



**Advanced Utility Management Institute
Coming to Chester, Pennsylvania
March 5, 6, 7, 2012
*22.5 PA DEP Contact Hours Approved***

**Continue developing your leadership skills at the Advanced
Utility Management Institute**

Build on the effective management and supervisory skills learned at the Basic Utility Management Institute. We are excited about bringing the Advanced Utility Management Institute to Chester on March 5, 6, 7, 2012.

The Pennsylvania Section of the American Water Works Association and the Pennsylvania Municipal Authorities Association are co-sponsoring the three day workshop.

The three-day course includes:

Section 1 – Transformational Leadership and Vision Alignment. Assumptions include expectations that a leader has responsibility to motivate others, establish a strategic vision, develop alliances and recognize barriers, and inject enthusiasm and energy. The workshop will focus on mapping a transformational leadership strategy that relies on the practiced skills of selling the vision, creating trust and integrity, correcting direction, remaining up-front, listening, soothing and enthusing. Come prepared to be active.

Section 2 – Critical Thinking Skills for Problem Resolution and Innovation. Few of us have had any formal education in “Thinking.” We tend to be unaware of the ways our current thinking processes determine the kind of results we are getting. This Course will explore the roots of current methods of thinking and how they serve us and how they limit our options. We will explore new methods of thinking called Parallel Thinking and Lateral Thinking as alternatives with greater benefits. These methods will give immediate results. They are simple to use and very empowering.

Section 3 – Decision Making. As managers we spend our days making decisions. How do you determine the quality of your decision making process/the quality of your outcomes? Do you have a way of determining whether something should even be a decision? We will explore methods and perspectives that will support your individual and group decision making ability.

Section 4 - Teambuilding – Practice work group dynamics, managing teams, group problem solving, team leadership strategies, quality improvement and characteristics of high-performance teams.

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.**

Class Location – Chester Water Authority (Multi-Purpose Room
415 Welsh Street
Chester, PA 19013

Hotel Location – Best Western (Recommended: Close Proximity / Special Room Rate)
1450 Providence Road
Chester, PA 19013 (Reference CWA-Advanced Utility Management
Phone: (610) 872-8100 for AWWA or group code 1336 for special rate)

Certification: A formal certificate will be prepared for participants who successfully complete the required course objective. This certificate is prepared and presented by 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 Mastering Management 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@gmail.com or Mark Nicely at 412-963-0212 or nnicely@foxchapelwater.com

REGISTRATION FORM – UTILITY MANAGEMENT INSTITUTE

Name _____ **Client ID #** _____
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 _____

