



**MANAGEMENT & SUPERVISORY  
LEADERSHIP TRAINING PROGRAM**  
**South San Francisco, CA**  
**May 14 - 16, 2024**

***Hosted by City of South San Francisco***

**\*\*20 Contact Hours Approved for License Renewal\*\***

*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: 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 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 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:** Terrabay Gymnasium & Rec. Center  
The Poppy Room  
1121 South San Francisco Dr.  
South SF, CA 94080 (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  
May 14 - 16, 2024 (South San Francisco, CA, 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  
PUBLIC UTILITIES & WATERWORKS MANAGEMENT INSTITUTE  
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