



Build your management skills with MEUW's management training

Today's successful leaders are willing to adapt and improve team performance by sharpening their own leadership team development skills.

This management training program not only empowers supervisors with the tools they need to succeed, it provides them with a way to engage and advance their staff to put them in a position to achieve their goals. Through the program, participants will learn the ins and outs of business and leadership while having fun along the way - making them a vital part of their organization's future.

Become an engaging manager that creates confident, inspired, empowered and enthusiastic teams!

PROGRAM DETAILS

Each session is held for one full day; generally from 8 a.m. to 4 p.m.

All sessions in the 2019-20 series will take place at Hotel Marshfield, 2700 S. Central Ave., Marshfield

Registration for each session opens one month prior to the scheduled date.

Cost to attend is \$275 per session.



Management Training Program

Practical lessons to help advance your career

The MEUW Management Training Program consists of six sessions and has been a successful effort in providing education to create "home grown" management personnel.

The program is designed for both existing management and future management prospects offering relevant and engaging sessions.

Participants may start at any point in the six-session (A-F) program, which is scheduled over a two-year period. MEUW recognizes those who complete the program.



2/27/2019 - SESSION A

Communication, Time and Project Management

Topics include:

- How to plan your time and evaluate your success
- Prioritizing your obligations
- Providing constructive input and clear answers on projects
- Tracking projects to assure nothing falls through the cracks
- Giving clear directions that are understood the first time and listening well for good feedback
- Sorting out urgent from important
- Breaking down barriers
- Understanding and communicating your department's role in the bigger picture
- Preparing for effective/efficient meetings
- Creating a positive working environment
- Knowing what information to share with whom and when

6/5/2019 - SESSION B

Effective Skills for Leadership and Team Building

Learn to:

- Describe the qualities that enable someone to lead effectively
- Compare and contrast the differences between leading effectively and managing well
- Assess your own leadership and management capacities
- Describe the characteristics of servant leadership and the value of servant leadership to a leader's effectiveness
- Empower your team through a five-step process for delegation
- Manage conflict more effectively by understanding its origins, your own conflict response style, and an innovative approach to controlling or resolving conflict when it occurs
- Develop a personal leadership/management development plan to enhance your effectiveness at meeting the needs of your team, city leaders, the utility and its customers

10/16/2019 - SESSION C

Utility Planning and Risk Management

Topics include:

- Strategic planning - thinking outside the box (moving past "it's the way we always do it")
- How to work with change in the industry and in your utility
- Overcoming resistance to change
- Planning and maintenance versus reacting and repair
- Setting your department up for successful transitions (succession planning)
- Wisconsin law regarding the bidding process for construction projects
- Developing effective Requests for Proposals; how to determine an accurate "scope of work" to be completed by engineers, contractors and/or employees (identify timeline and responsibility)
- Assessing your utility's risk areas and insurance coverage needs
- Security concerns

2/26/2020 - SESSION D

Utility Accounting and Finance

Topics include:

- How to read financial statements
- How to develop and track your department budget
- How proper invoice coding/inventory tracking affects the bottom line
- Why decisions are made from a financial perspective
- Your responsibility to ratepayers and community leaders
- Internal control methods
- Audits and regulatory reports (PSC uniform system of accounting)
- Financial tools for assessing utility health
- Electric and water rates (wholesale and retail)
- Public Service Commission of Wisconsin regulations and other industry regulations
- Understanding utility tariffs

6/3/2020 - SESSION E

Personnel Issues

Topics include:

- Personnel policies and work rules
- The importance of accurate and updated job descriptions
- Identifying the true qualifications of the job
- Interviewing dos and don'ts
- Discipline and firing - legal issues to consider during the selection process
- Orientation tips to make new employees feel welcome and competent in their position
- Legal considerations when termination is necessary
- Union negotiation and bargaining considerations
- The basics of employee insurance and benefits
- The performance review - why it's important and how to do it best
- Your utility's current safety and regulatory compliance program
- A primer on Wisconsin Open Records and Open Meeting laws

10/14/2020 - SESSION F

Customer Service and Public Relations

Topics include:

- Customer service is every employee's job
- Knowing your customer (internal and external)
- Customer service is more than providing a service - it's providing a quality of life
- Value added services for your customers
- Dealing with difficult customers and difficult situations
- How to deal with a customer when it's really their fault
- How to deal with a customer when it's really your fault
- Inspiring a customer-oriented attitude in all your employees
- Developing community partnerships
- Public relations - dealing with the media and other interests
- Social media customer service applications
- Improving and maintaining utility relations with the city or village leadership
- Political involvement - local, state and national