



Supervisory Workshop

Stephen Covey:

Without trust, we don't truly collaborate; we merely coordinate or, at best, cooperate. It is trust that transforms a group of people into a team.

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Bill George:

No matter how effective your strategy, your vision or your communication, you will fail to achieve the desired results for your organization if you cannot inspire trust.

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Charles Feltman:

Trust is the best medium to grow success. It creates an environment in which people feel free to be authentic, passionate, committed and willing to share all they have to offer.

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Max Lucado:

Conflict is inevitable, but combat is optional.

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Kenneth Kaye:

If we manage conflict constructively, we harness its energy for creativity and development.

Who Should Attend:

All personnel who would benefit from learning more about supervisory responsibilities.

Date, Time and Location:

April 20-21, 2021 • Ballroom C at Highland Conference Center, 2000 Highland Way, Mitchell, S.D.
8:30 a.m. to 5 p.m., with registration starting at 8 a.m.

Registration:

Register before April 2 by visiting <https://sdrea.coop/events-and-trainings> and clicking on the provided event link. **This workshop requires all registrants to take both courses.**

Room Reservations:

Contact the Comfort Inn & Suites directly by calling 605-990-2400 and asking for the SDREA room block. Room rate is \$89 plus tax. Cut-off date is April 5.

Speaker Information:

Lisa Blanton, As owner of the Austin Alliance Group, Lisa possesses a diverse business background that includes over 30 years in corporate positions such as COO, CFO, and CHRO, including 13+ years as a business owner. She has a proven track record of helping leaders drive for high achieving results through strategy, integration, and people relationships with a focus on financial, people service, and enterprising aspects of a business. Lisa holds a certification as a SHRM-SCP and has a MBA in Organizational Studies.

April 20: NRECA Course – 719.1 Building Trust in the Workplace

Without trust on your team, you will never have cohesion and productivity. Trust is the glue that holds everyone together as you work to get the job done. This workshop deconstructs trust to help reveal how to build it. Trust is critical for everyone in the workplace. If people are working hard yet are slow to get results, it could be a foundational problem with trust. Gain tools for trust building and avoiding the traps of trust busting. During this session, we will explore predictive and vulnerability-based trust and how both are critical to team cohesion. Learning objectives include:

- ▶ Recognize how trust provides a foundation upon which all other team building activities are built, and how it impacts behavior.
- ▶ Distinguish between vulnerability-based trust and predictive trust, and the impact of both types.
- ▶ Explain actions that build and break trust, apply a scale of trust-busting behaviors, and re-build trust.
- ▶ Establish trust when first working with a new team and maintain that trust.
- ▶ Understand how trust provides the foundation for healthy conflict, commitment, accountability and collective results.

April 21: NRECA Course – 721.1 Productive Conflict for Supervisors

Workplace conflict is inevitable. Successful supervisors understand that effective conflict resolution is key to efficient business operations. Believe it or not, conflict is a positive sign that people care about the issue and have energy to put toward solutions. Some of the greatest ideas have come while voicing disagreements or opposing opinions. Learn how to leverage conflict so that you can use it in a positive way within your cooperative. What determines whether conflict deteriorates into a disaster is how it is handled. This course helps co-op supervisors and managers develop strategies for establishing a collaborative atmosphere conducive to resolving conflicts when they arise, helping individuals involved in conflicts understand each other's point of view and facilitate problem solving. Learning objectives include:

- ▶ Learn how to establish a collaborative atmosphere conducive to resolving conflicts when they arise.
- ▶ Gain insights into your own response to conflict and that of others.
- ▶ Explore the destructive and productive conflict behaviors typical of different behavioral styles.
- ▶ Understand how to manage your personal response to conflict situations.
- ▶ Discover effective communication strategies to use when engaging in productive conflict with team members and colleagues.

These courses are being organized by Bon Homme Yankton, Central, Charles Mix, Clay-Union, Douglas, Southeastern and Union County electric cooperatives with the assistance of SDREA. The workshop is limited to 48 participants maximum and 38 minimum. The total cost of the courses and lunches will be \$400 per participant.