



2012

Water & Wastewater Leadership Center

February 19—March 2, 2012

Executive Education Designed for Utilities Leaders
at the Kenan-Flagler Business School,
University of North Carolina-Chapel Hill

NACWA





2012 Water & Wastewater Leadership Center

Exceptional leadership is essential for today's water and wastewater utilities to thrive. In support of water and wastewater utilities nationwide — both public and private — the National Association of Clean Water Agencies (NACWA), the Association of Metropolitan Water Agencies (AMWA), the American Water Works Association (AWWA), the Water Environment Federation (WEF), the National Association of Water Companies (NAWC) and the American Public Works Association (APWA) have joined together to advance the Water & Wastewater Leadership Center.

Celebrating more than a decade of executive leadership training, the goal of the Leadership Center is to prepare and develop leaders and management executives at water and wastewater utilities throughout the United States, so these organizations can meet customers' current and future demands with the highest level of service, quality and efficiency.

The Leadership Center consists of an extensive 11-day residential leadership development program, unlimited peer networking, an online resource center, and optional faculty mentoring.

"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.

"The instructors are top-notch. Everything about the program exceeded my expectations."

► Karen Pallansch
2004 Alumna, General Manager, Alexandria Sanitation Authority, VA.



The Water & Wastewater Leadership Center curriculum will equip students with enhanced leadership and management skills and the knowledge to develop strategic goals that deliver measurable results.

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 their 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.

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
- Discussions on water and wastewater industry topics

ONLINE INFORMATION RESOURCE

Participants 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.

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

“The Leadership Program provided me invaluable management and leadership tools and allowed me to build new relationships and friendships with many of my industry peers from across the country.”

► Adel H. Hagekhalil, P.E., BCEE

2002 Alumnus, Assistant Director
Bureau of Sanitation - City of Los Angeles, CA.



Water & Wastewater Leadership Center
1816 Jefferson Place, NW
Washington, DC 20036-2505

TUITION

Tuition for the Water & Wastewater Leadership Center is 12,550. Included with tuition are 11 full days of instruction, curriculum materials, residential accommodations and most meals.

Tuition must be paid in full no later than January 13, 2012.

APPLICATION PROCESS

Applicants should complete and submit the program application and application fee by November 11, 2011. Complete applications include the following:

1. Application form
2. Current resume
3. Letter of intent
4. \$1,000 application fee

Letters of intent should outline the student's reasons for applying to and attending the Leadership Center, describe the applicants current leadership role within his/her agency and outline his/her goals for the future. Completed applications and fees should be sent to **Kelly Brocato, Water & Wastewater Leadership Center, 1816 Jefferson Place, NW, Washington, DC 20036-2505** or e-mailed to **kbrocato@nacwa.org**.

EARLY APPLICATION IS ENCOURAGED

Students are strongly encouraged to apply early due to the high level of interest in the Leadership Center. Applications are considered in the order in which they are received; however, please note that preference is given to applicants from municipalities based in the United States.

CANCELLATIONS & SUBSTITUTIONS

If a candidate is accepted to the Leadership Center and is unable to attend, an alternate candidate may be nominated before November 11, 2011. Please notify Kelly Brocato, Water & Wastewater Leadership Center Program Manager, at 202-833-1449 immediately if a candidate change is necessary. Cancellations received after November 11, 2011, but before January 13, 2012, will incur 50 percent of the total tuition fees. Substitutions will not be allowed after January 13, 2012. Cancellations after January 13, 2012 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, February 19, 2012. Departure should be scheduled after 7:00 pm on Thursday, March 1, 2012 or in the morning of Friday, March 2, 2012.

MORE INFORMATION

Kelly A. Brocato
Leadership Center Program Manager
Phone: 202-833-1449
E-Mail: kbrocato@nacwa.org

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

NACWA

National Association
of Clean Water
Agencies
www.nacwa.org

AMWA

Association of
Metropolitan Water
Agencies
www.amwa.net

WEF

Water Environment
Federation
www.wef.org

AWWA

American Water
Works Association
www.awwa.org

APWA

American Public
Works Association
www.apwa.net

NAWC

National Association
of Water Companies
www.nawc.org