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Onsite Key Accounts Certificate Program

An American Public Power Association Program

Abstract

It's critical that utilities remain viable with their business communities. Key accounts are vital in the business community and utilities should strive to develop some level of support for their most impactful customers. Utilities must leverage its resource, shift their paradigms to remain relevant and add value to their high leverage stakeholders.

This utility focused four-day onsite training focuses on the necessary steps to develop and launch a program, how to get buy-in from colleagues and the community, and how to leverage the latest industry tools to ensure success.

Learning Objectives

1. Learn the four phases to develop a strong foundation for a program.
2. Discover the three-tiered launch sequence to properly introduce a program.
3. Learn seven primary elements all account executives should embrace to be successful.
4. Discuss the latest key account support tools available and how to leverage them.
5. Learn the Customer Action Plan (CAP) process and implement it properly.

References

Heather Contant, Delaware Municipal Electric Corporation, hcontant@demecinc.net

Jake Oelke, Wisconsin Public Power Incorporated, joelke@wppienergy.org