



Understanding and Applying Effective Utility Management Workshop



-  Take a 360-degree look at your utility and set priorities that work for your utility and community
-  Move from reacting to the “hot priorities” of the day to proactively planning for the future

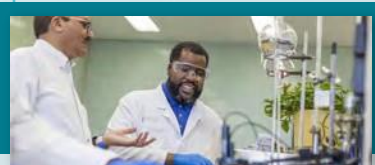
Workshop Highlights



Conduct the EUM Self-Assessment and use the results to spark and support further dialog within their utility about areas for potential improvement and further use of the EUM framework



Equip participants to create an internal team and utilize the EUM framework to assess utility conditions and create a plan for improving



Create an opportunity to learn from utility peers about their challenges, successes, and plans for improving in the future



Trainer: Frank Roth, AWWA Program Manager

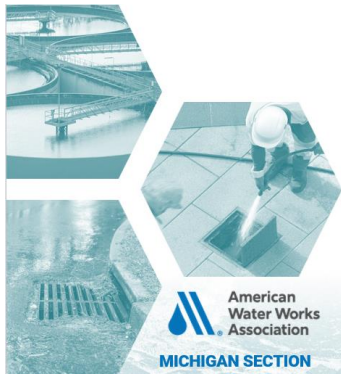
Workshop Agenda

- Overview of Effective Utility Management
- Utility “Self-Assessment” Activity
- Five Keys to Management Success Activity
- Balancing Your Utility Performance
- Prioritizing Improvement
- Establishing Targets and Outcomes
- Developing an Action Plan

**When: Tuesday, October 6
8:15 am – 4:30 pm**

**Where: OHM Advisors Office
34000 Plymouth Rd,
Livonia, MI 48150**





Understanding and Applying Effective Utility Management Principles Workshop

October 6, 2026

Agenda

- 8:15-8:20 Welcome, Agenda Overview
- 8:20-8:30 EUM Overview and the Ten Attributes
- 8:30-9:30 Focus on the Attributes / Activity 1 - EUM Attribute Assessment
- 9:30-9:40 Break
- 9:40-9:50 Five Keys to Management Success
- 9:50-10:45 Leadership Key / Activity 2 - Leadership Style
- 10:45-11:45 Organizational Culture / Activity 3 - Strategies
- 11:45-1:00 Lunch Break
- 1:00-2:00 Knowledge Management Key / Activity 4
- 2:00-2:50 Measurement Key / Activity 5 - Balancing Your Performance
- 2:50-3:00 Break
- 3:00-4:00 Strategic Planning Key / Activity 6 - Prioritizing Improvement
- 4:00-4:30 Continuous Improvement Management Key / Activity 7 - Establishing Targets