

Texas Electric Cooperative Training

*Training workshops designed specifically for
Electric Cooperatives*

Designed and Presented by Julie D. Burch

Training sessions sample title list:

Exceptional Member Service: It's in the Bag!

Not your Mama's customer service!

You Make Me So Mad!

Developing Your Emotional Intelligence

**Communicating With Tact, Diplomacy,
And Professionalism**

Communicating with power and impact

Millennial Madness!

Generational Communication
Strategies and Solutions

Leadership is Learned!

Moving from manager to leader

I am Sooooo Stressed Out!

Stress management and life balance
skills for professionals

Additional titles available upon request

Are you ready to:

- ▶ Increase your member satisfaction?
- ▶ Empower happier—
and more productive— employees?
- ▶ Improve teamwork and communication?

Email Julie today!

julie@julieburch.com

Julie Burch has been working with electric cooperatives across the state, for years, with great results! Electric cooperatives are different than a traditional corporation and require training and development programs that not only understand that, but respect it. Being member owned means member focused and that means everything we do goes back to our core values and 7 Cooperative Principles. Julie's training workshops always keep the "cooperative way" at the center of every program. Whether teaching to the entire cooperative or a specific department-- from member services to engineering to the lineman-- Julie connects with the team and makes the training relevant. In addition, all of her presentations are dynamic, high energy, highly interactive and full of real world, tangible techniques the participants can use immediately. They are also tons of FUN! Julie loves to make people laugh. She has discovered they more they laugh the more they learn.

Julie's presentations can all be customized to fit your specific goals and objectives and can be modified to fit the time frame needed from a short keynote to a full day presentation.

Julie D. Burch, Julie Burch Speaks!
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