

# INSIDER NEWSLETTER

## THE IMPORTANCE OF COMMUNICATION

How often have you come across the quote, 'communication is key?' It's something we do every day of our lives, whether it be the spoken word, written correspondence or through body language. But why is it so important? Well first, let's understand what communication is. In simple terms, it's the act of transferring information from one person to another.

However, it's important to understand that communication is only effective if the receiver understands the message, and recently I've seen first-hand how my six-year-old grandson can get frustrated if what he's trying to communicate is not understood. Maybe we should add to that quote that communication is only effective if the receiver understands the message as it is intended.

### Why is communication important?

Communication is all around us, from the moment we wake and switch on the radio, read the newspaper, pass the advertising boards on the way to work and listen to the train announcements. During our working day, communication enables tasks to be completed diligently and ultimately makes us, and the company, more professional. In business, communication skills are highly valued. Leaders with ineffective communication skills can often be the root cause of productivity-related issues.

### Why do we need to communicate?

In our daily life, communication helps us build relationships by allowing us to share our experiences, and needs, and helps us connect to others. It's the essence of life, allowing us to express feelings, pass on information and share thoughts. We all need to communicate.



### Non-verbal communication

The words we use to communicate are important, but so is non-verbal communication. Non-verbal cues, such as signals, movements and expressions in our social and business life all help to deliver a specific message. Handshakes, eye contact and touching all help to show how we feel. I would even suggest that non-verbal communication is even more effective than verbal communication in some situations.

### How has the way we communicate changed?

Imagine what life would be like without communication. You have a brilliant idea but don't have the power to pass it on, you have a strong desire for something but cannot express it. Life would certainly be monotonous. When the United States President put the whole country into lockdown with the message to 'work from home', many of us found our new working environment exciting. But as time moved on, the excitement started to fade as we faced the challenges of communicating with each other. Inside and outside of work, we had to learn new ways to hold meetings through the likes of Zoom and Teams. We acquired an insight into people's homes, their kitchens and, in some cases, their bedrooms. Communication with work colleagues became a mosaic of pictures on a screen in front of us. (Continued, Page 2)

(Continued)

Concentrating on what was being said, especially when the screen switched to PowerPoint slides, became a trial and boredom or distractions became a challenge. How many times did you see faces on the screen no longer looking into the camera, but looking at something far more important to the side of their screens?

Even if you did have some face-to-face meetings, we soon realized how much we rely on reading people's lips as they speak to us, or even how much mouths help in recognizing people. Recently, I was approached by someone I hadn't seen for over 15 years, we shook hands and said hello, but it wasn't until he removed his mask, I realized who I was talking to.

## Tips for Improving Communication

### 1. Be clear and concise while communicating

When communicating, be clear about the objective and purpose of your message. Make sure your message is easily understood by keeping it succinct. People prefer short, sharp messages, so stick to the point and be clear about your intentions. Don't let them rely on assumptions to work out your message. Only when your message is clear will the receiver have a clear picture of what's being expressed, so they can act and respond accordingly.

### 2. Don't make any assumptions

Assumptions are formed when information is incomplete. It lacks evidence or facts, and it's quite easy to form assumptions if you don't ask the right questions. So, before you start, group your initial thoughts as fact or fiction. The more questions you ask, the less assumptions you're likely to make.

### 3. Listen with empathy

Empathic listening is the practice of being attentive and responsive to others during a conversation. By listening with empathy, you can make an emotional connection with the other person and provide a more heartfelt, personal response. Learn to truly understand their emotions and perspectives.

### 4. Think before you speak

A person's choice of words and tone reveal a lot about them, so it's important to prepare before speaking. Effective conversations are possible with advanced planning, preparation, and the formulation of what you want to say, and what you want to get out of the conversation. Why not try the THANKS technique for improving your communication by thinking before you speak? To put it simply, what you say should be True, Helpful, Affirming, Necessary, Kind and Sincere.

### 5. Learn the basics of non-verbal communication

It's said that non-verbal communication accounts for 55% of how an audience perceives a presenter. That means most communication is not through words, but through physical cues. Developing the ability to understand and use non-verbal communication can help you connect with others, express what you mean and build better relationships at home and at work. Body language is usually used to convey positive feelings, even when you're not actually experiencing them. You can master the art of non-verbal communication by adopting a positive body language and maintaining a proper posture to signal confidence.

**In Closing.** Remember, those who can communicate effectively with clear direction can help to deliver high-quality results. And by communicating effectively, you can build strong relationships with your colleagues and superiors. Working together as a team will ensure cohesion and long-term success. Not only will you be able to enjoy your work, but also to strive for better work performance.



# 2026 IMEA Annual Business Meeting & Vendor Expo

IMEA Annual Business Meeting & Vendor Expo provides an opportunity to learn from industry experts and network with peers. It attracts all levels of the Indiana utility professionals and staff from member communities, as well as IMEA staff.

The conference features educational sessions on technical programs focused on the utility industry. It also provides an opportunity to collaborate with other utilities one on one during the IMEA business meeting.

In order to make sure that all guest are provided hotel room availability we ask that you reserve your room ahead of time. This way we are able to keep track of quantity and increase the group block if needed.

We need your voice to be heard & your experience of the Public Power Industry to share with others during the IMEA Annual Business meeting.

We Look Forward to Your Participation!



**13 - 15 October, 2026**

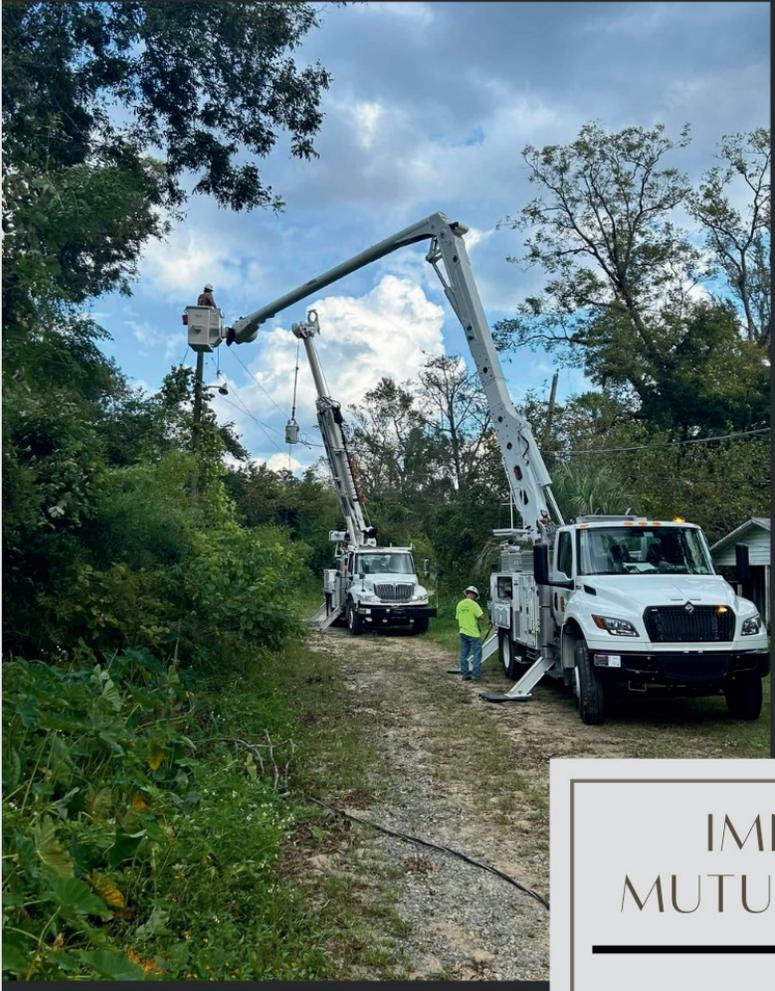


**Belterra Casino Hotel & Resort  
777 Belterra Dr, Florence, IN 47020**

# IMEA MEMBER SERVICES & RESOURCES

- Education & Networking
- Safety & Training
- Legislative, Regulatory, and Limited Legal Assistance
- Lineman Apprentice Skills Trainin
- Mutual Aid
- DOL Journeyman Lineworker Apprentice Program
- Annual Business Meeting & Vendor Expo
- Educational Scholarships
- Joint Programs & Committees
- Public Relations
- Public Power Promotions
- Rate Services and Intervention
- News Publications
- Operation & Management
- Member Directory
- Website





IMEA  
MUTUAL AID

NEIGHBORS  
HELPING  
NEIGHBORS



VISIT: [WWW.IMEA.COM](http://WWW.IMEA.COM) / MUTUAL AID

# INDIANA MUNICIPAL ELECTRIC ASSOCIATION 2026 SCHOLARSHIP OPPORTUNITIES



**2025 SCHOLARSHIP RECIPIENT**  
**BRAXTON PIEPER**  
TOWN OF AVILLA

**PURDUE UNIVERSITY**  
**MAJOR: FINANCE**



The Indiana Municipal Electric Association (IMEA) Educational Scholarship Program provides scholarships for up to six (6) college / tech school-bound seniors of IMEA municipal members for continuing education annually. The scholarship aid, in part, is designed to assist the student in attaining the education and skills necessary to compete in today's workforce as he/she works to become a productive and viable member of his/her community.

The \$1,000 scholarship, which is non-renewable, is made available in the spring of each year. The award notification will be presented to the student prior to graduation by a representative of the Indiana Municipal Electric Association. The scholarship will be issued at the end of the first year of college or completion of tech school as long as the student maintains a passing grade.

**To learn more on eligibility requirements please click the link to register!**

**[CLICK HERE TO REGISTER!](#)**

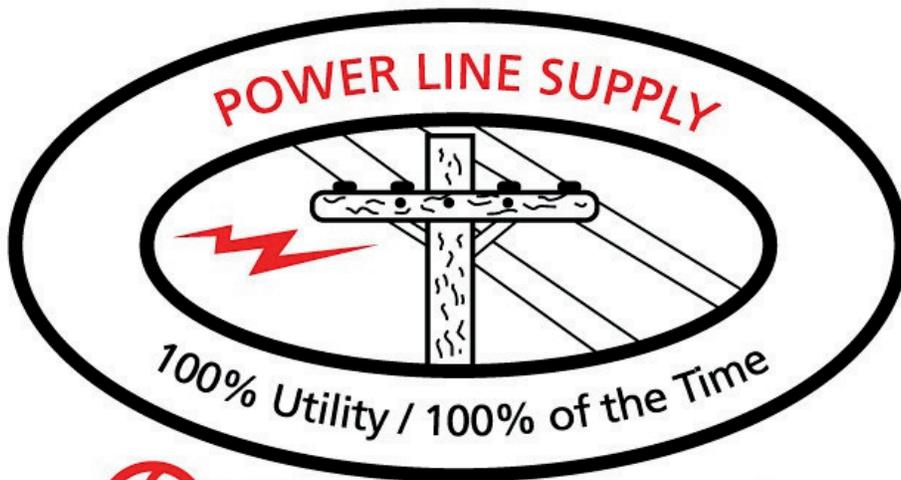


## IMEA ASSOCIATE MEMBERS

---

**SUPPORTING THE MISSION FOR SUCCESS IN THE  
ELECTRIC UTILITY INDUSTRY**

**TO LEARN MORE PLEASE VISIT: [WWW.IMEA.COM / ASSOCIATE MEMBERS](http://WWW.IMEA.COM/ASSOCIATE_MEMBERS)**



Utility Supply and Construction

C O M P A N Y

Visit us on the web  
at: [www.uscco.com](http://www.uscco.com)



## YOUR FULL LINE UTILITY DISTRIBUTOR

- T & D Construction Material Supply
- Rubber Goods Testing & Certification
- Tool Sales and Repair
- Technical Sales & Service
- Inventory Management and Barcoding

*Emergency Service 24 Hours a Day*

*800-832-2297*

**Mike Coomes**

Senior Regional Sales Manager

(317) 281-5561

**Jim Garbison**

Technical Solutions Consultant

(317) 476-1657

**Mark Nuce**

Account Manager

Northern Indiana/NW Ohio

(317) 417-7325

**Brad Means**

Technical Solutions Consultant

(231) 872-5419

**Jeff Carls**

Account Manager

(319) 660-9893

**Cole Miller**

Technical Solution Consultant

(317) 734-7357

# WHY YOU SHOULD CHOOSE IMEA LINEMAN TRAINING INSTITUTE

- Better Student-to-Instructor Ratio at 10:1 versus larger schools
- Each lineman instructor has at least 20+ years of experience
- Diverse instructor staff. Many of our linemen have not only over 30 years' experience but are well versed in substation, overhead distribution, underground utility construction, and transmission.
- Our instructors are patient, knowledgeable, constructive, and collaborative with students-not adversarial.

- In-house FULL CIDL training and testing facilities. This cannot be emphasized enough as obtaining a CIDL is critical to job placement, and IMEA makes obtaining a CIDL very easy and affordable versus other programs. MOST schools will help you only obtain the permit versus earning the entire CIDL. We do ALL of the training and TESTING in-house, on-site.
- Job placement services and career planning services.
- IMEA is a Non-Profit Organization, unlike other schools so we can provide the same training at a significantly lower cost.
- On-site lodging.



INDIANA MUNICIPAL  
ELECTRIC ASSOCIATION

# LINEMAN TRAINING INSTITUTE

*Indiana Municipal Electric  
Association  
Lineman Training Institute  
Saint Joseph College Campus  
1027 S. College Ave.  
Rensselaer, IN. 47978  
Contact Us  
765.366.5506  
IMEA Executive Director  
Duane Richardson  
Email: Duane@imea.com*

*Enrollment packages  
available. Please visit:  
[www.imea.com](http://www.imea.com) / [lineman  
training institute](http://lineman<br/>training.institute)*

2026 Title Sponsor of IMEA  
Lineman Training Institute

*Milwaukee*<sup>®</sup>

Nothing but **HEAVY DUTY**®

# OUR PROFESSIONAL SERVICES



## Personal Protection Equipment and Procedures

Students will learn about safety working procedures and personal protection equipment.



## Electrical Systems

Students will learn the basics of the entire electrical system from generation through transmission, distribution, and conversion.



## Basic Electricity

The students will be taught the fundamentals of practical and mathematical application of Direct Current and Alternating Current.



## Transformers

Students will learn how and why transformers are used, banked, energized and the various configurations of both Delta and Wye.



## Personal Protective Grounding

Students will learn how and why companies work on transmission and distribution lines as well as all equipment and methods used when working.



## Rigging And Knot Tying

Students will learn how to tie specific knots, splice rope and learn the proper use of various ropes, slings, block and tackle.

## Why Us?

### Are You Ready To Begin Your Career Ahead Of Your Competitors?

Our lineman school program will allow you to begin your career ahead of all the rest. Our students have experience performing the jobs of a lineworker, as well as obtaining professional knowledge of the industry while they proceed through our program. Our students are well equipped to stand out from the interview to the actual job. Our program will provide an outlet for electric companies to search for new qualified applicants.

Our students will be able to enter the industry with the technical skills that their employers can't pass up!

Do you want to learn from Experienced and Knowledgeable Linemen?

The lineman school instructors at IMEA Lineman Training Institute have extensive real-world experience in power generation, transmission and distribution. Their exceptional understanding of the industry and what companies are looking for makes our program a cut above other school. Our students will have hands-on experience in the trade and be coached in problem-solving skills in order to help them excel in their work. Do you want to be able to graduate and have the opportunities for immediate positions anywhere? Then this trade is the right career for you. IMEA Lineman Training Institute provides its lineman school graduates with a listing of municipalities that will be useful in your search. Our instructor's connections with the leaders of the trade will also give the students of IMEA Lineman Training Institute the upper hand at finding a career. Our students will be trained, not only to look for the job, but to find jobs. A career planning class is required to help our students create a resume and learn to find their own jobs.

So is it what you're looking for?



**Indiana Municipal Electric Association**

**IMEA Lineman Training Institute**

Duane Richardson

765.366.5506

Mailing Address

176 West Logan St. #225

Noblesville, IN. 46060

Our Location

1027 S. College Ave.

Rensselaer, IN. 47978