

MEUW's management training offerings are changing

First developed in 2004, MEUW's Management Training Program will undergo a makeover for 2023. The current six-session series is being streamlined and transformed into a new four-part "Fundamentals of Utility Management"

training series, along with the introduction of a new three-course "Municipal Utility Leadership Program" that will focus

on strengthening leadership capabilities in three core competency areas.

"We understand that many of our member utilities rely on MEUW to offer professional development training," said MEUW President and CEO Tim Heinrich. "This is especially true at a time when the municipal utility workforce is changing and more employees need to develop skills necessary to effectively lead people and projects."

Over the nearly two decades it has existed, the MEUW Management Training Program sessions have been well attended, and dozens of individuals have completed all six classes and "graduated" from the program. The association regularly receives requests to offer a "refresher" session to engage those who have completed the program about key topics, specifically leadership.

"The changes we're making are in direct response to member feedback and the emerging demand for more and better professional development training," Heinrich

noted. "There was nothing 'broken' about the original program, but this was an opportunity to think differently and provide training that we believe will be of even greater value to all MEUW members."

Fundamentals of Utility Management

- Communications & Project Management
- Utility Accounting & Finance
- Regulation, Compliance & Safety
- Utility Planning & Risk Management

Municipal Utility Leadership Program

Collaboration | Consistency | Coaching

As part of MEUW's long-term Strategic Plan, the association had developed a "Leadership Academy" to support the professional development of current and future leaders. The Academy curriculum was to be based on a set of core leadership competencies identified during a 2019 workshop. Plans to launch the Academy in early 2020 were put on hold due to the pandemic, and now those plans have been incorporated into the Municipal Utility Leadership Program.

"Over the years, we'd gotten feedback about how long it takes to complete the training series and a desire to have newcomers complete the training in a more timely way," Heinrich added. "To address those concerns, we've been deliberate about the way the course offerings will be scheduled, so that someone who commits to the program can complete the entire series within roughly 12 months."

To achieve that objective, the program is designed so:

- Different training courses are offered every other month, avoiding months that typically have other MEUW events;
- All three Leadership courses are available each calendar year;
- The series of four Utility Fundamentals courses are offered within one year, regardless of which course is taken first; and
- Course offerings are rotated so participants have option to target training to specific months/seasons.

Three courses that are currently offered in the long-standing Management Training Program are carrying forward to the new program. The subject matter from the others — Effective Skills for Leadership and Team Building, Customer Service and Public Relations, and Managing Personnel Matters — is being incorporated into other new program offerings, including the Municipal Utility Leadership Program.

The Fundamentals series includes a new course

focused on Regulation, Compliance & Safety, which — like all the courses in the series — will explain specifics that are relevant to public power utility employees and leaders, with an emphasis on detailing the "why" behind each of the discussion areas. Within the new course, the "compliance" section will also focus on aspects of employment law that were previously covered in the Managing Personnel Matters session. The "safety" section will provide of an overview of required training and operational safety rules to build a base-level awareness; additional discussion will emphasize the role leaders and managers play in developing a strong safety culture.

"We are looking forward to kicking off 2023 with some new professional development options that further MEUW's efforts to strengthen the municipal utility workforce and develop another generation of leaders," Heinrich said. "The training classes fulfill a critical need at a time of great change in our industry, and we hope everyone will take advantage of the course offerings." ●

TIMING AND FREQUENCY OF COURSES

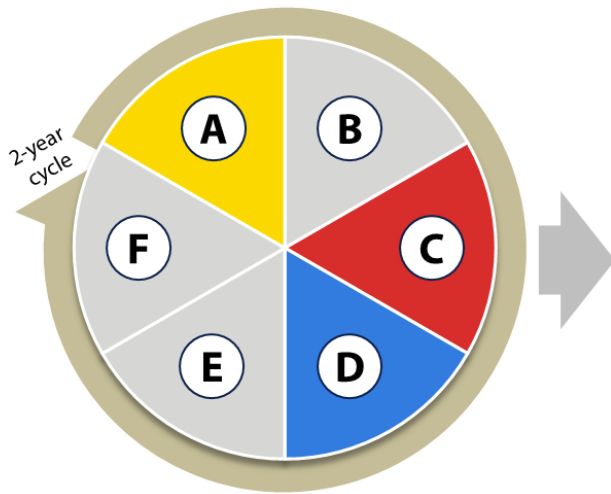
	J	F	M	A	M	J	J	A	S	O	N	D
2023		1		L1		2		L2		3		L3
2024		4		L2		1		L3		2		L1
2025		3		L3		4		L1		1		L2
2026		2		L1		3		L2		4		L3

- 1: Communications & Project Management
- 2: Utility Accounting & Finance
- 3: Regulation, Compliance & Safety
- 4: Utility Planning & Risk Management

- L1: Collaboration
- L2: Consistency
- L3: Coaching

2004-2022

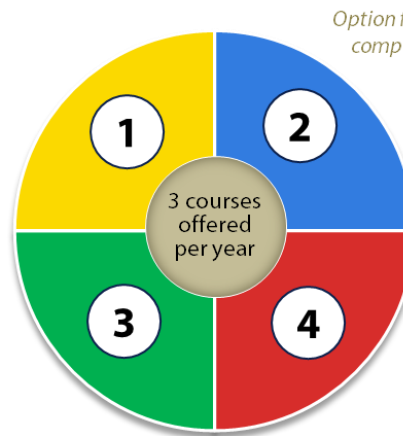
Management Training Program



Session A: COMMUNICATION, TIME & PROJECT MANAGEMENT
Session B: EFFECTIVE SKILLS FOR LEADERSHIP & TEAM BUILDING
Session C: UTILITY PLANNING & RISK MANAGEMENT
Session D: UTILITY ACCOUNTING & FINANCE
Session E: MANAGING PERSONNEL ISSUES
Session F: CUSTOMER SERVICE & PUBLIC RELATIONS

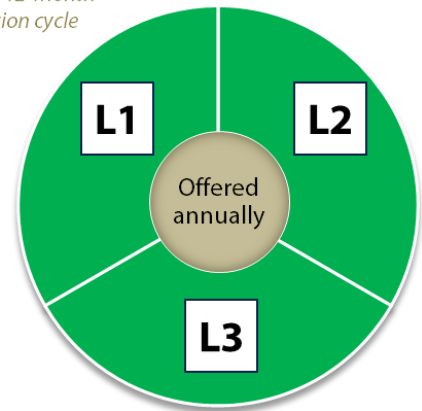
2023 and Forward

Fundamentals of Utility Management Training Series



Session 1:
COMMUNICATIONS & PROJECT MANAGEMENT
Session 2:
UTILITY ACCOUNTING & FINANCE
Session 3:
REGULATION, COMPLIANCE & SAFETY
Session 4:
UTILITY PLANNING & RISK MANAGEMENT

Municipal Utility Leadership Training Program



Program 1:
COLLABORATION
Program 2:
CONSISTENCY
Program 3:
COACHING

Courses displayed in green are new

ANSWERS TO QUESTIONS ABOUT THE CHANGES

Q: How soon can I sign up for one of the courses?

We expect to be able to open registration by Oct. 3, 2022, for the first course that will be held in February. The full schedule for 2023 courses can be found [here](#).

Q. I started — but have not attended all of — the classes in the Management Training Program. Now what?

Depending on how many and which MTP classes you had not yet finished, you may still be eligible to be considered a “graduate” of that program.

Individuals who have completed four (4) or more of the original MTP classes (see full list above and note the classes that will no longer be offered) will be eligible to receive a commemorative award.

Those who have completed three (3) courses, but not Session F (Customer Service and Public Relations), will receive an award after attending the October class (the final time that session is offered).

Individuals who have completed Sessions A, C, and D (but not B, E, or F) will be required to take at least one of the Leadership classes (L1, L2, or L3) in 2023 to earn an award.

Q: What type of certification is available after completing the training?

Those who attend all four of the Fundamentals courses will receive a certificate acknowledging their completion. Those who complete the Municipal Utility Leadership Program will be considered a “Certified Municipal Utility Leader” and receive a commemorative placard.

Q: Do I have to take each of the classes in order?

No. Each class focuses on individual topics that do not need to be completed in any sequence. Participants can attend the courses that work for them — in the order and on the schedule they prefer.

Q. Where will the training be held? Do I have to attend in person?

We anticipate all training classes will take place at The Lodge At Mauston, which is a central location for most MEUW members. In order to ensure an optimal training experience and facilitate valuable networking, all classes will take place exclusively in person.

Please contact the MEUW Office at (608) 837-2263 or by email at office@meuw.org if you have other questions.