



**MANAGEMENT & SUPERVISORY
LEADERSHIP TRAINING PROGRAM**

**Eden Prairie, MN
December 10 - 12, 2024**

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 who would benefit from this superior skills program.

The three day course includes (8 am - 4:30 pm):

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 - 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, diffuse emotional issues, and 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 3 - 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 4 - Decision Making. As managers we spend our days making decisions. How do you determine the quality of your decision making process/the quality of your outcomes? Do you have a way of determining whether something should even be a decision? We will explore methods and perspectives that will support your individual and group decision making ability.

Fees, Location & Registration Form

Fee: The fee for the three-day course is \$549.00, which includes all instruction, workbook, and handout materials.

Certification: Attendees will receive a certificate of completion (24 Contact Hours included) for successfully completing the required course objectives. This certificate is prepared and presented by the 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 an additional \$50 fee.

Location: Eden Prairie Community Center
Cambria Room
16700 Valley View Road
Eden Prairie, MN 55344 (Driving directions will be provided)

Participants may arrange for \$89 rooms at the Residence Inn - Eden Prairie at 952-829-0033, or by clicking this link; [Book your group rate for Utility Leadership Training](#) by November 18 for the December 10 - 12, 2024 class.

Please complete the registration form below, then call, text or email Kyle Christensen at 801-599-9330 or kyle@puwwmi.org to make sure the class is not full

REGISTRATION FORM

Management & Supervisory Leadership Training Program
December 10 - 12, 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
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