



NRECA SUPERVISOR & MANAGER

DEVELOPMENT PROGRAM

Oct. 27, 2022 • Pierre, S.D.
Ramkota Hotel & Conference
Center in Gallery D&E

Logistical Information

Room Reservations:

Contact the Clubhouse Hotel & Suites at 605-494-2582 or Ramkota Hotel at 605-224-6877 and ask for the SDREA Supervisors Workshop room block. Room rate at the Ramkota is \$92 plus tax. Room rate at the Clubhouse is \$126 plus tax. Cut-off date is **Sept. 26**.

The meeting will begin at 8:30 a.m., with registration at 8 a.m., and conclude by 4:30 p.m.

Meeting Registration:

Register online at sdrea.coop by **Oct. 19**.

Who Should Attend:

Personnel that have supervisory duties. This course will earn one credit towards the NRECA Supervisory and Manager Development Program.

This course is part of the SDREA Education Package

A. If you did not purchase Package A, then the fee is \$650 plus tax per participant.



NRECA Course 712.1

You Can't Do It Alone: Building a Strong Team

Thursday
October 27, 2022

Overview

Teams are the backbone of electric cooperatives. High-performing teams ensure employee safety, provide superior member service, keep costs down and ultimately provide reliable electricity to your members. Being an effective leader of a team requires the ability to leverage a wide range of personalities, skills and abilities. As a supervisor, you must be able to analyze and capitalize on team strengths, work with diverse styles and create an environment that builds collaboration. This course will teach you how to create and lead your team, identify and address team strengths and dysfunction.

Learning Objectives

- Stages of team development.
- Four-step process for setting, monitoring and supporting expectations of team members.
- Impact of culture on teams.
- Building trust among team members.
- Team member type assessment.
- Maslow's hierarchy of needs.
- Employee motivation.

Speaker: Michael Marsch, Senior Management Consultant

Mike has over 27 years of experience in the electric cooperative world. He previously worked for the Association of Missouri Electric Cooperatives where he was the Vice President of Member Services, training, and youth activities. Mike has also worked in the legislative field, representing electric cooperatives on state and national levels. He is now a consultant, trainer, and advisor for businesses all across the country. His emphasis with companies is to enhance their supervisor, management, and customer service skills. He is a graduate of the University of Missouri.