



MANAGEMENT & SUPERVISORY LEADERSHIP TRAINING PROGRAM

**Hosted by PA-AWWA
October 24 - November 9, 2023**

20 PA DEP Contact Hours Approved

The management institute is for anyone in an operating, engineering, supervisory, manager or leadership position. This course will teach you effective management and supervisory skills that can be applied to your organization. You'll learn that you can be a leader in any hierarchical position in your organization, and to what it takes to make an effective team, handle conflict by communicating more effectively (interest vs. position), lead and manage change, develop yourself and those around you and get the results you want.

The three-week course includes:

Section 1 - The Art of Leadership. Provides participants with knowledge of contemporary leadership principles, essential skills and general functions of management and the role of the manager.

Section 2 - The Leader's Role in Performance Management. Models of communication and giving and receiving feedback. Practice clarifying expectations, establishing standards, rewarding outstanding performance, and correcting unacceptable output while overcoming resistance.

Section 3 - The Leadership of Change. Designed to help managers fully understand the nature and necessity of change, its impact on people, and how to meet the challenge it presents. Participants learn strategies that help speed up the process and minimize the productivity decline. Emphasis is placed on coaching and leading a team through a complex change situation.

Section 4 - Managing Conflict. This workshop emphasizes skills needed in purposely and appropriately managing conflict, understanding and benefiting from emotions, converting mind-body integration principles into powerful tools, recognizing and expanding perceptions, operating from purpose and developing powerful conflict resolution communication methods.

Section 5 - Collaboration and Teams. Effectively working with others is essential to maintaining a good work environment and efficient operations. How we communicate can either promote an effective team or cause barriers and conflict. This segment will provide training in tools proven to enhance communication skills. It will show participants how to communicate effectively with different personalities, how to diffuse emotional issues, and how to communicate in ways that build confidence and promote cooperation. The strengths and weaknesses of four communication styles will be examined. Practical exercises will be used to help participants learn to communicate more effectively in either a management or staff role.

Fees, Location & Registration Form

Fee: The fee for the course is **\$499**, 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.

Please complete the registration form on Page 4 then contact us at 208-957-5350, or chuckets@gmail.com to see if seats are still available

Structure of each weekly class

Monday: Continue working on weekly assignments, video assignments ---- workbook self-assessments ---- workbook assignments, etc. (approx. 1 hour)

Tuesday: 9 am - Noon, 3-hour ZOOM meeting (15 minute break halfway through); Overview of this week's content introduction of instructor question, expectations, etc.

Wednesday: Continue working on weekly assignments (if necessary). Content questions to check for participation and understanding of material. (approx. 1 hour)

Thursday: 9 am - Noon, 3-hour ZOOM meeting (15 minute break halfway through) ----- Encourage participants to help each other ----- Open book prep for next course topic starting Monday.

Friday: Open for instructor and participants to call or email.

October/November, 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
October 15	16	17	18	19	20	21
22	23	24 Zoom class 9 – Noon (15 min break)	25	26 Zoom class 9 – Noon (15 min break)	27	28
29	30	31 Zoom class 9 – Noon (15 min break)	November 1	2 Zoom class 9 – Noon (15 min break)	3	4
5	6	7 Zoom class 9 – Noon (15 min break)	8	9 Zoom class 9 – Noon (15 min break)	10	11
12	13	14	15	16	17	18

REGISTRATION FORM

**Management & Supervisory Leadership Training Program
October 24 - November 9, 2023 (PA)**

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: \$499.00 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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