



2015 Schedule of Classes

GEMC Exercise 1/Lab A Climbing	January 26-30
GEMC Exercise 2/Lab B Construction	February 2-6
Erosion & Sediment Control Recertification	February 5
GEMC Exercise 3/Lab C Operations	February 16-20
Electricity 101	February 24
Right of Way School	February 25-27
GEMC Exercise 4 Leadership	March 9-13
Spring Safety Coordinator Conference	March 23-24
Distribution Switching	March 30-31
GEMC Exercise 1/Lab A Climbing	March 30-April 3
Underground School	April 28-30
Erosion & Sediment Control Recertification	May 21
GEMC Exercise 2/Lab B Construction	June 22-26
Erosion & Sediment Control Certification Level 1A	July 16
GEMC Exercise 3/Lab C Operations	July 27-31
GEMC Exercise 4 Leadership	August 3-7
Erosion & Sediment Control Recertification	August 20
GEMC Exercise 1/Lab A Climbing	August 31-September 4
Distribution Switching	September 3-4
GEMC Exercise 2/Lab B Construction	September 28-October 2
Electricity 101	October 20
Overhead School	October 21-23
GEMC Exercise 3/Lab C Operations	October 26-30
Fall Safety Coordinator Conference	October 26-27
Erosion & Sediment Control Recertification	November 5
GEMC Exercise 4 Leadership	November 30-December 4



2015 Schedule of Classes

Professional Development & Education Classes

UGA Management Development Program, Course 1	
UGA Management Development Program, Course 2	
UGA Management Development Program, Course 3	
UGA Succeeding as a Supervisor	

Engineering Courses

Power Line Design and Staking Level 3	March 17-20
Power Line Design and Staking Level 1	July 28-31
Power Line Design and Staking Level 2	December 1-4

Customer Service Training

Customer Service Basics & Communication Skills	January 20
Using the SELF Evaluation to Provide Excellent Service	February 24
Serving Members Using Excellent Telephone Skills	March 31
Designing and Implementing a Crisis Communication Plan	May 12
Serving Emotional, Difficult to Please Members	May 19
Helping Members Conserve and Answering High Bill Concerns	June 10
Communicating During Crises – Rate Increases, Outage and More	July 21
Understanding How Your Utility Works – the Basics of Generation, Transmission and Distribution	August 11
The History of Electricity, Electric Cooperatives and The Seven Cooperative Principles	September 22
Social Media 101 for Electric Cooperatives	October 6
Understanding Collections and Disconnections	October 13
Diversity and Serving the Hispanic Customer	November 18
Serving a Multi-Generational Customer Base	December 15