

The following CTN broadcasts are available for viewing in a vhs format. If you are interested in viewing any of the broadcasts listed below, please contact carol vasilik at (678) 819-0927 or by email at [CVASILIK@GASAUTHORITY.COM](mailto:CVASILIK@GASAUTHORITY.COM).

#### **CTN 2003 SUBSCRIPTION SERIES**

- January 16**      ***The Business of Ethics...Energy is Not a Four Letter Word***  
The collapse of Enron, WorldCom and other large corporations has led many to re-examine business ethics in corporate America. The Congress, SEC and NYSE have all enacted or adopted new laws and regulations addressing various corporate governance issues. Panelists, which include CEOs and practicing attorneys active in the energy industry, will discuss current business ethics issues in the boardroom and executive suites.
- February 20**      ***What Do Employees Expect from Their Leaders***  
Ever wonder what your employees think about you, what they really expect from you? Would they be willing to do more for you if you gave them what they really needed? Get ready for some straight talk about what really counts. Knowledge to be gained by participants: importance of leading with integrity, getting the best from employees beginning with the hiring process, establishing a clear vision and reason to follow this vision. Participants will be challenged to think how their behavior is impacting employee performance. Begin to earn the title of Leader!
- March 13**      ***Improving Your Financial Acumen***  
Learn: How actions and decisions made by employees affect a company's bottom line; How to read a company's financial statements; What common outside influences affect a company's financial status and How to spot "red flags" for problems that can affect a company's financial health. Participants will be able to use guidelines presented to become better decision makers and more valuable partners in the business.
- April 29**      ***SGA Management Conference – Live from San Antonio, Texas***  
For the eighth year, CTN will broadcast the General Session Speaker at the SGA Management Conference. Past presenters include Stephen Covey, Vice Chairman, Franklin Covey; Frances Hesselbein, Chairman, Drucker Foundation; Worldwide Executive Consultant Marshall Goldsmith and Author & Videographer, Joel Barker.
- May 22**      ***National Energy Marketers . . . How Will This Segment Grow?***  
Recent scandals in the business sector have created some challenges for companies engaged in energy trading. The SEC & FERC are both looking to create more rules & regulations for companies trading in natural gas. Hear major marketers discuss the challenges they face and what they are doing to overcome them. Hear regulators discuss pending regulations and what they expect from marketing companies in 2003.
- June 12**      ***Energy Investing . . . What Does the Street Think?***  
Hear energy analysts explain how they value energy stock prices. The analysts will be answering the question, "What do they look for when making a buy, sell, or hold recommendation?" Participants will be able to develop an understanding of energy stocks and be able to interpret what analysts say when discussing energy companies.
- July 10**      ***Communicating Performance Expectations***  
This program will highlight the numerous benefits for the supervisor, employee, company and the customer when challenging and achievable goals are jointly established and performance expectations are clearly communicated in the workplace. Skills needed to communicate expectations will be learned & practiced. Participants will be able to clearly communicate expectations, set goals collaboratively & develop action plans.
- September 18**      ***Building Trust With Employees: A Look at Communications Best Practices***  
Panel s will discuss best practices in Internal Communications focusing on building employee trust amidst ethical issues such as the Enron/ Arthur Andersen fallout, the volatile energy industry dynamics, a tenuous economy, and security issues related to the "war on terrorism.

” Learn what leaders at every level can do to regain employee loyalty, trust and commitment.

**October 16**

***Taking Control of Yourself... Don't Be a Victim***

The way we do business is changing and we must be open to changing the way we operate if we are to meet the demands of the new marketplace. This session presents the skills needed by all employees as we charge boldly into the 21<sup>st</sup> Century.

**November 20**

***Emerging Gas Supply Issue***

Where will natural gas supply come from in the future? The discussion will include challenges that lie ahead involving technology, competitive forces, regulatory/political forces, financial issues, environmental and security issues. Industry leaders will discuss the strategies required to be successful in meeting the challenges facing the industry.

**December 11**

***Annual Financial Update***

This panel discussion brings together experts from the Financial Accounting Standards Board (FASB), the Federal Energy Regulatory Commission (FERC) and industry controllers from both transmission and local distribution companies as they review, analyze and discuss the current rules and regulations required by both FERC and FASB in year end reporting and filings.

***2004 CTN SUBSCRIPTION SERIES***

**January 15**

***What Public Policies Should We Be Supporting Now?***

A dynamic panel of industry leaders will highlight and debate the hottest issues facing the natural gas industry from a public policy standpoint in 2004. Topics will include supply and demand issues and price/rate issues. Viewers will be able to gain insight into the latest trends in the Gas Market and associated public policies.

**February 19**

***How to Get 100% from 100% of Your Employees 100% of the Time***

Management techniques previously focused too much on developing specific styles and have not helped managers adapt to the demands of getting the best from each employee in a world where ever-increasing diversity is a reality. Linking people, diversity management, and performance management enables the organization to get 100% from 100% of employees 100% of the time.

**March 11**

***Implementing the Integrity Management Rule***

What does it mean? What needs to be done? What resources are available? What are HCA's? These are just a few of the topics and questions that will be discussed by a panel of industry experts regarding the Interpretation of the IMP Rule and the Implementation of practices.

**April 20**

***Why the Bottom Line Isn't (Live from 2004 SGA Management Conference)***

Norm Smallwood with Results-Based Leadership will present this straightforward program to help leaders create sustainable shareholder value. The finance and accounting professions show us that shareholder value increasingly comes from “intangibles” from assets not accounted for on an organization's balance sheet. Increasingly, intangibles (brand, R&D, reputation, goodwill) account for a firm's market value, generally 30 – 50%.

**May 20**

***Juggling 101: Managing Life's Challenges***

So, are you feeling overwhelmed by today's challenges? Is your job your life? Do you continuously get more balls thrown at you with the expectation of keeping them all in the air? This program will provide you with ideas and strategies to energize your life.

**June 10**

***Pending Supply/ Demand Dysfunction: How Long, How Bad, Where?***

New LNG terminals, Canadian Gas, new pipeline capacity, a National Energy Policy.....what will it take to bring about more reliability and build customer satisfaction and confidence in natural gas.

- July 15** ***Leadership...The 10 1/2 Most Common Mistakes That Managers Make & How to Avoid Them***  
Supervisors, managers and team leaders all have common challenges in today's business climate. Loyalty, delegating, coaching, cheerleading, dealing with deadlines and budgets all play a role in leadership. Many managers get caught up in the process and often lose the battle. Learn how to avoid the most common mistakes managers make and how to become more successful.
- September 14** ***Hook, Line & Sinker: FISHing for Exceptional Customer Relations***  
Today's business/industry challenges place a greater emphasis on delivering exceptional customer relations. This program will explain and demonstrate the FISH model as a CRM strategy and showcase industry examples where FISH is making a difference in customer service delivery.
- October 14** ***Strategies To Expand Our Market***  
Benchmark studies, exceptional customer relations, supply, reliability and price stability are all factors in fueling for the future. Learn some best practices and lessons learned from organizations leading in the natural gas and energy industry.
- November 18** ***M Power U/ Personal Development/ New Work Habits of Radically Changing Workplace***  
The new workplace has some sobering challenges. Learn what is real job security, how embracing change may help your career grow, the risks of relying on your reputation and why you should focus on outcomes instead of effort (work smarter not harder).
- December 9** ***Annual Financial Update***  
This panel discussion brings together experts from the Financial Accounting Standards Board (FASB), the Federal Energy Regulatory Commission (FERC) and industry controllers from transmission and local distribution companies as they review, analyze and discuss the current rules and regulations required by both FERC and FASB in year end reporting and filings.

#### **2005 CTN SUBSCRIPTION SERIES**

- January 13** ***Trends in Technology & Distance Learning: Take Control of Your***  
In this futuristic kick-off to the 2005 CTN Subscription Series, Elliott Masie explores the intersection of learning and technology. He will share his insights into some key areas of eLearning and matching learning to business goals.
- February 10** ***The Power of Purposed Performance: Choosing to Live Your Life on Purpose***  
"Philosophical fitness" will be presented as the greatest challenge we face in this information age. Because of a lack of fitness with regard to thinking skills, the majority of us operate from a "victims" vantage point. Allen Tappe, President of The Tappe Group will share his insights.
- March 10** ***Winning (Leading) in Uncertain Times: Operation in the Gray Zone***  
Economic and marketplace uncertainty create a need for practical actions by leaders to address current, real-time challenges. Presenter Judy Campbell, who leads her own consulting firm, JC Strategies, works with Fortune 500 companies helping them analyze leadership challenges and solutions and create strategic actions to improve performance.
- April 12** ***Keynote Speaker (Live from 2005 SGA Management Conference)***  
The SGA Management Conference presents an outstanding keynote speaker for the attendees and the CTN distance viewers. Presenters have included Dr. Lowell Catlett, Marshall Goldsmith, Stephen Covey, Francis Hesselbein, Joel Barker and Norm Smallwood. This year's program will be coming from the Hyatt in New Orleans.
- May 19** ***No Longer a Pick & Shovel Business: Emerging Issues & Equipment for Field Employees***

Current and future technology, equipment and customer expectations will impact how service is delivered. A panel of experts will highlight what leading gas companies are doing to deliver excellent service, improve the safety of operations and hold down costs.

**June 9**      ***Marketing/Consultative Sales: Everyone is in the Game***

How can we market natural gas when both price and competition are at record highs? Let's explore the role of marketing in this new environment through the eyes of energy executives from three diverse organizations.

**July 14**      ***Learning Undisputable Laws of Teamwork: Rebuilding Relationships in Change***

In business, sports and families teamwork is essential. The old autocratic approach simply doesn't work. The only way to win big is to develop great teams. Known as America's expert on leadership, Dr. John Maxwell is a best-selling author, popular speaker and founder of Maximum Impact.

**August 18**      ***What Do Employees Expect From Leaders***

Ever wonder what your employees think of you? Would they be willing to do more for you if you gave them what they really needed? Get ready for some straight talk about what really counts. An Encore Presentation by Boyd Clarke and Ron Crossland, Tom Peters Company.

**September 13**      ***Delighting Customers for All Employees: Creating Customer Focus***

Delighting customers is a culture building experience that helps organizations establish that all of your employees are responsible for serving either internal or external customers. Presenter Steve Cohn of Customer Focus, Inc., helps companies with customer relationship management and teamwork.

**October 13**      ***Benefiting from Your Benefits: Personal and Business***

This is not your typical human resources education session. Employees need a general understanding of the full value of their benefits including contribution to retirement accounts, use of HMO's, monitoring of financial changes in the market and what their benefits cost to provide.

**November 10**      ***Promoting Our Industry: What in the World is Going on...Your Career in Energy***

Today employees are being confronted regularly by neighbors, friends and family wanting to know what in the world is going on with natural gas prices. How can we use these opportunities to promote our industry? Equip yourself to communicate a message to improve the public's view of our industry.

**December 15**      ***Annual Financial Update***

This panel of financial and industry experts will review, analyze and discuss the current rules and regulations required by both FERC and FASB in year-end reporting and filings.