



Helping You Reach New Heights



Track 1 Courses

Leadership Fundamentals



AUTHENTIC LEADERSHIP

Oct. 12, 2022

Discover what it means to be an authentic leader. Prior to the program, all participants will utilize a 360 Feedback multi-rater assessment to gain a better understanding of how others see you—versus how you see yourself! The feedback from this tool will help you discover how your leadership impacts others. You'll gain a greater understanding of your personal leadership philosophy and how you can apply it to your management style. You'll also learn how to develop relationships and build trust with your team in order to achieve measurable results.



EFFECTIVE COMMUNICATION

Nov. 9, 2022

Your communication style highly influences your presence as a leader. This will be a highly interactive course on understanding how to talk with people not to them! We will also explore how others communicate and coach by utilizing effective listening and feedback skills.

HURRY, SEATING IS LIMITED!

Sign up at mwua.org or contact cwade@mwua.org

All classes are from 9am-12pm and 1pm-4pm with two 15-min breaks



HR 101: LEGAL, COMPLIANCE & BEYOND

Dec. 14, 2022

HR 101 will cover the full employee life cycle, from hiring onward, teaching essential knowledge to help you be a resourceful and compliant leader. We will also cover Human Resources best practices and inclusion in the workplace as you are building your team!



HR 102: EMPLOYEE RELATIONS & PERFORMANCE MANAGEMENT

Jan. 11, 2023

This course covers best practices for working with unions and labor relations and employee relations skills. Through interactive activities we will learn how to navigate employee relations situations. We will also cover in depth best practices for writing and delivering performance appraisal.



SAFETY, SECURITY AND COMPLIANCE

Jan. 25, 2023

This course will cover some of the necessary knowledge leaders should know in regards to safety, emergency preparedness, and the Safe Drinking Water Act. Topics will include DOL and OSHA requirements, health and safety plans, emergency preparedness and response, and more.



Additional Courses

Track 2 Courses

Next Level Leadership



TEAMWORK AND CONFLICT RESOLUTION

Feb. 8, 2023

As a leader, building cohesive teams and breaking down silos are critical aspects to team success. During this course we will cover strategies for navigating tough situations with employees, building trust between team members, and creating teams that thrive in a positive team environment. We will also cover how to resolve conflicts with co-workers, contractors and customers. Participants will take a self-assessment to uncover their preferred conflict style and learn practical communication techniques towards resolving conflict.



ADMINISTRATION

March 15, 2023

Administration is a necessary part of being a leader. This course will delve into financial and accounting management in Water Utilities, including setting rates, creating and managing a budget and more. We'll also tackle the ins and outs of Public Utility Commission regulations to ensure understanding and compliance.

NOTE: The Maine Drinking Water Program has funded 15 scholarships to cover \$1,000 of the cost of attendance for 15 participants. Application is required; [click here to view](#).



STRATEGY

April 12, 2023

Participants will learn to create SMART goals for their departments and staff that support the organizational and individual goals. We will interactively cover the essentials of change management that leaders need to know to implement change successfully in the workplace.

Participants will also learn how to facilitate meetings and make presentations; how to overcome the fear of public speaking, build confidence, organize a presentation, and practical tips and techniques to engage your audience.



COACHING AND MENTORING

May 10, 2023

Coaching and mentoring training for managers focuses on the skills needed to create stronger teams by encouraging and enabling employees to grow. The course teaches leaders useful skills to develop mutually beneficial relationships with their employees. It can help high-performing employees advance their skills and commitment to the organization – and help average or low-performing employees be more productive. The course provides attendees with practical skills in order to develop and coach their peers through active listening and effective communication techniques.

REGISTRATION PRICING

- Full Leadership Institute (tracks 1 & 2) – \$1,190
- One track (includes 4 courses) – \$650
- Per course – \$200