



Leadership in Tomorrow's Utility Leadership I Program

March 29 (full day) & 30 (half day) - Bryant University, N. Smithfield, RI

Program Overview (9am)

Northeast Gas Association (NGA)

Introductions (9:15-10:00)

INDUSTRY TRENDS

Supply Dynamics in the Northeast (10:00 – 10:45)

Economic Outlook of the Energy Market (11:00 – 12:00)

LUNCH (12:00 – 1:00)

Understanding Behavioral Styles to Improve Communication (1:00 – 4:30)

Whether a team leader or team player, knowing how to give and receive information is essential to effective communication. In this workshop participants will identify their own and others' styles and communication preferences which can directly affect the quality and clarity of communication, the development of strong professional and personal relationships and help participants build high functioning teams.

(Day 2)

Emotional Intelligence (8:30 – 12:00)

Emotional intelligence is the ability to recognize our emotions, understand what they signal, and realize how our emotions affect those around us. Emotional intelligence also involves our perceptions of others' emotions and moods. When we understand this, we can manage our relationships more effectively. People with high emotional intelligence enjoy successful relationships and are sought after team members. This workshop will provide participants with a working understanding of the fundamentals of emotional intelligence, its role, and contribution to professional success and organizational performance.

Virtual Learning Sessions

April 13, 2023 - May 12, 2023.

The program will continue with virtual learning sessions between April 4 and June 1, 2023. Pre-read materials will be provided. Participants will be expected to work through these materials in advance of the virtual learning sessions that will be facilitated by our Bryant University partner. Virtual meetings are scheduled to last 1.5 hours.



April 13 (9-10:30) & 14(9-10:30) - Virtual

Effective Meetings

This workshop was designed and prepared specifically to provide the techniques and awareness required to plan and conduct effective, productive meetings. The workshop is designed to facilitate the identification of barriers to effective, productive meetings and how to eliminate those barriers. Upon completion participants will understand and learn how to plan, design, and conduct effective meeting.

April 27 (9-10:30) & 28 (9-10:30)- Virtual

Influence and Negotiation

The ability to influence and negotiate is crucial to any successful manager. Whether you are allocating resources for a project, landing a big contract, or handling an employee issue, negotiation skills are at the center of most transactions. Discover how to influence a decision by learning to implement persuasive communication techniques that will assist you in managing your staff, customers, and supervisors. This workshop will develop the basic concepts and abilities required to become a skilled negotiator.

May 11 (9-10:30) & May 12 (9-10:30) - Virtual

Motivational Leadership

In today's dynamic and challenging business environments teams are required to do more with less. Creating team cohesion and providing motivational leadership in these situations takes real skill. In this session you will learn and practice how to establish a positive and engaged rapport with key stakeholders using various business scenarios. Participants will leave the workshop with experience practicing key engagement concepts and essential leadership skills.

June 21 (full day) & June 22 (half day) - Bryant University, N. Smithfield, RI

INDUSTRY TRENDS

Supply Chain Management and Industry Impact (9:00 – 10:00)

Safety Management Systems (10:00 – 10:30)

Regulatory Environment in the Northeast (10:45 – 11:15)

Climate Initiatives – Methane Reductions and Emerging Fuels (11:15 – 12:00)

LUNCH (12:00 – 1:30)



Professional Business Writing (1:30 – 4:30)

Learn powerful tools and techniques that save valuable time and make your written communication more effective. You will learn how to create documents that hold your readers' attention and prompts them to take action. Get it right the first time by composing reader friendly documents that are engaging and deliver your message successfully. This workshop is highly interactive and you will learn how to drive action through more readable, clear and direct business letters, proposals, memos, marketing letters, e-mails, technical reports, and more by using a five-step process that saves time and increases efficiency. Upon completion, you will be equipped to write reader-centered documents that communicate more effectively and produce results.

(Day 2)

Leading High Performing Teams (8:00 – 11:30)

In today's competitive environment, organizations must maximize the effectiveness of all their employees. A crucial component of this effectiveness resides in a manager's ability to foster an environment based on mutual trust, respect, open communication and effective problem-solving. Through this interactive workshop, participants will explore the qualities and behaviors of successful teams. They will then lead teams in scenario-based situations.

Closing Ceremonies (11:30 – 12:00)