



**Central Pennsylvania Utility Management Institute**  
**Hosted by City of Harrisburg Bureau of Water**  
**October 7, 8, 9, 2013**  
*20 PA DEP 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 Harrisburg, PA, on October 7, 8, 9, 2013.

The Pennsylvania Section of the American Water Works Association and the Pennsylvania Municipal Authorities 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: (Classes meet each day from 8:00 A.M. – 5:00 P.M.)

- **Section 1 – Foundations 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 - 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.
- **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 – Harrisburg Water Bureau Conference Room**

**100 Pine Drive**

**Harrisburg, PA 17103 (Driving Directions will be provided)**

**Hotels recommendations available upon request**

**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 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@gmail.com](mailto:chuckets@gmail.com) or Mark Nicely at 412-963-0212 or [nnicely@foxchapelwater.com](mailto:nnicely@foxchapelwater.com)*

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## **REGISTRATION FORM – UTILITY MANAGEMENT INSTITUTE**

**Harrisburg, PA Institute – Oct. 7 - 9, 2013**

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**

**Please Remit By Check To:**

**EDUCATION & TRAINING SERVICES  
PUBLIC UTILITIES AND WATERWORKS MANAGEMENT INSTITUTE  
P.O. BOX 495  
SALT LAKE CITY, UTAH 84110  
ATTN: CHUCK CHRISTENSEN**

**\*Call or email Chuck Christensen (see above) to make sure class is not full.**