



## WITH NRECA, YOU CAN.

### Keep Learning. And Keep the Lights On.

You keep the lights on and your community thriving. It's a big job. You want to keep learning, too. But your time is a limited resource.

Whether you're new to your job or an experienced co-op staff member, you'll find industry-proven insights and guidance in NRECA's Cooperative Career Essentials Program (CCEP). Designed for busy lives and immediately applicable on-the-job, CCEP's courses also build on each other, so you can create a personalized portfolio of career-growing skills that will serve you throughout your career.

### WHO SHOULD ATTEND?

CCEP courses are intended for EVERY cooperative employee, regardless of job role or tenure, who wants to enhance their knowledge and skills.

### WHERE ARE CCEP COURSES OFFERED?

You can take CCEP courses:

- Online in various formats
- In-person at the Cooperative University event
- In-person at your co-op, statewide or G&T

See the course portfolio on the following page for details about each course and each available format.

### HOW CCEP WORKS

1. Build your own professional development program by selecting the classes from the CCEP course portfolio that best support your professional goals and needs.
2. For every 5 CCEP credits you complete, you will earn an e-certificate of accomplishment acknowledging the total number of credits you have completed. If you have questions about how to access your NRECA course records, contact our Member Contact Center at 1-877-766-3226 or [member-support@cooperative.com](mailto:member-support@cooperative.com) (8 a.m.–8 p.m. (Eastern Time), Mon–Fri).
3. When you achieve 20 CCEP credits, your CEO will receive a hard copy certificate and press release to publicly recognize your accomplishment.

### KEEP UP-TO-DATE

Learn about new courses and other CCEP updates by visiting:

[www.cooperative.com/CCEP](http://www.cooperative.com/CCEP)



Take	Earn
5 Credits	CCEP-5 e-certificate 
10 Credits	CCEP-10 e-certificate 
15 Credits	CCEP-15 e-certificate 
20 Credits	CCEP-20 certificate 

## COURSE PORTFOLIO AND DELIVERY FORMATS

The following are the available CCEP courses as of **January 1, 2025**. The credit value for each course is indicated in the course number. For example, the 5104.05 is worth a half (1/2) credit and the 5110.1 course is worth one (1) credit towards the CCEP certificates.

Courses		Format(s)
5101.10	Cooperative Finance and Accounting for the Non-Accountant	In-Person   Live Instructor-Led Online
5104.05	Electric Cooperative Fundamentals	Self-Paced, On-Demand Online
5105.05	Electric System Fundamentals	Self-Paced, On-Demand Online
5110.10	Fundamentals of Business Writing	Self-Paced, Instructor-Guided Online
5112.05	The Data-Driven Electric Co-op: Using Analytics to Make Better Decisions	Self-Paced, On-Demand Online
5113.05	Ratemaking for Electric Cooperatives	Self-Paced, On-Demand Online
5130.05	Effective Problem-Solving and Decision-Making	In-Person   Live Instructor-Led Online
5132.05	Mastering Presentation Skills: Engage, Inspire and Influence with Confidence	In-Person   Live Instructor-Led Online
5135.05	Project Management Basics	Self-Paced, On-Demand Online
5201.10	Creating a Culture of Accountability	In-Person   Live Instructor-Led Online
5301.10	Customer Service Essentials	In-Person   Live Instructor-Led Online
5302.10	Navigating Emotions in the Workplace: Transforming Your Relationships	In-Person   Live Instructor-Led Online
5306.05	Communicating to Influence: Gain Support that Gets Results	In-Person   Live Instructor-Led Online
5307.05	Improve Your Relationships: Strategies to Overcome Challenging Behavior and People	In-Person   Live Instructor-Led Online
5308.05	Getting Comfortable Giving & Receiving Feedback	In-Person   Live Instructor-Led Online
5310.10	Embracing Disagreements: Building Productive Conflict Skills	In-Person   Live Instructor-Led Online
5311.10	Advanced Member Service Skills: Using DISC to Improve Service	In-Person   Live Instructor-Led Online

## Course Formats

### In-person



Offered at Cooperative University, as a pre-conference workshop, or local offerings at your co-op, G&T or statewide.

### Live Instructor-Led Online



Live online sessions over the course of 1 to 4 days. Participants must attend all sessions to earn credit.

### Self-Paced, Instructor-Guided Online (Accessed via LMS)



Get personalized feedback on assignments as you work at your own pace during the 30-day course timeframe.

### Self-Paced, On-Demand Online (Accessed via LMS)



Work at your own pace during a 30-day timeframe. Participants must pass all quizzes and complete all online modules to earn credit.

NOTE: The LMS is NRECA's Learning Management System which members access using their [www.cooperative.com](http://www.cooperative.com) login.

## Course Descriptions

The following are short descriptions of the CCEP courses. For the full course descriptions and information about online offerings, visit:

[www.cooperative.com/CCEP](http://www.cooperative.com/CCEP)

### 5101.1 Cooperative Finance and Accounting for the Non-Accountant

Follow the money — understanding cooperative finance, financial statements and practices is essential for connecting the dots between your department's decisions and activities and the organization's financial position. This is an opportunity for you, as a non-accountant, to ask questions and gain insight into what the numbers mean, how they relate to each other and how you impact them. Hands-on activities and scenarios will explore and clarify cooperative finance terminology, reporting and strategies. This course is ideal for any co-op employee who wants to learn and understand cooperative finance.

### 5104.05 Electric Cooperative Fundamentals

This self-paced course provides overview of the electric cooperative business model and a solid foundation of electric industry basics. Whether new to the cooperative business and electric industry or a veteran, this course helps make sense of this dynamic industry.

### 5105.05 Electric System Fundamentals

This self-paced course provides a tour of the physical electrical system - from generator to meter. Topics covered include common terminology, the basic physical laws of electricity, which generation types are commonly used and why, how transmission and distribution systems are designed and operated, the different types of service configurations and when they are used, and how electricity is metered.

### 5110.1 Fundamentals of Business Writing

Business writing skills are the "current" for information flow and productivity in the workplace. Being able to write a clear, professional business text saves time, gets results and helps establish an individual's credibility with their boss, colleagues and business associates. Through a combination of instructor-facilitated sessions and individual assignments, this course is designed to help individuals improve their business writing skills. Participants will learn a process that makes it easier to write business communication and gain techniques that can be put into practice immediately.

### 5112.05 The Data-Driven Electric Co-op: Using Analytics to Make Better Decisions

This course takes the mystery out of "Big Data" and teach lessons about how co-ops and others use data to make their business decisions better. The content provides a guiding framework to incorporate a

broader use of data into daily cooperative work. Using examples, videos from co-op experts, exercises and knowledge checks, this course provides practical learning on what can be a daunting subject.

### 5113.05 Ratemaking for Electric Cooperatives

This self-paced course covers the principles behind ratemaking for co-ops including key concepts, determination of revenues that must be collected to ensure financial stability, methods for allocating revenues between customer classes, design of rate structures to fulfill the co-ops rate principles, calculation and implementation of new rates, and evolution of ratemaking with changes in the electricity industry.

### 5130.05 Effective Problem-Solving and Decision-Making

Do you ever feel like you spend all your days solving problems? Or listening to complaints? You are not alone. Some research suggests that we make approximately 35,000 decisions a day. This kind of ongoing demand on our brains creates stress. So, it's important to recognize and focus on the specific problems that have the biggest effect on your results... versus those that are merely annoying (but receive a lot of attention!). Additionally, enabling those around you to make high quality and sustainable decisions, fostering strong problem-solving capabilities is a winning coaching strategy. In this workshop you will get clear and actionable ideas to strengthen this important business competency for you and your team. You'll walk away with tools to implement immediately, while creating lasting results.

### 5132.1 Mastering Presentation Skills

Mastering effective presentation skills is indispensable for professionals, enabling them to deliver impactful messages, engage audiences, and influence outcomes. This course offers participants the knowledge, techniques, and confidence to deliver compelling presentations with poise and professionalism. Key topics covered include understanding the principles of effective presentations, audience analysis, structuring engaging presentations, utilizing visual aids effectively, mastering verbal and non-verbal communication, managing nerves, engaging diverse audiences, and confidently handling questions and feedback.

### 5135.05 Project Management Basics

Project management is no longer only for mega projects worth hundreds of thousands of dollars. Small to medium-size projects can benefit from project management tools. These time-tested tools can help you to get that small project done well, done under budget, and done on time. Whether you are new to project management or have been managing projects for years, this self-paced online course will help you to identify the skills you need to develop to become more effective at managing projects. In this course, you will be

introduced to common project management concepts, approaches, tools and techniques.

### **5201.1 Creating a Culture of Accountability**

This course will give you the language, framework and skills to create an environment that fosters personal and team accountability. An often misunderstood term, we'll explore what accountability is and what it isn't. If you want more ownership and initiative, this course will show you how to strengthen these competencies in your culture and your employees. Shift those around you from a blame model to a model that supports action and risk taking for success.

### **5301.1 Customer Service Essentials**

Excellent customer service is at the heart of the cooperative business. How an individual responds to a high-bill complaint, power outage or rate increase can make the difference between a happy, loyal and engaged member and one that is unsatisfied and discontent. In this course, you will gain foundational knowledge, leverage proven techniques and apply best practices that will help you increase consistency and professionalism needed to create positive impressions with every member interaction. With Customer Service Essentials you will learn how to communicate with members in a relatable, authentic and professional way – in person, over the phone and via email.

### **5302.1 Navigating Emotions in the Workplace: Transforming Your Relationships**

Have your emotions ever gotten the better of you in the workplace? Have you been impacted by the emotions of others, particularly when they haven't managed them well? Emotions are one of the biggest derailers of relationships in the workplace, particularly negative emotions. This course will help you to understand, develop and apply your emotional intelligence and emotional quotient skills. Learn how to enhance your emotional and social skills to build positive relationships and manage triggers. This course will be both informative and interactive, providing opportunities to share experiences and learn from others in a collaborative learning environment. You will have a chance to apply new practices between sessions to strengthen your skills and effectiveness.

### **5306.05 Communicating to Influence: Gain Support That Gets Results**

Do you ever wonder if others actually hear what you're saying? Do your suggestions seem ignored, or do others just not seem to get your ideas? The ability to influence others to act is a critical but difficult skill to master – especially when you have no authority over others, such as customers, co-workers and management. How can you inspire action when the only tool you have is communication? No matter your current position or role, you can gain buy-in and influence opinions through communication.

### **5307.05 Improve Your Relationships: Strategies to Overcome Challenging Behavior and People**

At every organization there are people whose behavior,

attitude, work habits or other characteristics present an occasional challenge for those around them. You may even feel there is no way you can deal with them because some people are just difficult – or are they? Often, our immediate response is to shrink or sulk, become defensive or attack, but there are smarter moves to make when attempting to overcome challenging people and their behaviors. Tips and tools will be presented to help you understand how to effectively work with anyone – especially those that push your buttons!

### **5308.5 Getting Comfortable Giving and Receiving Feedback**

Sometimes talking is hard. Like when giving feedback. Or receiving it and knowing what to say in response. Yet feedback is essential to building strong, collaborative relationships, to long lasting and trusted partnerships. So, let's focus on mastering it. In this session, you'll gain confidence and competence to provide and receive feedback. We'll learn the most critical tips and techniques to master this essential competency.

### **5310.1 Embracing Disagreements: Building Productive Conflict Skills**

In every facet of life, conflicts are inevitable. However, how we handle these conflicts can significantly affect our personal and professional relationships. This course fosters a mindset that views disagreements not as obstacles but as catalysts for creativity and understanding. Throughout this course, participants will engage in thought-provoking discussions, role-playing scenarios, and practical exercises emphasizing active listening, empathy, and constructive communication. They will learn to identify and address the root causes of conflicts and explore various strategies to de-escalate tense situations.

### **5311.1 Advanced Member Service Skills**

"Treat others the way you want to be treated" is a well-known principle, often called the "Golden Rule." It emphasizes kindness, respect, and consideration towards others, mirroring how we wish to be treated ourselves. However, there's a limitation: everyone has unique preferences and needs. While you might prefer one thing, someone else might want something entirely different. This is where the need for a new approach arises: "treating people how they want to be treated." This course, based on DISC Behavior Skills and Assessment, focuses on this approach and will equip you with the practical skills to elevate your service levels and meet members' unique needs.

## FREQUENTLY ASKED QUESTIONS(FAQs)

### **Q: How do I decide what courses to take in the Cooperative Career Essentials Program?**

A: One of the benefits of this program is its flexibility - you get to choose what courses you take. To customize the program for your needs, determine what your knowledge and skill gaps are and sign up for the courses that will help you close those gaps. Not sure how to determine your gaps? Take a look at the Core Competencies and identify those that are meaningful to you and reflect a learning opportunity. You may want to work with your immediate supervisor and/or Human Resources staff to discuss your professional goals and core competency focus areas and identify courses that support those goals.

### **Q: When will I receive the CCEP electronic certificate for each group of five (5) credits?**

A: Once we've received confirmation of course attendance, we will update your NRECA attendance record. The electronic certificate will be emailed approximately four (4) weeks after the courses have been posted to your attendance record.

### **Q. How do I bring these courses to my co-op or statewide?**

A: Details on which courses are available to be brought onsite can be found at:

[www.cooperative.com/Onsite](http://www.cooperative.com/Onsite)

### **Q. Do credits from Cooperative Career Essentials Program (CCEP) courses apply to the Supervisor and Management Development Program (SMDP)?**

A. The Cooperative Career Essentials Program and the Supervisor and Manager Development Program are two separate programs. Credits are not transferrable between the programs. CCEP course credit cannot be applied to the SMDP. And vice versa.

### **Q. Do I have to enroll in the CCEP?**

There is no formal "enrollment" process, and the program is open to all NRECA voting member co-op staff. To get started, all you have to do is take one of the Cooperative Career Essentials Program (CCEP) courses, and NRECA will begin tracking your progress in the program.

### **Q. How do I see what courses I've taken?**

Details on all of the NRECA educational programs and events that you have completed can be found on the following web page:

[www.cooperative.com/Courserecord](http://www.cooperative.com/Courserecord)

The above web page lists the certificates that you've earned as well as all of the courses (in-person or online) that you've taken. Note that it may be up to 6 weeks after you complete an in-person course before it appears in your Course Records. Completed online courses appear within 2 to 3 weeks after the online course is over.

### **Q. Who can help me with my [www.cooperative.com](http://www.cooperative.com) login?**

If you run into any issues with accessing this website, call our Help Desk from 7 a.m. to 7 p.m. Central Time, Monday-Friday, at 877-766-3226 or e-mail them at [member-support@cooperative.com](mailto:member-support@cooperative.com).

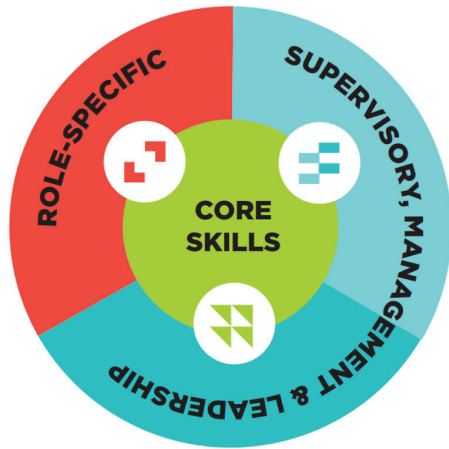


## CORE COMPETENCIES

The Cooperative Career Essentials Program (CCEP) is a learning portfolio designed to provide the knowledge, skills and abilities every co-op employee, regardless of role or tenure, needs to best serve their co-op and members by addressing the core competencies in the Electric Cooperative Competency Model. Match your professional development needs with CCEP courses.

For details on the Co-op Employee Competency model and Self-Assessment visit

[www.cooperative.com/competencies](http://www.cooperative.com/competencies)



Course Number and Title

Course Number and Title		Business Acumen	Electric Cooperative Business Fundamentals	Organizational Awareness and Alignment	Professional and Technical Credibility	Technology Management	Safety Awareness	Interactions With Others	Ethics and Integrity	Interpersonal Awareness	Communication	Collaboration and Teamwork	Service Orientation	Respect and Appreciation of Differences	Resourcefulness and Accountability	Self-Management	Flexibility and Innovation	Results Oriented	Influence and Negotiation	Critical Thinking and Decision Making	Continuous Learning and Development
5101.10	Cooperative Finance and Accounting for the Non-Accountant		♦		♦															♦	♦
5104.05	Electric Cooperative Fundamentals		♦																		♦
5105.05	Electric System Fundamentals		♦																		♦
5110.10	Fundamentals of Business Writing				♦					♦	♦							♦			♦
5112.05	The Data-Driven Electric Co-op: Using Analytics to Make Better Decisions		♦			♦												♦		♦	♦
5113.05	Ratemaking for Electric Cooperatives		♦																		♦
5130.05	Effective Problem-Solving and Decision-Making			♦							♦	♦						♦		♦	♦
5132.05	Mastering Presentation Skills: Engage, Inspire and Influence with Confidence			♦	♦	♦					♦								♦	♦	♦
5135.05	Project Management Basics			♦	♦						♦	♦						♦	♦	♦	♦
5201.10	Creating a Culture of Accountability									♦	♦					♦		♦		♦	♦
5301.10	Customer Service Essentials			♦	♦					♦	♦	♦	♦	♦		♦		♦	♦	♦	♦
5302.10	Navigating Emotions in the Workplace: Transforming Your Relationships									♦	♦			♦							♦
5306.05	Communicating to Influence: Gain Support that Gets Results									♦	♦	♦		♦				♦			♦
5307.05	Improve Your Relationships: Strategies to Overcome Challenging Behavior and People									♦	♦	♦		♦				♦			♦
5308.05	Getting Comfortable Giving & Receiving Feedback									♦	♦	♦						♦			♦
5310.10	Embracing Disagreements: Building Productive Conflict Skills									♦	♦			♦				♦			♦
5311.10	Advanced Member Service Skills: Using DISC to Improve Service			♦	♦					♦	♦		♦	♦			♦		♦	♦	♦