUD PREVENTION

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.

Dates and Locations:

[March 9-30, 2022 - Online](#)

Course Overview:

This four-part webinar series provides a framework for addressing internal fraud, which is fraud perpetrated by an organization's own people. The framework of an effective anti-fraud program includes six interrelated elements:

- Anti-Fraud Environment (Laying the Foundation)
- Fraud Risk Assessment (Installing the Floor)
- Control Activities (Raising the Walls)
- Program Documentation (Installing the Ceiling)
- Program Training/Company-Wide Fraud Awareness Training (Installing the Ceiling)
- Monitoring and Routine Maintenance (Putting on the Roof)

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



Recommended CPEs: 6.0

ACCOUNTING AND FINANCE

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES

Who Should Attend:

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

Dates and Locations:

[March 8-October 11, 2022 - Online](#)

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 2022. 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.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: WORK ORDER PROCESS FOUNDATIONS

Dates and Locations:

[March 8, 2022 - Online](#)

Course 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.

(Note that the Understanding the Work Order System Series is comprised of eight webinars from March through October 2022. 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.)

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: IDENTIFYING MAINTENANCE WORK AND ASSET/CAPITAL WORK

Dates and Locations:

[April 19, 2022 - Online](#)

Course 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.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: STREAMLINING ASSEMBLY REPLACEMENT PROCESS/ PAPERWORK

Dates and Locations:

[May 10, 2022 - Online](#)

Course 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!

continued...

ACCOUNTING AND FINANCE

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: MANAGING MATERIALS FOR THE LOWEST RATES

Dates and Locations:

[June 14, 2022 - Online](#)

Course 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.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: LABOR – WHERE YOUR TIME GOES MATTERS!

Dates and Locations:

[July 12, 2022 - Online](#)

Course 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.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: SPECIAL EQUIPMENT

Dates and Locations:

[August 9, 2022 - Online](#)

Course 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 paperwork/data input side of things.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: ALL ABOUT ASSEMBLIES

Dates and Locations:

[September 13, 2022 - Online](#)

Course 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.

ENGINEERING AND OPERATIONS WORK ORDER WEBINAR SERIES: RATE IMPACT OF MAINTENANCE AND CAPITALIZED WORK

Dates and Locations:

[October 11, 2022 - Online](#)

Course 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.

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 or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.



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

Who Should Attend:

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

Dates and Locations:

TBD

Series Overview:

This series is made up of three two-part webinars that provides 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, you will receive a discount off of the total registration fee.**

Please see below for individual course descriptions.



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

Who Should Attend:

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

Dates and Locations:

TBD

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.

CRITICAL CONVERSATIONS FOR ADMINISTRATIVE PROFESSIONALS

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

Administrative professionals and executive assistants have a demanding and essential role at utilities, but you knew that already. They 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.

This three-part series aims to help administrative professionals and executive assistants enhance their communication skills and be well equipped to have critical conversations with leadership as well as other colleagues. From understanding the importance of active listening to using assertive verbal skills, you will be ready for your next critical conversation.

ADMINISTRATIVE PROFESSIONALS

USING DIPLOMACY, TACT, AND DISCRETION TO BUILD TRUST

Who Should Attend:

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

Dates and Locations:

March 30 and 31, 2022 - Online

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.

GETTING SUPPORT FOR YOUR IDEAS

Who Should Attend:

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

Dates and Locations:

April 6 and 7, 2022 - Online

Course 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.

PROFESSIONAL DEVELOPMENT THROUGH SMART GOALS AND SELF-APPRAISALS TRUST

Who Should Attend:

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

Dates and Locations:

April 13 and 14, 2022 - Online

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.

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 or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

COMMUNICATING WITH THE WRITTEN WORD

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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.

This course covers the basic rules and conventions of written language as applies to the business environment. Topics covered include proper sentence structure, appropriate word choice, and correcting common errors in spelling and punctuation. The handouts, and discussions will provide attendees with the information they need to increase their effectiveness and level of comfort with the written word.

DEVELOP A PROFESSIONAL TELEPHONE IMAGE

Who Should Attend:

Customer-facing employees.

Dates and Locations:

TBD

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.

ENGAGING JOURNALISTS WITH CONFIDENCE

Who Should Attend:

Communications and public relations employees, or others that work with journalists.

Dates and Locations:

TBD

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.

Participants will gain knowledge, tips, techniques, and skills in creating key messages, preparing for and conducting interviews, avoiding media traps or pitfalls, and helping your utility's execs respond to media inquiries with confidence and without trepidation.

COMMUNICATIONS

PHRASING FOR SUCCESSFUL CONCLUSIONS

Who Should Attend:
Customer-facing employees.

Dates and Locations:
TBD

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

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

Dates and Locations:
TBD

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.

Attendees will have an opportunity to schedule an individualized session with the instructor on June 10. There is no additional fee for this session.

SEVEN WAYS TO REACH CONSUMERS ONLINE

Who Should Attend:
Communications employees and those responsible for digital advertising.

Dates and Locations:
TBD

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.

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 or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

BANKRUPTCY 101

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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 able staff. Come to find out the latest about the environment we are working in!



COMMUNICATION ESSENTIALS FOR SUCCESS

Who Should Attend:

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

Dates and Locations:

TBD

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.

CUSTOMER AND ENERGY SERVICE



COMMUNICATION TUNE UP WEBINAR SERIES: ALL THREE SESSIONS

Who Should Attend:

Anyone who wants to improve his or her communication skills.

Dates and Locations:

TBD

Course 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. You may register for each one separately or for all three at a discounted price.

Please see website for individual course descriptions.



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

Who Should Attend:

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

Dates and Locations:

This course can be offered onsite at your Utility.
Please contact Roy Cevallos at roy@nwppa.org or (360) 816-1446 to schedule this training.

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.

At the end of the series, participants will be able to:

- Learn and practice the 100 most commonly used phrases in Spanish
- Communicate using the most relevant Spanish customer service terms for their work
- Identify common customer service scenarios where Spanish would be helpful
- Become familiar with the concept of cultural competence
- Appreciate the business case for working with diverse populations
- Discover freely available practice resources
- Receive and utilize a custom quick-reference job aid created just for them

CUSTOMER SERVICE FUNDAMENTALS

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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 AND ENERGY SERVICE

CUSTOMER SERVICE ON THE PHONE

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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.

DO’S AND DON’TS OF CUSTOMER BANKRUPTCY

Who Should Attend:

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

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Roy Cevallos at roy@nwppa.org or (360) 816-1446 to schedule this training.

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

Who Should Attend:

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

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Roy Cevallos at roy@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

With social distancing, office closures, and increased technology usage, effective communication is more important now than ever. Join us for this three-session series to refresh, grow, and expand your communication skills!

Session One: Communication Styles Have you ever felt challenged communicating with someone? Find yourself asking, “Why don’t they understand me?” Have you put off conversations because they just don’t seem to go anywhere? Then this session is for you! Together we will explore various communication styles, help you identify your own, and provide practical tips for communicating with those who have styles different than your own. You’ll end the class with tips to immediately use at your utility and at home.

Session Two: The Art of a Successful Conversation Now that you know the basics about communication styles, learn how to utilize them to have a successful conversation every time. This session will also explore listening and empathy as tools for a deeper conversation with better outcomes.

Session Three: Mastering Difficult Conversations Good conversations are easy, and difficult ones are, well, difficult. While they may never move to easy, they can be easier and more productive. This class will cover the types of difficult conversations you may experience, and provide tactical tips to better manage each one while keeping your cool.

CUSTOMER AND ENERGY SERVICE

EMOTIONAL INTELLIGENCE FOR CUSTOMER SERVICE SUCCESS

Who Should Attend:

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

Dates and Locations:

TBD

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.

HANDLING HIGH BILL INQUIRIES

Who Should Attend:

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

Dates and Locations:

TBD

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.

Upon successful completion of this course, attendees will:

- Be able to look at these types of complaints in a different light by understanding the human dimension to the complaint.
- Have a strong understanding of the reactions that customers have, the level of customer knowledge, the results that customers want, and how to help them achieve those results.
- Be better equipped to respond to high bill complaints

HELPING CUSTOMERS UNDERSTAND ENERGY USAGE AND CONSERVATION MEASURES

Who Should Attend:

Customer and Energy Service and other customer facing roles.

Dates and Locations:

TBD

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.

CUSTOMER AND ENERGY SERVICE

INCLUSIVE CUSTOMER SERVICE

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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

MINDFULNESS IN CUSTOMER SERVICE

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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!

CUSTOMER AND ENERGY SERVICE

OUTAGE COMMUNICATIONS

Who Should Attend:

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

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Roy Cevallos at roy@nwppa.org or (360) 816-1446 to schedule this training.

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

Who Should Attend:

Any customer-facing roles in Credit, Collections, and Customer service.

Dates and Locations:

TBD

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

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.

Dates and Locations:

TBD

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.

CUSTOMER AND ENERGY SERVICE

RED FLAG RULES FOR FRONT LINE EMPLOYEES

Who Should Attend:

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

Dates and Locations:

TBD

Course 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 webinar will provide an overview to help address those concerns.



UNDERSTANDING COLLECTIONS AND DISCONNECTIONS

Who Should Attend:

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

Dates and Locations:

TBD

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

Who Should Attend:

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

Dates and Locations:

TBD

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 or (360) 816-1443

ARC FLASH HAZARD ASSESSMENT AND UPDATE

Who Should Attend:

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

Dates and Locations:

TBD

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

Who Should Attend:

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

Dates and Locations:

[April 25-29 - Portland, OR](#)

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.

This module will focus on the development of short and long-range plans for distribution systems. Included in this module will be a thorough review of how to prepare a present worth analysis. Methods to determine discount rates, carrying charges, and interest rates will be discussed. Methods for factoring reliability in the planning process will also be covered. Estimating new construction options will be discussed and shall include budgeting for new service extensions. The class will break into groups to work problems and justify their solutions.

Please bring a laptop and calculator to the course.

DISTRIBUTION ENGINEERING SERIES: SESSION 2—OVERCURRENT PROTECTION

Who Should Attend:

Engineers and senior technical personnel involved in selecting and coordinating overcurrent protection devices.

Dates and Locations:

TBD

Course Overview:

This course focuses on the application of protective devices on a distribution system. 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.

ENGINEERING

MAKE-READY CONSIDERATIONS FOR UTILITY FIBER INSTALLATIONS

Who Should Attend:

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

Dates and Locations:

TBD

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. After this course, you will have a better understanding of the following concepts:

- Joint use contracts
- Communication easements
- Joint use clearances
- Joint use groundings
- NESC Rule 224: The Electric Utility with Communications Facilities
- Location of utility fiber on the poles
- Antennas
- Make-ready surveys
- Pole changeout staking
- Managing the fiber installation
- Managing the infrastructure after installation

NESC FOR ENGINEERING AND OPERATIONS STAFF

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.

Dates and Locations:

TBD

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.

Course Objectives:

- Identify resources to interpret NESC rules
- Analyze risk regarding compliance of "should" rules
- Recognize rules for protecting the public
- Explain the purpose of NESC rules

QUALIFIED WORKER TRAINING - OSHA 1910.269

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.

Dates and Locations:

TBD

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

ENGINEERING WEBINAR SERIES: ALL 12 WEBINARS

Who Should Attend:

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

Dates and Locations:

[January 11-December 13, 2022 - Online](#)

Series Overview:

The engineering webinar series is comprised of 12 webinars from January through December 2021. 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.

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

SPECIFYING AND PLACING

Dates and Locations:

TBD

Course Overview:

Lightning can cause 20% of the outages on overhead power lines. The webinar discusses the type of arresters currently on the market for distribution lines. In addition, the presentation discusses the common basic impulse insulation level (BIL) with emphasis on a new method to prevent flashovers referred to as critical impulse flashover voltage (CFO). The combine BIL of equipment are not additive as once thought. The CFO technique for overvoltage protection will be discussed with explanations for adequately protecting overhead lines based on ground flash density, shielding, and earth resistivity.

OVERHEAD TO UNDERGROUND CONVERSIONS

Dates and Locations:

TBD

Course Overview:

Trends are emerging where existing overhead distribution facilities are being converted to underground. This could be streetscaping or could be part of a reliability/resiliency program. This webinar will discuss these trends for undergrounding. Further the design complexity of an overhead to underground conversion will be addressed. Challenges can include overhead weatherheads, 120/240 volt three phase services, loop feed designs, space limitations, easements, joint-use attachments, and other unique situations.

AGING INFRASTRUCTURE: PLAN OF ACTION

Dates and Locations:

[March 8, 2022 - Online](#)

Course Overview:

The electric grid in the United States is aging and needs to be replaced to maintain high levels of system reliability. However, with negative trends in electrical demand and potentially shrinking revenue, it is becoming even more difficult to re-invest in the system infrastructure. This webinar presents methods for the evaluation of the aging components of the utility's system, prioritization of the necessary replacements, and planning for the logistics of maintaining and replacing system components.

ADVANCED CAR CHARGERS

Dates and Locations:

[April 12, 2022 - Online](#)

Course Overview:

There are essentially 3 levels of electric vehicle chargers Level 1 (120 volts), Level 2 (240 volts) and Level 3 fast chargers. The advanced Level 3 fast chargers can have demands of 1 MW for just four charging stalls. The growth in EV for cars and other larger vehicles such as buses will have a significant impact on the distribution grid. This webinar will discuss the three common charging dispensers, the inverters to power the dispensers, and the demand cycle when charging EV batteries.

continued...

ENGINEERING

ELECTRIC SERVICE FOR THE ELECTRIC VEHICLE FLEET

Dates and Locations:

[May 10, 2022 - Online](#)

Course Overview:

Public and private fleet operators are switching to electric vehicles to reduce costs, cut emissions, and to lower their carbon footprint. Depot fleet charging can have many EV vehicles connected to chargers which can spike demand on the electric grid. This webinar will explore EV charging strategies that help limit kW demand and optimize charging times. The presentation will also provide information on commercial charging and energy-as-a-service models for charging fleets.

INTERCONNECTION OF BATTERY AND SOLAR SYSTEMS

Dates and Locations:

[June 14 2022 - Online](#)

Course Overview:

More roof top solar and commercial solar are being installed by consumers to defray their energy bills. Batteries such as the Tesla Powerwalls are gaining in popularity. The presentation provides a detailed review and application of IEEE Standard 1547 for interconnection of inverter-based systems including solar and batteries. The presentation will focus on residential scale interconnection.

2023 NESC SNEAK PEEK

Dates and Locations:

[July 19, 2022 - Online](#)

Course Overview:

The 2023 NESC is available in August of 2022 and becomes effective in January of 2023. This webinar provides a quick overview of the NESC updates. There were over 500 change proposals submitted in this Code cycle. New sets of rules are expected for utility-controlled PV plants and utility batteries as well as numerous changes throughout the NESC.

THE DO'S AND DON'TS OF EASEMENT ACQUISITION

Dates and Locations:

[August 9, 2022 - Online](#)

Course Overview:

The best-designed power line is useless without land to build it on. Acquiring easements from property owners to cross over their land and possibly cut their trees may be the hardest part of distribution line staking. This webinar offers tips to aid in obtaining easements and pitfalls to avoid.

STRAY VOLTAGE AND SWIMMING POOLS

Dates and Locations:

[September 13, 2022 - Online](#)

Course Overview:

Stray voltage complaints to electric utilities often occur at bodies of water including boat docks and swimming pools. This webinar discusses methods of investigation, cause analysis, and options for corrective action. The concepts of stray currents are also presented. Common problems are presented along with possible solutions.

UNDERSTANDING MICRO-GRIDS

Dates and Locations:

[October 11, 2022 - Online](#)

Course Overview:

Micro-grids are small power grids operating either within a larger power grid or independently. Micro-grids are increasingly becoming advantageous to customers such as college campuses, industrial complexes and military bases. This webinar provides insight into the various micro-grid scenarios, development of a micro-grid system, and the technologies to integrate the micro-grid system.

continued...

ENGINEERING

POLE BUCKLING PREVENTION

Dates and Locations:

[November 15, 2022 - Online](#)

Course Overview:

This webinar covers an overview of the primary causes and effects of pole buckling including insufficient pole class and short guy leads. The methods to design a wood pole distribution structure to prevent pole buckling will be discussed. The calculations and variables involved to perform a structural analysis will be presented. The variables necessary to perform the structural analysis will be defined, and students will learn how to determine the appropriate values for those variables.

STRENGTH OF POLE TOP ASSEMBLIES

Dates and Locations:

[December 13, 2022 - Online](#)

Course Overview:

When designing a distribution line, it is necessary to select the proper pole-top assembly for each pole including crossarms (wood and fiberglass), pins, and insulators (polymer and ceramic). The attachment methods for these components affects their strength to support maximum conductor tensions and transverse loading from ice and wind. The focus will be on RUS assemblies, but the methods provided can be used for many unique pole top assemblies.

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 or (360) 816-1445.

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.



STAKING TECHNICIAN CERTIFICATION PROGRAM: BASIC SURVEYING

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians and engineers.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM



STAKING TECHNICIAN CERTIFICATION PROGRAM: JOINT USE AND MAKE READY SURVEYS

Who Should Attend:
Staking technicians and engineers.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM



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

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

TBD

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

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

TBD

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.

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM



STAKING TECHNICIAN CERTIFICATION PROGRAM: PHASE 2

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

TBD

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

Who Should Attend:

Staking technicians.

Dates and Locations:

TBD

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.

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM



STAKING TECHNICIAN CERTIFICATION PROGRAM: SIZING TRANSFORMERS AND CONDUCTORS

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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

Who Should Attend:
Staking engineers.

Dates and Locations:
TBD

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

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

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 or (360) 816-1443

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

AVIAN PROTECTION

Who Should Attend:

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

Dates and Locations:

[June 14-15, 2022 - Skamania, WA](#)

Workshop Overview:

This one-and-a-half-day workshop will provide instruction and lead you in the development or updating of the avian protection plan for your electric utility. The main focus of the workshop will be to cover each topic below with time after each topic for attendees to work on a draft of their own utility's plan. In addition to having time to work on individual plans, the class will discuss each section of the plan for any best practices.

DEPARTMENT OF TRANSPORTATION HAZARDOUS MATERIALS TRAINING FOR UTILITY PERSONNEL

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.

Dates and Locations:

TBD - 2023

This course is held every three years.

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.
- Demonstrated (passes a written test) some basic functions required for a DOT hazmat employee, including basic knowledge of the Hazardous Materials Table (49 CFR 172.101); labels and placards; and shipping papers.
- Identified the specific type of packaging group for a particular type of shipment.

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.*

ENVIRONMENTAL

DOT HAZARDOUS MATERIAL TRANSPORTATION

Who Should Attend:

Employees that transport, load, unload, or receive hazardous materials; and anyone that arranges shipping of hazardous materials or hazardous wastes, signs manifests, or prepares bills of lading for shipment of hazardous materials.

Dates and Locations:

May 11, 2022 - Vancouver, WA

Course Overview:

The federal Department of Transportation regulates the transportation of hazardous materials in accordance with 49 CFR 171. The regulation requires that any employee involved in the transportation of hazardous materials receive training every three years.

This class will cover an overview of the DOT regulations, security, packaging groups and requirements, waste shipping, PCBs, reportable quantities, bills of lading, materials of trade exemptions, and labeling. You will receive valuable resources and complete a series of workbook exercises to demonstrate proficiency.

HAZARDOUS WASTE MANAGEMENT IN WASHINGTON

Who Should Attend:

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

Dates and Locations:

May 10, 2022 - Vancouver, WA

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.

ENVIRONMENTAL

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

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.

Dates and Locations:

TBD

INTRODUCTION TO THE EPA AND ENVIRONMENTAL COMPLIANCE OVERVIEW FOR UTILITY EMPLOYEES

Who Should Attend:

Managers (not just environmental 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 will also find this course useful, regardless of how long they may have worked in the area of environmental compliance.

Dates and Locations:

TBD

Course Overview:

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 also helps to satisfy the annual HAZWOPER training required for re-certification. This course is designed to train operations-level responders to take defensive actions to a hazardous materials spill. The content focuses on activities such as hazard assessment; selecting and using protective equipment; implementing the facility emergency response plan; and setting up decontamination. It does not focus on intending to stop the release. Highlights include applicable regulations; hazard assessment and general hazards; physical properties of hazardous chemicals used in utilities; toxicology; PPE selection and use; facility emergency response plans; site control and entry; construction safety and confined space; decontamination; and hands-on training. (Must be renewed annually.)

Note: Additional training may be required (24-hour or 40-hour HAZWOPER) depending upon the requirements of your position.

The class will be broken into three modules totaling the required eight hours. You must attend all three sessions to get credit for the class. This class satisfies the OSHA requirement for first responder operations level as well as annual 8-hour refresher training per 29 CFR 1910.120(q) or 29 CFR 1926.65 (q) for 8, 24, or 40-hour trained employees.

Topics will include a review of the OSHA standard and requirements

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, 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. But how do we find the requirements? More importantly, how do we recognize what activities are likely to trigger compliance requirements? We will tour all pertinent EPA regulations; identify common triggers and requirements; highlight state differences; and identify sources of additional information.

As a regulatory overview course, we will explore the Resource Conservation and Recovery Act including hazardous waste, universal waste, used-oil management, and underground storage tank regulations. We'll also cover laws and regulations relating to the Toxic Substances Control Act; PCBs; lead-based paint and other toxins; the Clean Air Act; the Clean Water Act (including spill prevention control, and countermeasure plans, and national pollutant discharge elimination system rules); Comprehensive Environmental Recovery and Compensation Act (including SARA Title III and EPCRA); DOT rules; and other areas common to utilities. We will also highlight utility best practices in key areas.

ENVIRONMENTAL

PCB MANAGEMENT

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.

Dates and Locations:

TBD

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.

Day 1 will focus on foundational PCB issues for attendees who are just beginning their education on this complex subject. On day 2 we will transition to more advanced PCB regulatory issues, including remediation waste cleanups, decontamination options, and management of non-PCB equipment and waste oils. Learn best practices for compiling PCB records and EPA-required annual documents, and also learn what other utilities are doing to meet state and federal regulations. An overview of upcoming trends and changes will also be covered.

Course Objectives:

After attending this class, you should be able to:

- Identify common equipment and items that contain PCBs and other hazardous materials
- Identify and more effectively manage risk/liability issues related to your ownership of PCBs
- Manage the waste generated from your maintenance program
- Manage the storage, disposal, and record keeping related to PCBs or other regulated materials
- Correctly interpret and apply current and future federal and state regulations to your utility

SPCC PLAN DEVELOPMENT FOR UTILITY PERSONNEL

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

Dates and Locations:

TBD

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 or (360) 816-1446.

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

CREATE A RESPECTFUL WORKPLACE AND STOP ILLEGAL HARASSMENT & DISCRIMINATION

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.

Dates and Locations:

This two-hour course is offered onsite at your utility. Please contact Yara Amberson at yara@nwppa.org or (360) 816-1446 to schedule this training.

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. Attendees will also learn many useful tips to help recognize and respond to complaints of harassment, discrimination and retaliation, as well as steps to take to prevent these types of destructive behaviors in the future.

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

Who Should Attend:

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

Dates and Locations:

TBD

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.

HUMAN RESOURCES

EMPLOYER COLLECTIVE BARGAINING TEAM PREPARATIONS

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.

Dates and Locations:

TBD

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.



This program is valid for 16 PDCs for the SHRM-CPSM or SHRM-SCPSM.

EMPLOYMENT LAW UPDATE: THINK OUTSIDE THE EMPLOYMENT LAW BOX

Who Should Attend:

Managers, supervisors, and HR Staff.

Dates and Locations:

This course is offered onsite at your utility. Please contact Yara Amberson at yara@nwppa.org or (360) 816-1446 to schedule this training.

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.

HARASSMENT AND DISCRIMINATION PREVENTION FOR ALL EMPLOYEES

Who Should Attend:

All employees

Dates and Locations:

This course can be offered onsite at your utility. Please contact Yara Amberson at yara@nwppa.org or (360) 816-1446 to schedule this training.

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 an engaging, interactive group exercise, this informative program uses dynamic scenarios, humor, and war stories to explore how and where to draw the line between appropriate and inappropriate behavior in our quest to create a sustainably respectful workplace. Let's play!

HUMAN RESOURCES

EMPLOYMENT LAW WEBINAR SERIES: ALL THREE WEBINARS

Who Should Attend:

Managers, supervisors, and HR staff.

Dates and Locations:

TBD

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.



This program is valid for 1 PDCs for the SHRM-CPSM or SHRM-SCPSM.

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.



This program is valid for 1 PDCs for the SHRM-CPSM or SHRM-SCPSM.

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.



This program is valid for 1 PDCs for the SHRM-CPSM or SHRM-SCPSM.

HUMAN RESOURCES

HARASSMENT AND DISCRIMINATION PREVENTION FOR MANAGERS

Who Should Attend:

Supervisors, managers, general managers, and CEOs.

Dates and Locations:

This course can be offered onsite at your utility. Please contact Yara Amberson at yara@nwppa.org or (360) 816-1446 to schedule this training.

NEGOTIATING YOUR COLLECTIVE BARGAINING AGREEMENT

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.

Dates and Locations:

TBD

ONBOARDING FOR SUCCESS

Who Should Attend:

Managers, supervisors, and human resources personnel.

Dates and Locations:

TBD

PRIVACY ISSUES IN THE WORKPLACE

Who Should Attend:

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

Dates and Locations:

[March 24, 2022 - Online](#)

Course Overview:

ailored specifically for leaders, this program covers an organization's legal responsibility to prevent and correct all forms of illegal harassment and discrimination, and provides useful tips to recognize and respond to complaints of harassment, discrimination, and retaliation. Using dynamic stories and examples, participants will also explore how to maneuver and manage the challenging grey areas of what's acceptable and not acceptable behavior in the workplace and when a response is required. Join us for this must-see program!

You can also enhance your learning and knowledge further by joining us for the Harassment and Discrimination Prevention class for all employees on June 24 to hear what your team is hearing so you are better prepared to hold them accountable to expectations!

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. The class will include activities to build and improve participants' skill sets so they can continue to hone them well after the course has ended.



This program is valid for 16 PDCs for the SHRM-CPSM or SHRM-SCPSM.

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.

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.

HUMAN RESOURCES

LABOR NEGOTIATIONS WEBINAR SERIES: NEGOTIATIONS FROM START TO FINISH

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.

Dates and Locations:

TBD

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 mandatory for success, especially at the bargaining table. This first of three segments covers both the big and little things that, with a bit of preparation, can make for a smoother and more successful experience. The instructor will cover a wide range of preparation activities, including selecting and training team members; planning; facility selection; records maintenance; developing and vetting proposals; maintaining communication; and establishing ground rules.

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.

Regardless of whether you use a win-win, interest-based, or some other approach in both formal and informal negotiations, you will learn the proper use of the three basic dynamics of time, information, and power (there are over 30 of these) as tools for resolving many different sorts of conflicts. This is the second webinar in a three-part series.

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

Who Should Attend:

HR and labor relations personnel who work with union employees and union business managers.

Dates and Locations:

TBD

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 brand new to working with a union contract or you've learned from hard knocks, this reality-based entertaining presentation can meet your needs. Is it alright for you to negotiate with the union steward or your employees to establish a new precedent or past practice? Does it matter if it contradicts the collective bargaining agreement? Yes, parts of labor relations are about the rules, but it's all about the relationship. Come and learn how to make your relationship work for you.

DISCIPLINE - JUST CAUSE AND DUE PROCESS

Dates and Locations:

TBD

Course Overview:

Disciplining an employee is bad enough, so don't make it worse by treating the employee unfairly. Regardless of your motives, that is exactly what can happen if you do not apply the principles of just cause and due process. This webinar will cover the just cause and due process basics from initial allegations all the way through to the decision to discipline and at what level. The webinar will also examine some of the more common pitfalls made by management that can ultimately sabotage an otherwise proper discipline.

GRIEVANCE PROCESSING

Dates and Locations:

TBD

Course Overview:

Most people are not especially fond of grievance meetings and view it more as an unnecessary burden to be tolerated than an opportunity for relationship building and as a conflict resolution tool. This webinar will help you understand what you have been doing to process grievances and perhaps why it needs to change. Learn how to feel comfortable, completely at ease, and in control with any grievance at any step of the process regardless of how the other side is conducting itself.

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 or (360) 816-1445.

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

ADVANCED EXPLOITATION SECURITY TRAINING

Who Should Attend:

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

Dates and Locations:

TBD

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

Who Should Attend:

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

Dates and Locations:

July 26-29, 2022 - Online

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.

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:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1458

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

CONFLICT RESOLUTION SKILLS FOR LEADERS

Who Should Attend:

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

Dates and Locations:

July 27-28, 2022 - TBD
October 19-20, 2022 - TBD

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.

DEVELOPING YOUR DEPARTMENT'S STRATEGIC PLAN

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.

Dates and Locations:

[March 29-30, 2022 - Bend, OR](#)

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 five sessions will cover:

- Strategic planning framework
- Alternative scenarios and strategic goals
- Strategy formulation
- Strategy implementation
- Capstone session

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.

EASY TOOLS TO IMPLEMENT ENTERPRISE RISK MANAGEMENT

Who Should Attend:

Utility professionals that want a simple method to identify enterprise risks at their utilities and are looking for ways to integrate enterprise risk information into planning processes

Dates and Locations:

TBD

Course Overview:

Enterprise risk management (ERM) is the discipline of examining the impact of potential financial, operational, regulatory, environmental, legal, safety, and reputation risks on an organization. Sound enterprise risk management practices help utilities improve their operational and organizational effectiveness. Enterprise risk information can inform strategy, tactics, compliance, audit, financing, and operational processes.

This program is for utilities that are considering how to develop ERM practices and for utilities that have taken initial steps to start an ERM approach. Participants from organizations where no formal ERM processes exist today will get help from the instructor on how to get started. And, participants from organizations where some preliminary ERM work has been completed, will get assistance from the instructor with "next steps."

MANAGEMENT AND LEADERSHIP

A HOW-TO SERIES ON BOARD MEETINGS

Who Should Attend:

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

Dates and Locations:

TBD

Series Overview:

This series is comprised of six webinars from February through March 2022. Descriptions for each webinar can be found below. Webinars can be taken individually or as an entire series; however, by registering for the full series you will receive all six webinars at a discounted price. Plus, register for the full six-part series and receive bonus material: 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.

WHO'S IN CHARGE?

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This is Part 1 of the Newly Elected Survival Guide. Get a clear picture of the authority of the chair, members, and staff at a board meeting. Hint: It may be different from what you're used to! When you understand who's in charge, you can participate effectively during meetings.

MOTIONS AND AMENDMENTS

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This is Part 2 of the Newly Elected Survival Guide. Motions and amendments are the bedrock of Robert's Rules, but how to process them can be complex. This interactive 90-minute session will give you ample practice and understanding of how the system works.

DEALING WITH A DIFFICULT CHAIR OR MEMBER

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This is Part 3 of the Newly Elected Survival Guide. What can be done when a chair or a member oversteps their authority or dominates the meeting? This 90-minute webinar provides powerful tools for when that occurs.

continued...

MANAGEMENT AND LEADERSHIP

USING MOTIONS TO GET WHAT YOU WANT

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This is Part 1 of Beyond the Basics. There are 13 ranking motions in Robert's Rules, and it's rare to understand how they interact. In this webinar, learn how to use them to achieve your goals. We will cover reconsider, rescind, table, and more.

INTERACTIVE PRACTICE

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This is Part 2 of Beyond the Basics. This session offers entertaining interactive exercises so you can put your knowledge into practice and strengthen your skills.

MEETING MINUTES AND THE ROLE OF THE CLERK

Who Should Attend:

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

Dates and Locations:

[March 29, 2022 - Online](#)

Course 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.

MANAGEMENT AND LEADERSHIP



INFLUENCING OTHERS: MASTERING HUMAN DYNAMICS

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.

Dates and Locations:

TBD

This course can be offered onsite at your utility.

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.

Webinar 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

LEADING TEAMS

Who Should Attend:

Managers, supervisors, foreman, team leaders, project managers, and anyone who manages a team.

Dates and Locations:

TBD

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

Who Should Attend:

Managers, supervisors, or any employee who facilitates meetings.

Dates and Locations:

TBD

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. Longtime NWPPA instructor Lenny Borer will also help you learn:

- How to manage grieving and loss
- Skills to encourage innovation and new optimism
- Characteristics of effective and ineffective meetings
- The three types of meetings
- Four functions of a meeting leaders
- Questioning techniques facilitators use
- Review of listening skills
- How to deal with disruptive behaviors
- The differences between democratic and consensus decision making
- How to develop and use an effective agenda

MANAGEMENT AND LEADERSHIP



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

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.

Dates and Locations:

TBD

STAKEHOLDER RELATIONS AND NEGOTIATIONS

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.

Dates and Locations:

TBD

UTILITY RISK PLANNING - PAST, PRESENT, AND FUTURE

Who Should Attend:

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

Dates and Locations:

TBD

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!

Note: Course may be eligible for credit towards NRECA Credentialed Cooperative Director Program



Course Overview:

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

- Utility Stakeholders and Internal Planning
- Negotiation Styles
- Stakeholder Mapping
- Negotiation Simulation

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. At the end of the four sessions, you should feel more comfortable interacting with utility stakeholders and be able to:

- Understand their natural go-to style of negotiations and learn to apply it, and other styles, to varied circumstances
- Recognize stakeholders' negotiations styles and develop an approach to work effectively with them
- Strategize to understand stakeholders' perspectives and how to engage with them most effectively
- Develop a Stakeholder Negotiation Plan

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.

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:

Jenny Keesey at jenny@nwppa.org or (360) 816-1458

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

FOREMAN LEADERSHIP CERTIFICATE PROGRAM PART 1

Who Should Attend:

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

Dates and Locations:

[March 2-4, 2022 - Anchorage, AK](#)

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

Who Should Attend:

Foremen and crew leaders.

Dates and Locations:

TBD

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 Jenny Keesey at (360) 816-1458 or jenny@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:

Jenny Keesey at jenny@nwppa.org or (360) 816-1458

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

The Leadership Skills series will have a new format. The series will be comprised of three courses that can be taken in any order. To complete the Leadership Skills Certificate program, participants must complete Situational Leadership and Working Styles, Challenging Communication, and HR Basics & Building a Better Workplace. For individuals who have taken Leadership Skills Series classes prior to 2020, please contact Jenny Keesey at jenny@nwppa.org to discuss your specific training plan.

Note: For individuals who began working toward the Leadership Skills Certification prior to December 2019 and were unable to complete Leadership Skills #3, please contact Jenny Keesey at jenny@nwppa.org or (360) 816-1458, for how to fulfill this requirement.



LEADERSHIP SKILLS SERIES: UNDERSTANDING SLII LEADERSHIP STYLES

Who Should Attend:

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

Dates and Locations:

[March 1-2, 2022 - Anchorage, AK](#)
October 19-20, 2022 - Bend, OR

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

Who Should Attend:

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

Dates and Locations:

[April 20-21, 2022 - Spokane, WA](#)
November 8-9, 2022 - Tacoma, WA

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](#).

Webinar Topics:

- Identify five major responsibilities of a manager in working with employees
- Identify the three types of interpersonal problems
- Identify and demonstrate the skills used to solve each type of problem, including seven active listening skills, five assertive verbal skills, and a four-step formula for dealing with defensiveness
- Identify the three styles of communication and three approaches to problem solving
- Identify the steps in the seven-step problem-solving process

LEADERSHIP LEADERSHIP SKILLS SERIES

LEADERSHIP SKILLS SERIES: SUPERVISING UNION EMPLOYEES (OPTIONAL SESSION)

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.

Dates and Locations:

May 11-12, 2022 - TBD
December 6-7, 2022 - TBD

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

Who Should Attend:

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

Dates and Locations:

[June 22-23, 2022 - Richland, WA](#)

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.

Course Objectives:

- Identify various risks and legal responsibilities associated with violence in the workplace
- Identify the important elements associated with harassment in the workplace
- Understand the concept of reductions in force
- Recognize the impact of employing non-U.S. citizens
- Identify various risks and legal responsibilities impacting employees in supervisory capacities
- Learn how to better manage discussion difficulties that arise during evaluations
- Keep the evaluation focused and on track
- Learn the importance of establishing performance goals for employees
- Set and conduct follow-up discussions
- Learn about proper record keeping

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 or (360) 816-1443

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

INCIDENT INVESTIGATIONS

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.

Dates and Locations:

TBD

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.

LINWORKER SKILLS SERIES: AC SYSTEM TROUBLESHOOTING

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.

Dates and Locations:

July 18-19, 2022 - Spokane, WA

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.

LINWORKER SKILLS SERIES: AC TRANSFORMERS, ADVANCED THEORY AND PRACTICAL APPLICATION

Who Should Attend:

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

Dates and Locations:

July 20-21, 2022 - Spokane, WA

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.

OPERATIONS LINEWORKERS

LINEWORKER SKILLS SERIES: EQUIPOTENTIAL GROUNDING

Who Should Attend:

Line crew supervisors and managers, crew foremen, lineworkers, and sub-station workers.

Dates and Locations:

TBD

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

Who Should Attend:

Lineworkers and line crew foremen.

Dates and Locations:

TBD

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.

LINEWORKER SKILLS SERIES: PERSONAL PROTECTIVE BONDING AND GROUNDING

Who Should Attend:

All electrical workers involved in personal protective grounding.

Dates and Locations:

TBD

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.

LINEWORKER SKILLS SERIES: REGULATORS AND CAPACITORS - POWER QUALITY FOR LINEWORKERS

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.

Dates and Locations:

TBD

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.

OPERATIONS LINEWORKERS

LINeworker Virtual Roundtable

Who Should Attend:

All line crew employees, operations supervisors/managers, and electrical workers.

Dates and Locations:

[March 14, 2022 - Online](#)

[April 15, 2022 - Online](#)

[May 12, 2022 - Online](#)

[June 9, 2022 - Online](#)

[July 14, 2022 - Online](#)

[August 11, 2022 - Online](#)

[October 10, 2022 - Online](#)

[November 10, 2022 - Online](#)

[December 20, 2022 - Online](#)

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 LINeworkERS

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.

Dates and Locations:

TBD

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 or (360) 816-1443

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

SUBSTATION SERIES: PRINT READING AND ELECTRICAL CIRCUIT TROUBLESHOOTING TECHNIQUES

Who Should Attend:

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

Dates and Locations:

TBD

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: SUBSTATION BATTERY MAINTENANCE AND TESTING

Who Should Attend:

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

Dates and Locations:

TBD

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.

Course Topics:

- Vented/flooded lead acid batteries
- Sealed maintenance/valve-regulated lead acid (VRLA)
- Nickel cadmium (NI-CD) batteries
- Battery chargers
- Battery test equipment
- Battery inspection and testing
- Review of test results
- IEEE and NERC testing standards

SUBSTATION SERIES: POWER SYSTEMS 103—RELAY COMMISSIONING 1

Who Should Attend:

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

Dates and Locations:

TBD

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.

OPERATIONS SUBSTATION SERIES

SUBSTATION SERIES: SUBSTATION OVERVIEW & INSPECTIONS

Who Should Attend:

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

Dates and Locations:

TBD

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: SUBSTATION TRANSFORMERS & LTC DIAGNOSTICS

Who Should Attend:

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

Dates and Locations:

TBD

Course Overview:

This one-day class is intended to provide an overview of the latest industry techniques in substation transformer and single-phase/three-phase load tap changer (LTC) maintenance. The implementation of simple, cost-effective predictive maintenance techniques will be emphasized.

Course Topics:

- Equipment oil sampling: correct oil sampling technique, and understanding and interpretation of oil test results. Review of portable testing devices.
- Infrared thermography: basic theory, application, and interpretation as applicable to substation equipment.
- Other techniques include acoustic surveys, headspace gas analysis, basic review of online monitoring systems, and other condition assessment techniques.

SUBSTATION SERIES: TRANSFORMER & SUBSTATION TESTING & ANALYSIS

Who Should Attend:

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

Dates and Locations:

[June 13-14, 2022 - Skamania, WA](#)

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.

OPERATIONS SUPPLY CHAIN

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 or (360) 816-1443

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

UTILITY WAREHOUSING FROM A TO Z

Who Should Attend:

Warehouse and materials management professionals.

Dates and Locations:

TBD

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:

Date	Event Name	Page #	Location	Notes

PERSONAL DEVELOPMENT AND EVENT PLANNER

PERSONAL DEVELOPMENT PLAN

Key development goals:

- 1. _____

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- 3. _____

Actions needed for development:

- 1. _____

- 2. _____

- 3. _____

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

Date	Event Name	Page #	Location	Notes

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