



2007

WATER AND WASTEWATER

LEADERSHIP

CENTER

MARCH 18 – 30, 2007



EXECUTIVE EDUCATION DESIGNED FOR PUBLIC UTILITY LEADERS
AT THE KENAN-FLAGLER BUSINESS SCHOOL,
UNIVERSITY OF NORTH CAROLINA-CHAPEL HILL



2007 WATER & WASTEWATER LEADERSHIP CENTER

LEADERSHIP HAS BECOME A TOPIC OF GREAT INTEREST FOR WATER AND WASTEWATER UTILITY MANAGEMENT. TO ADDRESS THIS IMPORTANT ISSUE, THE NATIONAL ASSOCIATION OF CLEAN WATER AGENCIES (NACWA), THE ASSOCIATION OF METROPOLITAN WATER AGENCIES (AMWA), THE AMERICAN WATER WORKS ASSOCIATION (AWWA) AND THE WATER ENVIRONMENT FEDERATION (WEF) DEVELOPED A JOINT-VENTURE **WATER AND WASTEWATER LEADERSHIP CENTER** FOR UTILITY LEADERS.

ESTABLISHED IN 2000, THE GOAL OF THE **LEADERSHIP CENTER** IS TO PREPARE AND DEVELOP LEADERS AND MANAGEMENT EXECUTIVES FOR WATER AND WASTEWATER UTILITIES THROUGHOUT THE UNITED STATES, SO THESE ORGANIZATIONS CAN MEET CUSTOMERS' CURRENT AND FUTURE DEMANDS FOR THE HIGHEST LEVEL OF SERVICE, QUALITY AND EFFICIENCY.

THE **LEADERSHIP CENTER** CONSISTS OF A 12-DAY RESIDENTIAL LEADERSHIP DEVELOPMENT PROGRAM, UNLIMITED PEER-NETWORKING, AN ONLINE RESOURCE CENTER, AND OPTIONAL FACULTY MENTORING. IN ADDITION, A 2 1/2 DAY ALUMNI PROGRAM 18 MONTHS LATER ALLOWS STUDENTS TO REFRESH, RECONNECT, AND REINFORCE THE CORE ELEMENTS GAINED FROM THE INITIAL RESIDENTIAL PROGRAM.

LEADERSHIP CENTER PARTICIPANTS WILL LEARN A WIDE-VARIETY OF LEADERSHIP AND MANAGEMENT SKILLS THROUGHOUT THIS INTENSIVE PROFESSIONAL TRAINING PROGRAM.



*The DuBose House
at the Kenan-Flagler
Business School*

“ THE LEADERSHIP CENTER WAS KEY TO MY DEVELOPING A PHILOSOPHY OF LEADERSHIP THAT DRIVES MY THOUGHTS, ATTITUDES AND ACTIONS AS I STRIVE TO IMPROVE MYSELF AND MY UTILITY. ”

*D. ALLEN SAXON, JR., 2005 ALUMNUS,
ASSISTANT DIRECTOR FOR WASTEWATER TREATMENT, AUGUSTA UTILITIES DEPARTMENT, GA.*

LEADERSHIP CENTER TRAINING – BENEFITS YOU AND YOUR UTILITY

Participants will learn how to better themselves and improve their leadership style. Students will:

- Learn how to think and act like a leader
- Enhance their ability to make decisions and lead confidently
- Develop strategic thinking skills
- Learn to provide leadership in challenging situations
- Understand the changing global economic environment
- Enlarge their perspective on what is possible for their utility
- Increase the focus on results, productivity and higher levels of achievement
- Broaden understanding of the evolving utility and its changing business environment

WHO SHOULD ATTEND?

The *Leadership Center's* curriculum is designed for current and up-and-coming water and wastewater utility leaders including CEOs, General Managers, Senior Managers and upper-level management.

EARLY APPLICATION IS ENCOURAGED!

An application form with details on the program package is enclosed. The deadline for application is December 15, 2006. Due to the popularity of the *Leadership Center*, the 2007 session is expected to fill to capacity quickly, so early application is strongly encouraged. See the enclosed application form for additional information on the 2007 application process, tuition fees and *Center* accommodations.

2007 SESSION

LEADERSHIP CENTER

FOR MORE INFORMATION

LEADERSHIP CENTER PROGRAM MANAGER

Kelly A. Brocato
Director, Membership
Development
202/833-1449
kbrocato@nacwa.org

The Leadership Center is a cooperative venture of the following association; for additional information please visit:

NACWA

National Association
of Clean Water Agencies
www.nacwa.org

AMWA

Association of Metropolitan
Water Agencies
www.amwa.net

AWWA

American Water Works Association
www.awwa.org

WEF

Water Environment Association
www.wef.org

KEY COURSE ELEMENTS DEMONSTRATE LEADERSHIP STRATEGIES THROUGH:

- Utility business assessment, personal performance evaluation and improvement planning
- Self-awareness and assessment
- Preparation of individual action plans
- Examination of challenges facing public utilities in the future
- Discussion of water and wastewater industry topics

CURRICULUM FOCUSES ON IMPORTANT LEADERSHIP ISSUES SUCH AS:

- Business Culture and Industry Analysis
 - Megatrends, business environment and leadership challenges
 - Potential futures for the water and wastewater industry
 - External challenges to public utilities and the industry
- Leadership and Personal Assessments
- Speaking the Language of Leadership – Effective Communications
- Service Quality
- Crisis Management
- Information Technology
- Leading Change
- Developing Negotiation Skills
- Finance Fundamentals and Innovative Investment Strategies
- The Human Side of Human Resources – Organizational Issues
- Empowerment and Strategic Leadership

ONLINE INFORMATION RESOURCE

Participants also have access to *the Leadership Center* website, which serves as an information network for alumni. The site provides contact information for *Center* professors and handy program information.

ALUMNI PROGRAM – RECONNECT, REFRESH, AND REINFORCE

Graduates of the Leadership Center are invited and encouraged to attend a 2 1/2 day Leadership Development Experience, 18 months after completing the initial 12 day program. The Alumni Program allows students to reconnect with classmates and faculty, while a tailored curriculum reinforces the core elements taught in the program. Alumni that are unable to attend the program directly following their Leadership Center graduation are welcome to attend in subsequent years.

The Leadership Center's state-of-the art facilities provides an excellent forum for learning opportunities.



“ THE INSTRUCTORS ARE TOP-NOTCH. EVERYTHING ABOUT THE PROGRAM EXCEEDED MY EXPECTATIONS. ”

KAREN PALLANSCH, 2004 ALUMNA,
ENGINEER/DIRECTOR, ALEXANDRIA SANITATION AUTHORITY, VA.

MARCH 18–30, 2007

APPLICATION INFORMATION

TUITION

Tuition for the *Water and Wastewater Leadership Center* is \$11,500 – this includes 12 days of instruction, all course materials, residential accommodations, and most meals, as well as access to a comprehensive online resource center that may be accessed at any time during or after the program. Students who choose to have a faculty mentor may do so for an additional fee of \$1,200.

APPLICATION PROCESS

Applicants should complete the enclosed program application and application fee by **December 15, 2006**. Students are strongly encouraged to submit application early due to the high level of interest in the *Leadership Center*. A \$1,000 application fee is required at the time of submission (application fees will be applied to tuition upon acceptance to the program). Completed applications and fees should be set to Kelly Brocato, *Water and Wastewater Leadership Center*, 1816 Jefferson Place, NW, Washington, DC 20036-2505.

CANCELLATIONS & SUBSTITUTIONS

If a candidate is accepted to the *Leadership Center* and is unable to attend, an alternate candidate may be nominated before December 15, 2006. Please notify Kelly Brocato, *Water and Wastewater Leadership Center* Program Manager, at 202/833-1449 immediately if a candidate change is necessary. Cancellations received after December 15, 2006 but before February 2, 2007 will incur 50 percent of the total tuition fees. Cancellations after February 2, 2007 will be charged full tuition.

TOP-NOTCH FACILITIES

All classes are held in state-of-the-art facilities at the Paul J. Rizzo Conference Center's Executive Education program at the Kenan-Flagler Business School, University of North Carolina–Chapel Hill.

COMFORTABLE ACCOMMODATIONS

Hotel accommodations will be reserved for all participants at the Paul J. Rizzo Conference Center in Chapel Hill, NC. Participants will have access to laundry facilities, a fully equipped health club as well as other recreational activities.

TRAVEL PLANNING

Leadership Center participants are responsible for their own transportation costs. The Rizzo Conference Center is approximately 30 minutes from the Raleigh-Durham International Airport and two miles from the main campus of the University of North Carolina. Participants should plan to arrive in Chapel Hill the afternoon of Sunday, March 18, 2007. Departure should be scheduled after 2:00 pm on Friday, March 30, 2007.

“ THE INSTRUCTORS WERE INCREDIBLY DYNAMIC AND ENGAGING.
AS A NEW GENERAL MANAGER, THE LEADERSHIP CENTER
EXPERIENCE WAS INVALUABLE! ”

JASON DOW, 2003 ALUMNUS,
GENERAL MANAGER, CENTRAL MARIN SANITATION DISTRICT, CALIF.



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1816 Jefferson Place, NW
Washington, DC 20036-2505