



**THE “NEW MANAGER”  
TRAINING PROGRAM**

**Rialto, CA  
February, 25-27, 2025**

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**\*20 CEU's Approved for License Renewal\***

*This course will equip “new managers” with the basic managerial skills needed to navigate the critical role of management. Seasoned managers may also benefit from a review of employment law, interviewing and selecting employees. Develop coaching skills and how to hold an effective performance review. Delegation skills, developing employee accountability, feedback skills and difficult conversations will be covered. Attendees will learn how to link vision and mission to goals and daily objectives.*

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

**Day 1 - Management Overview**

- Leadership and Management the differences and similarities
- Overview of management basics
- Employee selection/Behavioral interviewing
- Delegation skills
- Developing accountability
- Performance Management skills

**Day 2 - Managing Employee Performance**

- Vision, mission strategy goals and objectives....alignment
- Performance review
- Coaching skills
- Feedback skills
- Mentoring skills

## Day 3 - Managing “The Big Picture”

- Situational leadership overview
  - Managing and coaching former peers
  - Managing conflict and negotiation
  - Talent review and succession
  - Employment law and litigation landmines
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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 CEU's included) 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:** West Valley Water District  
Board Room  
855 W. Base Line Rd.  
Rialto, CA 92377 (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

The "New Manager" Training Program  
February 25 - 27, 2025 (Rialto, CA)

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  
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