



ADVANCED MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

Hosted by City of Greensboro Department of Water Resources

**Greensboro, North Carolina
November 12 - 14, 2024**

*20.0 CEU's toward NC Water/Wastewater Operator Licenses
DW Course ID: 112067
WW Course ID: CE04110116*

The Advanced Course is a series of skill-building days designed to help understand management's changing role in today's business climate. Leadership principles and challenges will be discussed; individual and team exercises will support specific skill training; discussions of the future of management and organizations will be central to the learning experience.

The three-day course includes: (classes meet each day from 8:00 a.m. to 5:00 p.m.)

SECTION 1: LEADERSHIP REVIEW. A review of leadership principles and what it takes to be an effective leader in the Utility Industry.

SECTION 2: CRITICAL THINKING SKILLS FOR PROBLEM RESOLUTION AND INNOVATION. Few of us have had any formal education in "Thinking." We tend to be unaware of the ways our current thinking processes determine the kind of results we are getting. This Course will explore the roots of current methods of thinking and how they serve us and how they limit our options. We will explore new methods of thinking called Parallel Thinking and Lateral Thinking as alternatives with greater benefits. These methods will give immediate results. They are simple to use and very empowering.

SECTION 3: 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.

SECTION 4: COACHING AND MENTORING SKILLS. **Coaching** is a process that enables learning and development to occur and thus improve individual performance. This course will provide an overview of effective styles, techniques and skills required to enhance individual performance. **Mentoring** shares many aspects of coaching but is often focused on significant personal transitions in knowledge, work or thinking. This class will look at the bottom line contribution of mentoring to the individual. Participants will be exposed to a few tools and methods to use for effective mentoring.

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: **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-

For further information, contact Chuck Christensen at 208-957-5350 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

**Advanced Management & Supervisory Leadership Training Program
November 12 - 14, 2024 (Greensboro, NC)**

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**

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