



**MANAGEMENT & SUPERVISORY
LEADERSHIP TRAINING PROGRAM**
Salt Lake City, Utah
January 28 – February 1, 2019

The management institute is for anyone in a leadership position. This no-nonsense, 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. With participants 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 (or prospective managers and supervisors) who would benefit from this superior skills program.

The five-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 a 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: 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.

SECTION 4: Managing Conflict and Organizational Communication. 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.

SECTION 5: Accountability. Taking initiative without having full authority for process or outcomes. Accountability is an intrinsic sense of ownership of the task and the willingness to face the consequences that comes with success or failure. This section will discuss the methods leaders may consider in creating a culture of accountability.

Fees, Location & Registration Form

Fee: The fee for the five-day course is **\$499.00**, which includes all instruction, workbook and handout materials.

Certification: A formal certificate will be prepared for parties who successfully complete the required course objectives. This certificate is prepared and presented by Public Utilities & Waterworks Management Institute. Optional higher education certification (with academic CEU's) is also available for those who need this to meet job or organizational requirements. Any individual desiring to receive the higher education certificate may do so by paying a **\$50** fee upon request.

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

All institute sessions will be held in the meeting room at Comfort Suites Hotel at the address listed above. **Participants may arrange their own lodging at the Comfort Suites Hotel and take advantage of discounted rates by mentioning their participation with the Public Utilities & Waterworks Management Institute.** The Comfort Suites Hotel is a full-service hotel including a full complimentary breakfast each day and a courtesy airport shuttle.

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

*****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
January 28 – February 1, 2019 (Salt Lake City, UT)**

Name _____

Business Name _____

Business Address _____

City/State/Zip _____

Business Phone _____ **Email Add.** _____

Payment fee: \$499.00 per attendee

To pay by credit card call us at: 208-957-5350 or 801-281-0107

To pay by check, make check payable to: EDUCATION & TRAINING SERVICES

Mail check to:

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

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