



PHASE III MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

Monroe, NC
June 3 - 5, 2025

20.0 CEU's toward NC Water/Wastewater Operator Licenses

This PHASE III Institute Program has been designed at the request of many institute graduates who wish to continue expanding their leadership capacity. The skill-building topics of this course will foster improved knowledge of the management and leadership role and prepare participants to make better decisions, prioritize and engage others in facing the monumental leadership challenges facing the utility industry. The sharing of knowledge and ideas with peers will enhance this learning experience.

The three-day course includes (8:00 am - 5:00 pm):

SECTION 1: LEADERSHIP AND SELF DEVELOPMENT. Vertical development and Horizontal development are new concerns in the field of Leadership development. Theorists claim that current methods are not preparing Leaders for our current level of organizational complexity, let alone whatever the future may bring. Innovation and technology are changing the way we consider leadership effectiveness. This section will attempt to define the problems and consider possible solutions.

SECTION 2: ETHICS. Ethical theory, history and application in the public sector as it relates to leadership. Case studies and group problem resolution. If something is legal, is it also ethical? What is the leader's role in making such determinations?

SECTION 3: DIALOGUE SKILLS. The practice of dialogue is as old as mankind and it is revolutionizing today's organizational world. Dialogue is a way of conversing and thinking together that dissolves barriers and creates organizational cultures that are energized by collaboration and partnership. Dialogue on Leadership and the future of water and the water industry. Based on reading from "The Future of Water" and other sources.

SECTION 4: EMOTIONAL INTELLIGENCE. Emotional Intelligence is the capacity of an individual to harness and manage the power to develop self-awareness, social awareness and empathy. Skill in Emotional Intelligence is a better predictor of career success than I.Q. and is particularly important in leadership roles.

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 to make
sure the class is not full**

REGISTRATION FORM

**Phase III Management & Supervisory Leadership Training Program
June 3 - 5, 2025 (Monroe, 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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