

Spring 2008 Training Courses

DUE TO POPULAR DEMAND

Fundamentals of Supervisory Management for Public Utility Personnel

Wednesday, April 9, 2008...added date

Jeff Nixon Training Center,

Portland Water District, Portland, ME

8:30 a.m. – 3:30 p.m. (Sign-in begins at 8:00 a.m.)

How can a supervisor help create an engaged workforce? This course covers the fundamentals of effective supervisory management as we examine communication tools, development and management of staff, team building, coaching, planning skills, and the concept that utility personnel are also employed by the public served.

Sharing 30 years of experience in manufacturing, teaching, and water pollution control, Dana Peck will discuss and explore:

- The characteristics of a good leader as defined by various management styles.
- How to add value to employees' lives while comparing various decision making processes.
- Clear and measurable performance expectations and feedback processes for managing staff.
- Coaching and developing employees.
- Conflict resolution.
- Team building, processes, ground rules, expectations, decision making, and leadership.

Whether you are a manager or simply seeking to become a better communicator and coworker, this class will be fun, informative and rewarding.



Presenters: Dana Peck, CEO of Peck Environmental Associates and Adjunct Instructor for York County Community College

Cost: \$95

Credits: 6 Training Contact Hours Approved for Wastewater Operators

**Course #: J0840
Registration Deadline
Call ASAP**

Registration Form

Course Title _____ Course # _____

Your Name _____

Company/Facility _____

Street _____

City/Town _____ State _____ Zip _____

Telephone _____ Fax _____

E-mail _____

WW Operator # _____ DW Operator # _____

Indicate method of payment

Amount Enclosed \$ _____

Check No. _____ or PO No. _____ or Credit Card _____

Credit Card # _____

3-digit code (Visa only) _____ Expiration _____

Name on Card _____

Signature Required _____ Date _____

Mail Form and Payment to:

JETCC - PO Box 487; Scarborough, ME 04070-0487

Or fax with a purchase order to: 207/771-9028 or call 253-8020

PLEASE NOTE: Enrollment is on a first-come, first-served basis, so please return your application as soon as possible. Due to limited classroom space and the popularity of certain subjects, we often reach capacity. We appreciate you taking time to notify us if you cannot attend a course for which you have registered. This makes a big difference to someone else who requires the training. **THANK YOU!**

• **Checks/Money Orders:** Should be made payable to "JETCC Training."

• **Registration Deadline:** Please note registration deadline above. Registrations after this time will incur a \$15 late fee.

• **Cancellations/No Shows:** If you must cancel, four working days notice is required. Cancellations received after this time will be charged \$20 for full-day programs and \$10 for half-day programs. Registrants who do not cancel or who fail to show are responsible for full payment.

• **Credits:** Participants must attend ALL hours of training to be eligible for Training Contact Hours. TCHs are awarded upon completion of a course. The certificates are mailed to participants.

• **TCH's:** This course is approved for wastewater license-renewal training contact hours.

• **Use one form per course.** Photocopy this page to apply for multiple courses.