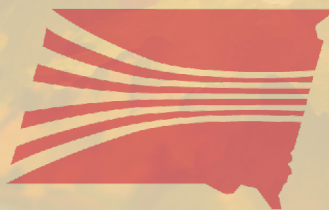


# Fall 2022



## Office Managers & Accountants Conference

### Dates and Location:

**October 11-13, 2022** • Holiday Inn and Convention Center, Spearfish, SD

### Registration:

Register online at [sdrea.coop](http://sdrea.coop), click on News and Events and Agendas by **October 1**.

### Room Reservations:

Contact the Holiday Inn at (605) 642-4683 (room rate \$94.99 standard or \$124.99 suite plus tax) and the group code is ELE to book your hotel room.

**Cut-off date is September 10.**

### Agenda

#### Tuesday, October 11 (Meeting held in Cedar Room)

- 12-1 p.m. **Registration**
- 1 p.m. **Welcome and Opening Remarks** – Valerie Marso, president, South Dakota OM&A Association; Jamie Cross, president, North Dakota OM&A Association
- 1:15 p.m. **Electric Cooperative Finances: From What to Why** – Terilyn Wallis, Terilyn Wallis Consulting
- 3:30 p.m. **Break**
- 3:45 p.m. **Work Order System** – Terilyn Wallis, Terilyn Wallis Consulting
- 5:15 p.m. **Adjourn**
- 5:30 p.m. **Welcome Reception** – Sponsored by RESCO (held in Cottonwood/Ponderosa Room)
- 6 p.m. **Dinner** – Sponsored by CoBank (held in Cottonwood/Ponderosa Room)

#### Wednesday, October 12 (Meeting held in Cedar Room)

- 7:30-9 a.m. **Hot Buffet Breakfast** (held in Cottonwood/Ponderosa Room)
- 9-9:30 a.m. **CFC Economic Update** – Alison Deelstra, Regional VP at NRUCFC
- 9:30 a.m. **How to Get Anyone to Follow You Anywhere** – Mark Johnson
- 10:45 a.m. **Break**
- 11 a.m. **NISC Updates** – Jennifer Veaser, NISC
- 12 p.m. **Plated Lunch at Holiday Inn** – Sponsored by CFC (held in Cottonwood/Ponderosa Room)
- 1 p.m. **Crucial Conversations** – Kristie Pfliger-Keller, trainND Southwest
- 3 p.m. **Break**
- 3:15 p.m. **Industry Updates** – Matt Hale, CoBank; Charlene Swanson, Border States; Tom Jones, RUS
- 4:45 p.m. **Adjourn**
- 5:15-9 p.m. **Deadwood Trip** (At 5:10 p.m. meet at hotel front lobby to board the bus)

#### Thursday, October 13 (In the Cedar Room from 7:30 a.m to 9:45 a.m.)

- 7:30 a.m. **Breakfast**
- 8 a.m. **Leading Yourself** – Kristie Pfliger-Keller, trainND Southwest
- 9 a.m. **Industry Update** – Joe Cochran, District Sales Manager at RESCO
- 9:30 a.m. **Break**
- 9:45 a.m. **Moderated Breakouts: Standard Cost Calculation (Spruce Room); Retirement (Willow Room); Four-Day Work Week (Aspen Room)** (Rotate after 30 mins.; each participant will attend two breakout sessions)
- 10:45 a.m. **Closing Combined Conference Statement and Evaluation Forms** (Cedar Room)
- 11:00 a.m. **South Dakota Convenes to Aspen Room and North Dakota Convenes to Spruce Room for Roundtable Discussion and Business Meetings**

# Meet the Guest Presenters

## Terri Wallis

Teri Wallis is passionate and experienced in providing education, training and consulting services to electric utilities. She has more than two decades of experience working in and with cooperatives across the U.S., and more than 15 years working as a chief financial officer.

Her work experience includes working at the national level as a regional vice president for the National Rural Utilities Cooperative Finance Corporation; serving as an instructor for the National Rural Electric Cooperative Association (NRECA) Financial Professional Certificate program; and teaching financial topics in the NRECA Management Internship Program. Prior to working at the national level, Teri was a chief financial officer at an electric cooperative that served more than 20,000 members.

## Kristi Pfliger-Keller

Kristi Pfliger-Keller is a high-energy speaker and trainer dedicated to empowering audiences of all backgrounds. By combining an off-beat sense of humor with her “been there, done that” work examples, she leaves audiences laughing while identifying practical tools for change.

A graduate of Northern State University (Go Wolves!), she holds a bachelor’s degree in Political Science and Public Relations. Kristi is also a Certified Family Development specialist and holds the DDI Trainer certification through Bismarck State College. Her diverse background includes gigs as a non-profit executive, business owner and mother extraordinaire. Kristi currently serves as Human Resources and Learning Development Coordinator at Montana-Dakota Utilities.

## Mark Johnson

Mark Johnson is one of America’s top motivational speakers, speaking in all 50 states in the U.S. and 12 nations overseas, inspiring audiences to achieve success, above and beyond their expectations.

Mark has led a fascinating life, full of travel and death-defying adventure. He survived numerous life-and-death situations during his 21 years as a colonel in the Green Berets. He conducted operations, many of a sensitive and classified nature, in more than 55 nations on four continents. The invaluable lessons he learned in leadership, motivation and team building, were shaped

in times of extreme danger on the battlefields of the world.

Mark is a highly decorated combat veteran; having received more than 20 awards, including the Bronze Star, earned for his heroic leadership during the first Gulf War. He also fought in Somalia, popularized by the movie “Blackhawk Down.” He is a Master Parachutist, having made 200-plus jumps, and has been awarded the foreign parachutist badge from 14 nations.

Mark has been continuously called upon to assist our nation in the global war on terrorism, returning frequently to the Middle East and Asia. He spent months in Iraq and

Kuwait, teaching counter insurgency to battle staffs and commanders of all services.

A faculty member for eight years with the U.S. Army Command & General Staff College in Fort Leavenworth, he’s instructed and mentored many Special Operations leaders of today, including members of SEAL Team Six, the unit which conducted the Osama bin Laden raid.

He is the author of two books, “How to Get Anyone to Follow You Anywhere: Green Beret Secrets to Leadership and Team Building,” and his latest, “Lessons in Leadership: Straight Talk from a Green Beret.”