



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

*(In partnership with Utah State University)*

**Salt Lake City, Utah  
September 15 - 19, 2014**

*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. Also, 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 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 5:00 p.m.

#### **SECTION 1: FOUNDATIONS 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: 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 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: 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.

## **CERTIFICATION**

A formal certificate will be prepared for parties who successfully complete the required course objectives. This certificate is prepared and presented by Public Works – Utilities – Waterworks Management Institute. **OPTIONAL UNIVERSITY CERTIFICATION** is also available for the extra fee of \$50 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. However, any individual desiring to receive the Utah State University certificate may do so by paying the extra \$50 fee.

## **FEES, LOCATION & REGISTRATION**

The Basic Water Utility Management Institute fee is \$499 (plus optional \$50 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 Public Utilities and Waterworks 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 (Tell them this is an AWWA registration)**

*For further information, contact Chuck Christensen at 801-281-0107 or [chuckets@gmail.com](mailto: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

**Public Utilities and Waterworks Management Institute  
September 15 – 19, 2014 (Salt Lake City, UT)**

**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 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.**