



The American Water Works Association New Jersey Section (AWWA NJ), in conjunction with the Pennsylvania Section of the American Water Works Association (PA AWWA), invites you to attend

**Utility Management Institute
Coming to Philadelphia
October 12, 13, 14, 2010
*2.0 CEU's (20 Contact Hours) Approved***

Hone your leadership skills at the Utility Management Institute

Learn how to put effective management and supervisory skills to work for you and your water and wastewater system at the Utility Management Institute being offered in Philadelphia on October 12, 13, 14, 2010.

The American Water Works Association Jersey Section (AWWA NJ) and The Pennsylvania Section of the American Water Works Association are co-sponsoring the three day workshop.

The management institute is for anyone in a leadership position. 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 who will benefit from this important program.

The three-day course includes:

- **Section 1 – Foundations of Leadership.** Provides participants with knowledge of contemporary leadership principles, essential skills and general functions of management, the role of the supervisor, goal setting and time management.
- **Section 2 – The Leader's Role in Performance Management.** Models of communication and giving and receiving feedback. Understanding work group dynamics, managing teams, group problem solving, team leadership strategies, total quality management and characteristics of high-performance teams.
- **Section 3 – Employee Selection.** Participants will identify ineffective selection methods, learn about the key elements in an effective employee selection system, conduct a legally defensible employment interview, and develop a set of employee interview guidelines that can be implemented in their organizations.
- **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 – 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.

Fees, Location & Registration

Fee - The fee for the three-day course is **\$499.00**, which includes all instruction, workbook, and handout materials. **MEALS ARE ON YOUR OWN.**

Location – Northeast Water Pollution Control Plant

3900 Richmond Ave. (At Wheatsheaf Ln.)

Philadelphia, Pa. 19137 (Just off Interstate 95 at Betsy Ross Bridge)

Room Rate & Registration – List of Hotels to be sent later

Certification: A formal certificate will be prepared for participants who successfully complete the required course objective. This certificate is prepared and presented by AWWA NJ and PA-AWWA. An optional university certification is also available for the extra fee of **\$50** per participant and is presented by Utah State University. This Management/Leadership certificate is primarily for those needing university certification to meet training requirements for various professional affiliations. However, any participant desiring to receive a university certificate may do so by paying the **\$50** fee.

To reserve your seat, complete the registration form below and send it along with your payment information to Education & Training Services at the address below.

For further information, contact Chuck Christensen at 801-281-0107 or chuckets@msn.com

REGISTRATION FORM – UTILITY MANAGEMENT INSTITUTE

Name _____
Business Name _____
Business Address _____
City/State/Zip _____
Business Phone _____ **Email Address** _____

Payment Fee: \$499.00 per student (Do you want the optional university certification? Yes _____ No _____)

If yes to optional university certification, the total fee is \$549.00

Mail payment & Registration to: Education & Training Services – Public Utilities and Waterworks Management Institute – P.O. Box 495 – Salt Lake City, Utah 84110 – Attn: Chuck Christensen

ONLY Method of Payment:

_____ **Personal Check** _____ **Company Check**

Special Needs _____

