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 redefine) 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.

"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

LEARNING OUTCOMES

- 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

INSTRUCTOR

- Marlee Franzen, PE, PMP, Water Operations Manager, DC Water
Please select

- **PROJECT MANAGEMENT FOR WATER AND WASTEWATER UTILITIES ONLINE COURSE:**
  OCTOBER 8-9 2020: 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)

Call 201 871 0474 to register groups and receive discounts

**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 September 4, 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.