



MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

(Hosted by Grand Rapids Water System)
Grand Rapids, Michigan
October 20 - 22, 2015

CEC's toward Operator Licenses have been applied for

The management institute is for anyone in a leadership position. This affordable three-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. Plan on attending yourself or sending other managers and supervisors (or prospective managers and supervisors) who would benefit from this superior skills program.

The three-day course includes: (classes meet each day from 8:00 a.m. to 5:00 p.m.)

- **Section 1 - The Art of Leadership.** Provides participants with knowledge of contemporary leadership principles, essential skills and general functions of management and the role of the manager.
- **Section 2 - The Leader's Role in Performance Management.** Models of communication and giving and receiving feedback. Practice clarifying expectations, establishing standards, rewarding outstanding performance, and correcting unacceptable output while overcoming resistance.
- **Section 3 - The Leadership of Change.** 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.

- **Section 4 - Managing Conflict.** This workshop emphasizes skills needed in purposely 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.
- **Section 5 - Collaboration and Teams.** Effectively working with others is essential to maintaining a good work environment and efficient operations. How we communicate can either promote an effective team or cause barriers and conflict. This segment will provide training in tools proven to enhance communication skills. It will show participants how to communicate effectively with different personalities, how to diffuse emotional issues, and how to communicate in ways that build confidence and promote cooperation. The strengths and weaknesses of four communication styles will be examined. Practical exercises will be used to help participants learn to communicate more effectively in either a management or staff role.

Fees, Location & Registration Form

Fee: The fee for the three-day course is **\$499**, which includes all instruction, workbook, and handout materials.

Certification: A formal certificate will be prepared for participants who successfully complete the required course objective. This certificate is prepared and presented by Public Utilities & Waterworks Management Institute. An optional university certification is also available for the extra fee of **\$50** per participant 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. However, any participant desiring to receive a university certificate may do so by paying the **\$50** fee.

Location: **Grand Rapids Water/Environmental Services - Room 224**
1900 Oak Industrial Drive NE
Grand Rapids, MI 49505 (Driving directions will be provided)

Hotel recommendations available upon request

For further information, contact Chuck Christensen at 208-957-5350 or chuck@puwwmi.org

*****To reserve your seat, complete the registration form below and send it along with your payment information to Education & Training Services.*****

REGISTRATION FORM

**Management & Supervisory Leadership Training Program
October 20 - 22, 2015 (Grand Rapids, MI)**

Name_____

Business Name_____

Business Address_____

City/State/Zip_____

Business Phone_____ **Email Add.**_____

**Payment Fee: \$499.00 per student (Do you want the optional university certification?
Yes_____ No_____)**

If yes to optional university certification, the total fee is \$549.00

Please Remit By Check To:

**EDUCATION & TRAINING SERVICES
PUBLIC UTILITIES & 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.**