

LEADERSHIP DEVELOPMENT FOR WATER SECTOR UTILITIES

June 15-16, 2021
Online | Central Time



"EUCI identifies engaging topics and provides a timely forum for exchange of ideas and information with experts in the energy industry."

Project manager, Black & Veatch

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Nearly 40% of water utility staff is expected to retire over the next decade. Whether you are looking to train incoming staff to take on new leadership roles or you are an experienced leader looking to sharpen your skills, this course will leave you with a better understanding of your leadership style through a series of hands-on self-assessment exercises and will give new ideas on how you can promote your team to take ownership of their roles.

This course will help attendees to understand key characteristics of an effective utility leader, how to assess leadership styles against organizational culture, discuss the interpersonal skills needed to lead your team, and will define the core responsibilities of a water utility leader considering current industry challenges and trends.



EUCI is authorized by IACET to offer 1.3 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

- Identify and utilize mental models and mindsets as they apply to effective utility management
- Identify key leadership styles as they pertain to the 10 Key Attributes of Effective Utility Management
- Comprehend and utilize self-assessment of personality and identification of personal leadership style and recognize the impact on organizational culture
- Build a framework for sustainable water workforce of the future
- Utilize competency models to aid in employee development, coaching and recruitment
- Create and manage organizational performance

INSTRUCTORS

- **Cindy Goodburn**, *Goodburn Consulting*
- **Richard Gerstberger**, *President and Principal Consultant with TAP Resource Development Group, Inc.*

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 ½ 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.

LEADERSHIP DEVELOPMENT FOR WATER SECTOR UTILITIES ONLINE COURSE:

JUNE 15-16, 2021: US \$1395 (Single Connection)

PACK OF 5 CONNECTIONS: US \$5,580 (20% Discount)

PACK OF 10 CONNECTIONS: US \$9,765 (30% Discount)

PACK OF 20 CONNECTIONS: US \$16,740 (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 May 14, 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.