



## MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

Provo, UT  
April 8 - 12, 2024

*The management institute is for anyone in a leadership position. This no-nonsense, five-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. With participants coming from all over the country, this is a terrific opportunity to share knowledge of the water industry. Plan on attending yourself or sending other managers and supervisors (or prospective managers and supervisors) who would benefit from this superior skills program.*

The five-day course includes: (Monday-Thursday from 8:00 a.m. to 5:00 p.m., Friday from 8:00 am to 1 p.m.)

**SECTION 1: Leadership.** Leadership is the most studied and least understood subject in modern management theory. Drawing from current sources of data and from ancient perspectives this section will explore actionable approaches to developing capacity as a leader.

**SECTION 2: Teams.** Leaders accomplish little by themselves. Leadership implies followership, and the best followers are those who are mutually accountable, committed and contributors to the organizations mission...in other words a team. Learn the difference between a working group and a team. Develop the framework and skills to develop teams.

**SECTION 3: Conflict.** Any functional relationship requires the capacity to harness conflict. Learn the skillsets and practices to move work relationships to higher levels of collaboration and synergy. Rational conflict management while maintaining emotional intelligence is key to leadership success.

**SECTION 4: Decisions.** Leaders are commonly judged by their capacity to make successful decisions. Decisions are the culmination of all leadership skills including conflict and team skills. Learn decision processes that increase the quality of decisions and engage stakeholders in committed follow through.

**SECTION 5: Developing New Managers.** Perhaps the most important role of a leader is to develop other leaders. Topics explored will include succession, mentoring, coaching as well as delegation, feedback and performance management.

## **Fees, Location & Registration Form**

**Fee:** The fee for the five-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:** **Provo City Hall**  
**Public Safety Police Training Room, 3rd Floor**  
**445 W. Center St.**  
**Provo, UT 84601**      **(Driving directions will be provided)**

**-Hotel recommendations available upon request-**

*For further information, contact Chuck Christensen at 208-957-5350 or [chuckets@gmail.com](mailto: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

**Management & Supervisory Leadership Training Program  
April 8 - 12, 2024 (Provo, UT)**

**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.**