



**MANAGEMENT & SUPERVISORY  
LEADERSHIP TRAINING PROGRAM**  
Eden Prairie, MN  
April 30 - May 2, 2024

***Hosted by Eden Prairie Water & Wastewater Utilities***

*24 Related Contact Hours approved for water license renewal  
22.5 Related Contact Hours approved for wastewater license renewal*

*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: Leadership.** Leadership is the most studied and least understood subject in modern management theory. Drawing from current sources of data and from ancient perspectives this section will explore actionable approaches to developing capacity as a leader.

**SECTION 2: Teams.** Leaders accomplish little by themselves. Leadership implies followership, and the best followers are those who are mutually accountable, committed and contributors to the organizations mission...in other words a team. Learn the difference between a working group and a team. Develop the framework and skills to develop teams.

**SECTION 3: Conflict.** Any functional relationship requires the capacity to harness conflict. Learn the skillsets and practices to move work relationships to higher levels of collaboration and synergy. Rational conflict management while maintaining emotional intelligence is key to leadership success.

**SECTION 4: Decisions.** Leaders are commonly judged by their capacity to make successful decisions. Decisions are the culmination of all leadership skills including conflict and team skills. Learn decision processes that increase the quality of decisions and engage stakeholders in committed follow through.

**SECTION 5: Developing New Managers.** Perhaps the most important role of a leader is to develop other leaders. Topics explored will include succession, mentoring, coaching as well as delegation, feedback and performance management.

## **Fees, Location & Registration Form**

**Fee:** The fee for the three-day course is **\$549.00**, 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: Eden Prairie Community Center  
Cambria Room  
16700 Valley View Road  
Eden Prairie, MN 55344 (Driving directions will be provided)**

**\*\*Participants may arrange for their own lodging at the Residence Inn - Eden Prairie at 952-829-0033 and take advantage of discounted rates by asking for the "Utility Leadership Training" block of rooms for the April 30 - May 2, 2024 class.**

**\*Please complete the registration form below then contact Chuck Christensen at 208-957-5350, or [chuckets@gmail.com](mailto:chuckets@gmail.com) to make sure the class is not full\***

# REGISTRATION FORM

**Management & Supervisory Leadership Training Program  
April 30 - May 2, 2024 (Eden Prairie, MN)**

**Name/Job Title** \_\_\_\_\_

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

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

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

**Business Phone** \_\_\_\_\_ **Email Add.** \_\_\_\_\_

**Payment fee: \$549.00 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  
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