



# NRECA SUPERVISOR & MANAGER

## DEVELOPMENT PROGRAM

Oct. 24, 2024 • Pierre, S.D.  
Ramkota Hotel & Conference  
Center in Amphitheater 1

### 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 \$98 plus tax. Room rate at the Clubhouse is \$135 plus tax. Cut-off date is **Sept. 23**.

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](http://sdrea.coop) by **Oct. 10**.

#### 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 711.1  
Everyone Communicates;  
Few Connect: Tool for  
Bridging the Gap**

Thursday  
October 24, 2024

#### Overview

Clear, consistent communication is the foundation of teams working well together to get the job done in support of the co-op's mission. According to a survey by the communication consulting and training group interact, the majority (69%) of supervisors are often uncomfortable communicating with employees. Understanding what makes people tick and adjusting your personal style improves communication and avoids a lot of headaches and heartburn. Take this opportunity to assess your communication strengths and weaknesses, recognize your assumptions and practice techniques for improving communication skills in both business and personal communications.

#### Learning Objectives

- The role of the supervisor as a communication pipeline
- "Above the surface" versus "below the surface" components of communication
- Impact of body language, tone of voice and word choice on your message
- Active listening skills
- Personality styles
- Learning styles
- Impact of personal filters, assumptions and values on your interpretation of what others are saying

#### Speaker: Andrea Schiller

Andrea has over 17 years of experience in education program management and community relations. She understands the needs of electric co-ops from her tenure at Choctawhatchee Electric Cooperative in Florida, where she served in various areas including member services. In addition to her current work as a teacher in alternative learning programs for middle to high school students, Andrea serves as a consultant for parents/guardians on the Individualized Education Plans that schools provide for students with special needs.

Since 2014, Andrea has delivered training programs to adults on a wide variety of self-awareness, personal productivity, and interpersonal skills. In 2018, Andrea began teaching NRECA courses for co-op staff across the U.S.

She holds an Associate's degree from Western International University and a Bachelor's degree from the University of West Florida.