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PROJECT MANAGEMENT FOR WATER AND WASTEWATER UTILITIES

April 27-28, 2020

**DoubleTree Suites by Hilton Detroit Downtown-Fort Shelby
Detroit, MI**



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EUCI is authorized by IACET to offer 1.1 CEUs for the course.

At the date of this posting, IACET is approved by the Society for Human Resources Management (SHRM) for continuing education.

OVERVIEW

A great project manager enables their team to take on new challenges, has the foresight to minimize resident disruption and customer risk, and understands the tricks of the trade to keeping project momentum up. When it comes to water and wastewater project implementation there is more to consider than the data behind the solution. Enabling a project to stay on schedule, communicating with key stakeholders, and allocating resources efficiently and effectively are all critical responsibilities of a project manager.

Project Management for Water and Wastewater Utilities will cover the hard basics of defining and closing a project while driving home the importance of refining the soft skills that bring an idea from the drawing board to your residents' backyard. This course will enable you to assess the feasibility of a project and define (or refine) your plan. The instructor will layout strategies for piloting a project, identifying new opportunities, mitigating risks, promoting your team to take ownership of their work, and defining the intangibles of customer communication.

LEARNING OUTCOMES

Upon completion of this course, participants will be able to successfully:

- Assess the feasibility of a project
- Identify the scope of their work
- Develop a task list and customize it
- Define roles and responsibilities and understand their importance
- Review the documentation process and know what is important to include
- Layout a schedule and its components
- Identify and mitigate risks
- Improve internal communication skills and effectiveness: keeping enthusiasm up, handling conflict, identifying new opportunities
- Improve external communication skills and effectiveness: when to deliver a message, what to say, and how to say it
- Complete projects with limited resources
- Utilize communication skills as a method for building momentum
- Choose the best method for communicating with the public
- Decide on next steps when the plan changes
- Lessen impacts on customers
- Utilize humor and positivity to incite productivity and enthusiasm
- Review the purpose of a pilot project
- Identify how to set up a pilot project

WHO SHOULD ATTEND

This course is designed for anyone who wishes to obtain a basic understanding of project management for water and wastewater utility development.

INSTRUCTOR



Marlee Franzen, PE

PMP, Senior Manager of Water Operations, DC Water

Marlee Franzen, PE, PMP, Senior Manager of Water Operations, DC Water has 25 years of engineering experience almost all of it in the utility field working on topics ranging from water conservation, water and wastewater development, drinking water quality, emergency repairs, and operations and maintenance projects. For almost five years Ms. Franzen has been an operations manager at DC Water. Her first three years she focused on water distribution maintenance, for the remaining time she has been working on water distribution operation. While having bachelor's and master's degrees in Chemical Engineering, she is a licensed Civil Engineer and has worked for four utilities: Goleta Water District, Colorado Springs Utilities, Arlington County, VA and DC Water.

AGENDA

MONDAY, APRIL 27, 2020

7:45 – 8:15 am

Registration and Continental Breakfast

8:15 – 8:30 am

Course Introductions and Objectives

8:30 – 9:45 am

Introduction to Project Management

- What are your most pressing questions about project management?
- What is a project manager?
- Program V Project
- Components of a project
- Budget and cost estimation

9:45 – 10:45 am

Defining Your Project

- Who are your stakeholders?
- What is the scope of your work?
- Is it feasible?
- Communication and documentation
 - o What is important to document?
 - o K.I.S.S. – Keeping it Simple, Seriously

10:45 – 11:00 am

Morning Break

11:00 am – 12:00 pm

Controlling Your Project – Part One

- Stakeholder Engagement
 - o Internal: Communication, keeping enthusiasm up, handling conflict, and identifying new opportunities
 - o External: when to deliver a message, what to say, how to deliver it
 - o Feedback: how to receive it and when to incorporate it into your project
 - o Notification Strategies
- Monitor and Control Project Work:
 - o Task List:
 - What does a task list look like?
 - How to customize it to work for you
 - o Resources:
 - How do you handle project Change?
 - Identifying and mitigating risks

12:00 – 1:00 pm

Group Luncheon

1:00 – 2:00 pm

Controlling Your Project – Part Two

1. How to get projects done with limited resources
2. The importance of food
3. Relationship building
4. Documenting notes and decisions
5. Regular meetings and utilizing humor
6. Agendas
7. Baby steps and parking lots
8. Addressing sticky problems and finding solutions that work
9. Who can help you to solve problems?
10. Contest and competitions
11. Bonus – don't be afraid of letting someone else more effective do the talking

AGENDA

MONDAY, APRIL 27, 2020 (CONTINUED)

2:00 – 2:45 pm

Best Kept Secrets of Project Management

- Some key things you should know as a project manager: PMP Certification
- How project management fits into emergency management
- Have I answered your most pressing questions?

2:45 – 4:00 pm

Exercise: Identifying Key Stakeholders and Creating a Communication Strategy

This group exercise will put you in a real-life project management scenario with emphasis on stakeholder communication. Each project benefits and impacts different stakeholder groups depending on the nature of the project. What sort of projects will impact your internal teams and how do you work to better support them? When will a project transition from inconveniencing residents to benefiting them and how do you get that message across? We will work through a series of scenarios and share the solutions that bring a project to life.

TUESDAY, APRIL 28, 2020

7:30 – 8:00 am

Continental Breakfast

8:00 – 9:00 am

10 Best Tips and Tricks to Keeping Project Momentum

- Notification Strategies
- Setting a Realistic Schedule
- Penalties V incentives
- How do you handle a project change?
- Positive persistence

9:00 – 10:00 am

Piloting Projects and Shifting Organizational Perspective on New Processes

- The true purpose of pilot projects
- How to set up a pilot project
- Failure and acceptance
- Having fun in the process
- Examples

10:00 – 10:15 am

Morning Break

10:15 am – 12:30 pm

Exercise and Simulation: What Does Your Project Look Like?

This project simulation will apply the tools covered over the past day and a half. From deciding on the feasibility of a project to piloting one, how do you lay out your schedule, mitigate risks, decide on what to document, and reschedule your project when an unanticipated challenge arises? In this group exercise, our project management curriculum will be put to work as we develop a plan (sometimes on the fly) and communicate it effectively to our key stakeholder groups.

REQUIREMENTS FOR SUCCESSFUL COMPLETION

Participants must sign in/out each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

INSTRUCTIONAL METHODS

This program will use PowerPoint presentations and group discussions, as well as active participation.

IACET CREDITS



EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

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REGISTER 3, SEND THE 4TH FREE

Any organization wishing to send multiple attendees to this event may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.

EVENT LOCATION

A room block has been reserved at the **DoubleTree Suites by Hilton Detroit Downtown-Fort Shelby**, 525 W LaFayette Blvd, Detroit, MI 48226, for the nights of April 26-27, 2020. Room rates are US \$159 plus applicable tax. Call **1-313-963-5600** for reservations and mention the EUCI event to get the group rate. The cutoff date to receive the group rate is March 27, 2020 but as there are a limited number of rooms available at this rate, the room block may close sooner. ***Please make your reservations early.***

To Register Click Here, or

Mail Directly To:

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PO Box 2303
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register@pmaconference.com

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PLEASE REGISTER

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APRIL 27-28, 2020: US \$1395
Early bird on or before April 10, 2020: US \$1195

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How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)

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CREDIT CARD INFORMATION

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OR Enclosed is a check for \$ _____ to cover _____ registrations.

Substitutions & Cancellations

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before March 27, 2020 in order to be refunded and will be subject to a US \$195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of course cancellation, EUCI's liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices. EUCI reserves the right to alter this program without prior notice.