



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

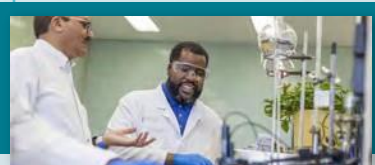
Workshop Highlights



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

- Introductions & Workshop Objectives
- Overview of Effective Utility Management
- Utility “Self-Assessment” Exercise
- Balancing Your Utility Performance
- Prioritizing Improvement
- Establishing Targets and Outcomes
- Developing an Action Plan





Agenda

8:15-8:20	Welcome, Agenda Overview
8:20-8:40	Introduction to Effective Utility Management (EUM) Ten Attributes of an Effectively Managed Utility
8:40-9:30	Focus on the Attributes / Activity 1 – EUM Attribute Assessment
9:30-9:40	Five Keys to Management Success
9:40-10:40	Leadership Key / Activity 2 – Leadership Style
10:40-11:45	Organizational Culture / Activity 3 – OC Strategies
11:45-1:00	Lunch
1:00-2:00	Measurement Key / Activity 4 – Balancing Your Performance
2:00-2:20	Utility Presentation
2:20-3:20	Activity 5 – Prioritizing Improvement
3:20-4:20	Continuous Improvement Management Key / Activity 6 – Establishing Targets
4:20-4:30	Final comments, take-aways, evaluation form