



**MANAGEMENT & SUPERVISORY  
LEADERSHIP TRAINING PROGRAM**  
**Leesburg, Virginia**  
**September 24 - 26, 2024**

***Hosted by Town of Leesburg - Department of Utilities***

**\*\*20 CPE's toward Virginia Water/Wastewater Operator Licenses\*\***

*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 - 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, appropriately managing conflict, understanding and benefiting from emotions.

**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:** 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 – Town of Leesburg**  
**Utilities Maintenance Building**  
**1385 Russell Branch Parkway SE**  
**Leesburg, VA 20175 (Driving Directions will be provided)**

**-Hotel recommendations available upon request-**

**\*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  
September 24 - 26, 2024 (Leesburg, VA)

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.**