

KCC LEADERSHIP ROUNDTABLE

AUGUST 9 -10, 2016

KSU ALUMNI CENTER - MANHATTAN, KS

Dealing with the Unexpected...

“The only thing constant is change.” We’ve heard that so many times it seems cliché. When changes are slow and trends build, we can often see them coming in time to prepare. But, other times, something happens unexpectedly. What you do then, how you react, and the attitude you take in dealing with the situation can determine if it is a “make it or break it” event for your cooperative.



TUESDAY, AUGUST 9

4:30 pm *KCC Reception / Dinner / Evening Speaker*
Bret Saberhagen, former Kansas City Royals pitcher

WEDNESDAY, AUGUST 10

8:00 am *Welcome / Intro*
Leslie Kaufman - President/CEO Kansas Cooperative Council

8:15 am *To Err is Human, To Recover is Divine...Preventing a Service Failure from Becoming a Business Failure*
Dr. Neeli Bendapudi - Provost for the University of Kansas
Former Dean of the KU School of Business

9:30 am *Break*

9:50 am *If Anyone Would Have Told Me Two Years Ago That...*
Charles (Chuck) Conner - President & CEO, National Council of Farmer Cooperatives

10:50 am *Break*

11:05 am *So You're Saying There's a Chance...For that Bill to Pass?*
Congresswoman Lynn Jenkins (R-Kansas 2nd Dist.)

11:45 am *Wrap Up / Thank You's*
Leslie Kaufman - President/CEO Kansas Cooperative Council

DEADLINE TO REGISTER IS JULY 26, 2016

Who Should Attend?

- Managers and leadership teams of local and regional cooperatives
- Directors of local and regional cooperatives
- Co-op members

Registration

Please register by completing the enclosed Joint Meeting Registration Form or online at:
<http://acc.k-state.edu/sympkcc2016.html>.

Cancellation Policy

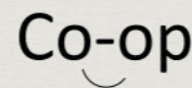
No refunds will be issued for cancellations to either meeting received after July 26, 2016, or for no-shows.



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AUGUST 9 - 10, 2016

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TUESDAY, AUGUST 9 - KCC RECEPTION/DINNER/EVENING SPEAKER

Bret Saberhagen, former Kansas City Royals pitcher

In 1985, Bret Saberhagen established himself as the ace of the Kansas City Royals. He went 20 - 6 with a 2.87 ERA and won the American League Cy Young Award. He was named MVP of the World Series, pitching two complete games, including a shutout in Game 7.

Eric Atkinson, Agriculture Director of the K-State Radio Network, will moderate as Bret answers your questions about his career as one of the greatest Royal's pitchers.

WEDNESDAY, AUGUST 10 - TO ERR IS HUMAN, TO RECOVER IS DIVINE...PREVENTING A SERVICE FAILURE FROM BECOMING A BUSINESS FAILURE

Dr. Neeli Bendapudi, Provost for the University of Kansas
Former Dean of the KU School of Business

Cooperatives exist to serve their members. They are constantly trying to improve dumping speeds at harvest, expand product lines, provide increased internet access to financial accounts, and get the lights back on quickly after a storm. But, co-ops are run by people and humans are not perfect. Mistakes happen. Prevention is key, but when the unexpected happens, how the management, board or employees react, can be the difference between losing a members' trust or, if catastrophic enough, losing the co-op.

Dr. Neeli Bendapudi is a national authority on developing positive, corporate cultures that translate into business success. Her current research focuses on customer willingness and ability to maintain long-term relationships with firms and with the employers and brands that represent them. Encompassed within this is helping companies prepare for the day when a service failure, whether it is minor or significant, occurs and how to respond in a manner that ensures business continuity. Through lively commentary and interactive discussions, Neeli will share valuable insights on how your co-op can help ensure a successful recovery from human errors.

Bendapudi received her Ph.D. from the University of Kansas and she has taught at Texas A&M (A&M) and the Ohio State University (OSU). Having served at A&M and OSU, she is familiar with the land grant model of teaching, research and extension.

WEDNESDAY, AUGUST 10 - IF ANYONE WOULD HAVE TOLD ME TWO YEARS AGO THAT...

Outlook on 2016 Fall Elections and the Implications For Cooperatives

Charles (Chuck) Conner, President & CEO, National Council of Farmer Cooperatives

Even long-time political insiders and strategists will admit that the 2016 Presidential election season has taken dramatic turns from where many expected the races to go one year ago. Both major parties have seen the rise of the "outsider" influence delegate counts in an unprecedented manner. As the dust settles from the August primaries, what is on-tap for the general election, how will the presidential nominees influence down-ticket races for control of the U.S. Senate and maybe even the U.S. House, and just what can cooperatives expect in terms of the policy outlook?

For more than 36 years, Chuck Conner has advocated on behalf of cooperatives, agriculture and rural America, in both private sector and government positions. Currently the President & CEO of the National Council of Farmer Cooperatives, Chuck's years in President G.W. Bush's administration, on Congressional staff and now in the association world provide a unique perspective from "inside the beltway" on what cooperatives and rural America might be facing in the after-math of the 2016 elections.

WEDNESDAY, AUGUST 10 - SO YOU'RE SAYING THERE'S A CHANCE...FOR THAT BILL TO PASS?

Congresswoman Lynn Jenkins, (R-Kansas 2nd Dist.)

Many issues are pending before Congress, but what can we expect to pass in the remaining days this session when lawmakers return from their summer recess? Congresswoman Lynn Jenkins, who grew up on a dairy farm outside Holton, will share insights on possible legislative outcomes and her perspectives on the federal political landscape.