



**MANAGEMENT & SUPERVISORY
LEADERSHIP TRAINING PROGRAM**

**Greensboro, NC
February 25 - 27, 2025**

20.0 CEU's toward NC Water/Wastewater Operator Licenses

The management institute is for anyone in an operating, engineering, supervisory, manager or leadership position. This course will teach you effective management and supervisory skills that can be applied to your organization. You'll learn that you can be a leader in any hierarchical position in your organization, and do what it takes to make an effective team, handle conflict by communicating more effectively (interest vs. position), lead and manage change, develop yourself and those around you and get the results you want.

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 - 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 **\$549.00**, which includes all instruction, workbook, and handout materials.

Certification: Attendees will receive a certificate of completion (20.0 CEU's) 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: City of Greensboro
Water Resources Department - Steve Drew Conference Room
2602 South Elm-Eugene Street
Greensboro, NC 27406 (Driving Directions will be provided)

****Hotel recommendations available upon request****

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
February 25 - 27, 2025 (North Carolina)

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
ATTN: ACCOUNTS RECEIVABLE