

# PROJECT MANAGEMENT FOR WATER AND WASTEWATER UTILITIES

April 8-9, 2021  
Online | Central Time



***“This course provided a great blend of technical skills and soft skills for effectively (and kindly) managing water and wastewater projects.”***

Water and Wastewater Assistant  
Superintendent, PUD #1 Clallam County



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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.

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.



EUCI is authorized by IACET to offer 0.9 CEUs for the course. Participants must log on each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

## 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 to work for you
- 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

## INSTRUCTOR

- **Marlee Franzen, PE, PMP, Water Operations Manager, DC Water**

To Register Click Here, or

**Mail Directly To:**

PMA Conference Management  
405 Highview Rd  
Englewood NJ 07631  
201 871 0474  
Fax 253 663 7224  
register@pmaconference.com

# ONLINE DELIVERY & PARTICIPATION DETAILS

EUCI will use Microsoft Teams to facilitate participation in the upcoming event. Attendees do not need to have an existing Teams account to participate in the broadcast. The course will play in attendee's browser. When attendees sign on, their microphones are typically muted. Attendees should keep their mic muted until such time as it's needed to ask a question. During the event, participants will have the option of using a microphone to speak with the room and ask questions, or type in any questions via the chat window and our online administrator will relay your question to the instructor.

- Each attendee will receive an event invitation by e-mail, which will include one link to sign on for each half-day of the event (i.e., three links for a 1 1/2 day event). The appropriate link must be used to join each half-day event segment at the appropriate time.
- The remote meeting connection will open approximately 30 minutes before the start of the course. We encourage attendees to connect as early as possible in case of unforeseen problems.

**PROJECT MANAGEMENT FOR WATER AND WASTEWATER UTILITIES ONLINE COURSE:**

APRIL 8-9, 2021: US \$1,195 (Single Connection)

**PACK OF 5 CONNECTIONS:** US \$4,780 (20% Discount)

**PACK OF 10 CONNECTIONS:** US \$8,365 (30% Discount)

**PACK OF 20 CONNECTIONS:** US \$14,340 (40% Discount)

*Recording: Each event is recorded, and will be available for three business days. For registrants only.*

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

Print Name

Job Title

Company

Address

City

State/Province

Zip/Postal Code

Country

Phone

Email

**CREDIT CARD INFORMATION**

Name on Card

Billing Address

Account Number

Billing City

Billing State

Exp. Date

Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)

Billing Zip Code/Postal Code

**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 5, 2021 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.