

The American Water Works Association

## **PUBLIC WORKS – UTILITIES AND WATERWORKS MANAGEMENT INSTITUTE**

(In partnership with Utah State University)

Salt Lake City, Utah

**January 23 – 27, 2012**

The management institute is for anyone in a leadership position. This affordable five-day course will teach you how to put effective management and supervisory skills to work for you and your organization. You'll learn to make better leadership decisions, communicate more effectively, avoid costly mistakes and get the results you want. Also, with attendees coming from all over the country, this is a terrific opportunity to share knowledge of the water industry. Plan on attending yourself or sending other managers and supervisors who would benefit from this superior skills program.

### **BASIC INSTITUTE TRAINING PROGRAM (DAYS 1 THROUGH 5)**

\$499 PER STUDENT

Classes meet each day from 8:00 a.m. to 4:30 p.m.

#### **DAY 1: FOUNDATIONS OF LEADERSHIP**

(Instructor: Dr. Brent Soffe)

Provides participants with a knowledge of contemporary leadership principles, essential skills and general functions of management, the role of the supervisor, goal setting and time management.

#### **DAY 2: THE LEADERS ROLE IN PERFORMANCE MANAGEMENT**

(Instructor: Dr. Brent Soffe)

Models of communication and giving and receiving feedback. Understanding work group dynamics, managing teams, group problem solving, team leadership strategies, total quality management and characteristics of high-performance teams.

#### **DAY 3: MANAGING CONFLICT**

(Instructor: Van Potter)

This workshop emphasizes skills needed in purposefully and appropriately managing conflict, understanding and benefiting from emotions, converting mind-body integration principles into powerful tools, recognizing and expanding perceptions, operating from purpose and developing powerful conflict resolution communication methods.

#### **DAY 4: EMPLOYEE SELECTION**

(Instructor: Dr. Brent Soffe)

Participants will identify ineffective selection methods, learn about the key elements in an effective employee selection system, conduct a legally defensible employment interview, and develop a set of employee interview guidelines that can be implemented in their organizations.

#### **DAY 5: THE LEADERSHIP OF CHANGE**

(Instructor: Van Potter)

Designed to help managers fully understand the nature and necessity of change, its impact on people, and how to meet the challenge it presents. Participants learn strategies that help speed up the process and minimize the productivity decline. Emphasis is placed on coaching and leading a team through a complex change situation.

#### **CERTIFICATION**

A formal certificate will be prepared for parties who successfully complete the required course objectives. This certificate is prepared and presented by American Water Works Association. Optional university certification is also available for the extra fee of \$50.00 per student and is presented by Utah State University. This Management / Leadership certificate is primarily for those needing university certification to meet training requirements for various professional affiliations.

#### **FEES, LOCATION & REGISTRATION**

The Basic Water Utility Management Institute fee is \$499.00 (plus optional \$50.00 fee for Utah State University Certification). This includes all instruction, workbook and handout materials.

All institute sessions will be held in the meeting room at Comfort Suites Hotel, 171 North 2100 West, Salt Lake City, Utah 84116. Participants may arrange their own lodging at the Comfort Suites Hotel and take advantage of special rates by mentioning their participation with the AWWA Management Institute. The Comfort Suites Hotel is a full-service hotel including a full complimentary breakfast each day and a courtesy airport shuttle.

Comfort Suites Hotel  
171 North 2100 West  
Salt Lake City, Utah 84116  
(801) 715-8688 or 1-800-424-6423

To reserve your seat, complete the registration form below and send it along with your check made payable to Education & Training Services

For further information, contact Chuck Christensen at (801) 281-0107 , chuckets@gmail.com

**REGISTRATION FORM** – Basic Management Institute, January 23 – 27, 2012

Name \_\_\_\_\_

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Business Phone \_\_\_\_\_ Email address \_\_\_\_\_

Check Amount Enclosed

\$499.00 per student (Do you want the optional university certification?

Yes \_\_\_\_\_ No \_\_\_\_\_ (If yes, the total fee is then \$549.00 per student)

Please remit by check to:

**EDUCATION & TRAINING SERVICES  
PUBLIC UTILITIES AND WATERWORKS MANAGEMENT INSTITUTE  
P.O. BOX 495, SALT LAKE CITY, UTAH 84110  
ATTN: CHUCK CHRISTENSEN**

Call or email Chuck Christensen (see above) to make sure class is not full.

## Add valuable specialists to your team without increasing your payroll



Imagine having an additional 60,000 staff members to help you research, analyze, solve problems and improve processes. Your AWWA membership brings you this and more.

AWWA membership benefits everyone from operators to regulators, manufacturers to consultants, and utility managers to students. Whatever your job, you need timely, accurate information to get things done.

### Join AWWA today and get what you need to succeed.

**For information, contact:**

Pamela Monahan, CTAWWA Executive Manager  
Membership Committee Co-chair  
(203) 757-1855  
ctawwa@snet.net

Marcey Munoz  
Membership Committee Co-chair  
(860) 313-0031 ext. 3814  
mmunoz@themdc.com

