

**** Attendees can earn up to 42.0 training credits for participation in this program ****



The 2015-2016 Supervisory Leadership Certificate Program

Learn the Skills to Be a Great Leader!

Discover your personal leadership style and learn ways to manage and lead with confidence. You'll gain the essential skills you need for success including tools you can immediately apply on the job.

Go further in your field by learning how to:

- ◆ Make the transition from employee to supervisor
- ◆ Manage people effectively and boost morale
- ◆ Overcome personal challenges
- ◆ Manage and resolve conflict
- ◆ Evaluate and reward performance
- ◆ Train, motivate and discipline staff
- ◆ Build aptitude as a leader and mentor
- ◆ Understand leadership and organizational change



This is by far one of the best programs I have taken in my career. It helped me improve my leadership and supervisory skills. My biggest take away from this program is learning how to communicate more effectively with all levels of staff.

Eric Hall, Training Specialist Surface Water, Albuquerque Bernalillo County Water Utility Authority



Why is This Program So Critical?

As more and more baby-boomers retire, there are increasing opportunities for qualified candidates to fill those vacant supervisory positions. It's the perfect opportunity for you to take advantage of the growing demand for great supervisors. Organizations are already recognizing the value of this program. You may have proven technical skills, but a certificate of completion from this program will tell employers that you can also manage people.

Visit www.RMSAWWA.org for full details, locations, applications, and schedule of classes.

Discounted fees available to members of RMSAWWA and/or RMWEA.

Fees: Members - \$1599
Nonmembers - \$1799

For information about class content, contact Jim Ginley at jim.ginley@isleutilities.com

For assistance with the application process, contact Section Administrator at RMS@awwa.org or 303-347-6269

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How You'll Learn

This program gives you the power to exchange ideas side-by-side with peers who have similar challenges. You'll receive clear direction and information from trainers via the following:

- ◆ Instructor-led lectures
- ◆ In-class activities and small-group discussions
- ◆ Executive coaching
- ◆ Sessions with industry executives
- ◆ Group projects
- ◆ Trade Show attendance and conference participation
- ◆ Web access to course materials and information

You Can't Afford to Miss This Opportunity

As an example, the U.S. Department of Labor predicts employment of water and wastewater treatment plant and system operators is expected to grow by 20 percent by 2018. Supervisors of this growing utilities workforce earn an average of \$35 an hour*. Don't miss this opportunity to get the expertise needed to take advantage of pay increases.

**Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2010-11 Edition, Water and Liquid Waste Treatment Plant and System Operators, at <http://www.bls.gov/oco/ocos229.htm>*



What Graduates Say About the Program

This course is uniquely tailored to those in your industry. It gave me the opportunity to practice new skills in a fostering & relevant environment. This course has hidden gems, such as the Panel Board with Executives who provided advice which I call upon daily in my position as Supervisor of the Marston Water Treatment Plant.

Patty Brubaker, Marston Water Treatment Plant Supervisor, Denver Water

This course taught me new ways to create a more effective, organized and less stressful work environment for not only myself but for those I supervise. I would recommend this course to not only newly appointed supervisors, but also those that have been supervising for a while.

Deborah A. Garcia, Water Quality Laboratory Supervisor, Albuquerque Bernalillo County Water Utility Authority

This program will help managers and those wanting to become managers gain the skills and tools needed to advance. The instructors used innovative and fun ways to impart the information to us, compared with other leadership classes I have taken. I highly recommend it to anyone who wants to expand their repertoire.

Karen Bish, Lead Operator-Trainer, Littleton/Englewood WWTP



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