



**ADVANCED MANAGEMENT & SUPERVISORY  
LEADERSHIP TRAINING PROGRAM**

**Greensboro, NC  
November 12 - 14, 2024**

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*\*20.0 CEU's toward NC Water/Wastewater Operator Licenses\**

*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.*

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

**SECTION 1: Emotional Intelligence.** Emotional Intelligence is recognized as perhaps the most critical skill of leadership. Its importance was known and taught by early philosophers. Current research in neuroscience and social science support the role of EQ for improved relationships and more effective leadership. This class will break down the skills and practices to improve self-awareness, self-management, empathy and social awareness.

**SECTION 2: Ethics.** Designed to help managers and supervisors 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 3: Leadership; Mastering Values and Vision.** Leadership is about the future, inspiring others to achieve things that are an Improvement of the current state. Clarity of vision is rooted in the values we espouse. Most managers in a variety of surveys tend to show less than average results in their capacity to lead with a vision. This class will walk through the steps of creating a vision, being visionary and leading others with a vision.

**SECTION 4: Leadership; Fostering Development, Collaboration and Recognition.** 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 5: Leadership; Managing Change.** We live in a world of accelerated change. We are responding to numerous changes at the same time. We must learn to manage and lead our organizations through change that involves our environment, politics, technology and demographics...to name a few. This class will explore the most effective ways to provide human guidance and technical structure through change.

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## **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)

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

# 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:

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