



## *Free online training with IAMU's Training on Demand!*

IAMU announces Training on Demand, giving you and your staff access to a large array of individualized classes online – an exclusive service to IAMU members, and all at no charge.

You'll find more than 60 different courses that you and your employees may take at your convenience to improve your skills and abilities to better serve your utility and your customers.

Administrator's Guide to an Effective Learning Program  
Algae for Energy  
Alternative, Renewable, Sustainable, and Green Energy  
Atoms, Conductors, Insulators and Flow  
Basic Financial Statements  
Biomass Energy - An Overview  
Business Continuity Planning  
Business Etiquette  
Business Writing Skills  
Change Management  
Circuits and Wires  
Coaching Employees  
Cogeneration: Combined Heat and Power  
Community Relations Programs  
Conflict Resolution  
Consultative Selling  
Customer Service - Face to Face and on the Phone  
Delegation Skills  
Direct and Alternating Current  
Direct Mail Marketing Techniques  
Electric Cars - The Issues  
Electricity Conservation Programs  
Electricity Industry - An Introduction  
Electricity Transmission and Grid Management  
Evaluating Financial Leases  
FACT Act Red Flags Programs for Energy Utilities  
Financial Markets  
Fuel cells  
Geothermal Energy  
Greening the Office

Grid-Scale Power Storage for Intermittent Sources of Electricity  
Handling Consumer Complaints  
Handling Sales Objections  
Hiring Skills  
Hydrogen for Energy  
Hydropower  
Interview Skills  
Key Customer Programs  
Landfill and Digester Gas (Biogas)  
Meeting Management Skills  
Motivating Employees  
Negotiation Skills  
Nuclear Electricity  
Oral Communication Skills  
Pandemic Planning  
Performance Appraisals and Meetings  
Personal Computer and Internet Security  
Project Management  
Sales Management  
Smart Meters  
Solar Energy for Electricity and Heating  
Stress Management  
Supervisory Management I  
Supervisory Management II - Performance Management  
Team Building  
Teams and Team Effectiveness  
Telemarketing Programs and Skills  
Time Management  
Voltage, Current and Resistance  
Wind Energy

Questions about Training on Demand or how to get started?

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