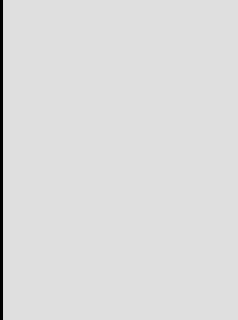
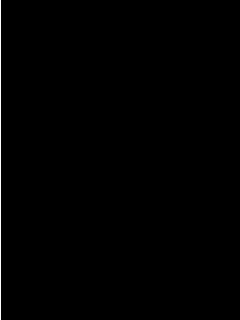
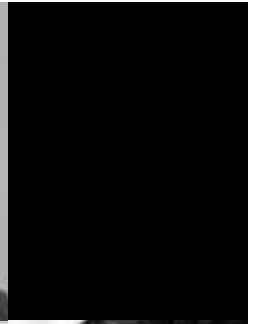




amsa
FaxAlert *Special Edition*



WATER AND WASTEWATER

LEADERSHIP

CENTER

SEPTEMBER 16–28, 2001

Leadership has become a topic of great interest for public water and wastewater utility managers. To meet this need, AMSA, AMWA, AWWA and WEF have joined together in the development of a joint-venture **Water and Wastewater Leadership Center** for public utility leaders.

The goal of the **Leadership Center** is to prepare and develop leaders and management executives for public 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.

Held at the University of North Carolina at Chapel Hill's Kenan-Flagler Business School, the **Leadership Center** is comprised of a 12-day residential training program, ongoing Internet coaching and peer networking help as well as a 1 1/2-day refresher course 18 months after the residential program.

WHO SHOULD ATTEND?

The **Leadership Center** is designed for public water and wastewater utility CEOs, General Managers, Senior Managers and upper-level management.

LEADERSHIP CENTER TRAINING BENEFITS YOU AND YOUR UTILITY

Participants will learn how to become better managers 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 their focus on results, productivity and higher levels of achievement.
- Broaden their understanding of the evolving utility and its changing business environment.

APPLY TODAY!

APPLICATION DEADLINE: JULY 20TH

SEE THE FALL PROGRAM SCHEDULE ON PAGE 2

WATER AND WASTEWATER

LEADERSHIP

CENTER

SEPTEMBER 16–28, 2001



“ I WISH I HAD BEEN ABLE TO TAKE SOMETHING LIKE THIS 10 YEARS AGO. THE QUALITY OF TEACHING AND MATERIALS PROVIDED WERE EXCEPTIONAL. ”

JIM SEQUEIRA, DIRECTOR OF UTILITIES, CITY OF SACRAMENTO, CALIFORNIA

SUNDAY 9/16

- Opening Reception

MONDAY 9/17

- Program Introduction and Overview
- Business Culture
- CEO Roundtable
- Team Exercise and Group Debrief

TUESDAY 9/18

- Foundations of Leadership
- School of Public Health Panel

WEDNESDAY 9/19

- Work and Organizational Issues
The Human Side
- Individual Feedback and Discussion
with Faculty

THURSDAY 9/20

- Service Quality
- Information Technology

FRIDAY 9/21

- Empowerment and Leading Teams
- Leading Change

SATURDAY 9/22

- Developing Negotiation Skills

SUNDAY 9/23

FREE DAY

MONDAY 9/24

- Mid-Program Recap
- Negotiations – Part II
- Business Ethics
- School of Public Health Panel

TUESDAY 9/25

- Financial Management – Part I
- Dealing with Diversity

WEDNESDAY 9/26

- Speaking the Language of Leadership

THURSDAY 9/27

- Financial Management – Part II
- Strategic Leadership

FRIDAY 9/28

- Wrap-Up and Group Presentations

**CALL AMSA, 202-833-2672, OR VISIT THEIR WEBSITE AT
WWW.AMSA-CLEANWATER.ORG, FOR AN APPLICATION.**

**APPLICATION DEADLINE:
FRIDAY, JULY 20, 2001**