



**ADVANCED MANAGEMENT & SUPERVISORY  
LEADERSHIP TRAINING PROGRAM**

**Monroe, NC  
April 1 - 3, 2025**

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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 (8:00 am - 5:00 pm):**

**SECTION 1: LEADERSHIP REVIEW.** A review of leadership principles and what it takes to be an effective leader in public service and the Utility Industry. Participants will learn why Emotional Intelligence is a critical component of effective leadership; create a personal development plan with SMART goals and apply John Maxwell's 5 levels of leadership.

**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. Participants will participate in an actual coaching exercise. 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.

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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 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 Monroe  
Old Armory Community Center - Media Room  
500 S. Johnson Street  
Monroe, NC 28112 (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](mailto:kyle@puwwmi.org) to make sure the class is not full**

# REGISTRATION FORM

## Advanced Management & Supervisory Leadership Training Program - April 1 - 3, 2025 (Monroe, NC)

Name/Job Title \_\_\_\_\_

Business Name \_\_\_\_\_

Business Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Business Phone \_\_\_\_\_

Email Add. \_\_\_\_\_

**\*Address to send course workbook and handout materials (if different than above)**

Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

**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  
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ATTN: ACCOUNTS RECEIVABLE**