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## Leadership in Tomorrow's Utility

### Here's what past attendees thought

*"I learned many new ways to help me become a better leader"*

*"The leadership classes have already influenced my decision-making and communication with co-workers, supervisors, and subordinates"*

*"In my 21 years of service to the Gas Industry .... this was the best training I've ever received"*

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Attend the *Leadership in Tomorrow's Utility* training program featuring four workshops with highly interactive sessions imparting:

### Leadership Experience

- Leadership Styles
- Team Building
- Active Listening
- Communications
- Project Management
- Negotiation
- Career Planning
- Motivation



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## Program Workshops

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The Northeast Gas Association's 2010-2011 *Leadership in Tomorrow's Utility* training program is comprised of four workshops that are scheduled as follows (*dates may change*):

### Workshop One

**October 6-7, 2010**

*Bay State Gas Company*  
Westborough, Massachusetts

### Workshop Two

**December 7-8, 2010**

*Tennessee Pipeline*  
Enfield, Connecticut

### Workshop Three

**April 6-7, 2011**

*Connecticut Natural Gas*  
Orange, Connecticut

### Workshop Four

**June 7-8, 2011**

*Bryant University*  
Smithfield, Rhode Island

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**To learn more about this professional development training program, now in its 9<sup>th</sup> year, contact NGA.**

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### Northeast Gas Association

75 Second Avenue, Suite 510  
Needham, MA 02494-2824  
781-455-6800

[www.northeastgas.org](http://www.northeastgas.org)



# Leadership in Tomorrow's Utility

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Experience and Knowledge that will Improve  
Your Effectiveness

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A 2010-2011 professional development  
training program sponsored by the  
Northeast Gas Association

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**T**he Northeast Gas Association (NGA) is pleased to again offer *Leadership in Tomorrow's Utility*, a yearlong professional development program that begins on October 6, 2010.

Sponsored by NGA, this program consists of four quarterly two-day workshops with limited enrollment to ensure a highly interactive learning experience. If you are a mid- to upper-level manager in the increasingly competitive Northeast energy industry who is looking to become a more effective leader, this program has been developed specifically for you. Featuring industry executives, college professors and management consultants, the workshops offer a variety of sessions that seek to impart essential leadership experience and diverse industry knowledge.

By attending *Leadership in Tomorrow's Utility* and applying what you learn, you'll become:

- A successful team leader
- An active listener and effective communicator
- An efficient project manager
- A skillful negotiator
- An effective motivator and leader.

You will also gain additional knowledge and an enhanced understanding of the trends and conditions impacting the Northeast energy industry, and the varied aspects of utility operations including ratemaking, government relations, workforce management, customer service, marketing, and information technology. Finally, you'll join a network of industry executives with similar responsibilities and a shared desire to succeed.

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**The *Leadership in Tomorrow's Utility* training program's enrollment is limited. Mail or fax your registration form today!**

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## Workshop Schedule

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### Wednesday, October 6

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**8:00 – 9:00 a.m.**  
**Breakfast**

**8:30 – 9:00 a.m.**  
**Workshop Check-In**

**9:00 a.m. – 12:00 noon**

- **Program Overview**
- **Trends in Utility Operations**

**“Leadership and Influence Workshop”**

**Lunch**

**1:00 – 4:00 p.m.**

- **Assess Your Current Leadership Style & Expand Your Range**
- **Handling Difficult Personalities**

**6:00 p.m.**  
**Reception / Dinner**

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### Thursday, October 7

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**7:00 – 8:00 a.m.**  
**Breakfast**

**8:00 a.m. – 12:00 noon**

- **Enhance Your Influence / Lead Change**

**12:00 noon – 1:00 p.m.**  
**Lunch**

**1:00 – 3:30 p.m.**

- **Develop Your Improvement Plan**

## General Information

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### Initial Workshop Dates & Location

**Wednesday and Thursday,  
October 6-7, 2010**  
**Bay State Gas Co., Westborough, MA**

### Program Enrollment

The *Leadership in Tomorrow's Utility* training program must attract a sufficient number of attendees to be economically viable; however, program enrollment will be limited to 25 people.

### Certificate of Participation

Certificates of Participation will be issued to registrants who attend all program workshops.

### Registration Fee

**\$1,800** per person for the entire program. This includes the four program workshops, all materials, meals and breaks. The cost of attendee overnight rooms is not included.

### Registration Deadline

**September 6, 2010** – Program enrollment is limited, so register today! Registrations will be accepted primarily on a first-come, first-served basis. Assuming there is adequate interest, in late-August program registrants will receive a letter of confirmation with further details about the initial program workshop.

### To Register

Complete the attached registration form and mail, fax or email it to the Northeast Gas Association, 75 Second Avenue, Suite 510, Needham, MA 02494-2859, fax (781) 455-6828, leahy@northeastgas.org; or bayer@northeastgas.org.

### Cancellation

Attendees registering for this program, including those who do so via fax or email, are responsible for the registration fee. There will be no refunds issued to registrants who cancel after **September 7, 2010**.

### Questions

Contact Steve Leahy, 781-455-6800 x111 or Bonnie Ayer, 781-455-6800 x108.