

Today's public works leader must be coach, counselor, motivator, mentor, business strategist, and skilled communicator, all rolled into one. Get the depth and breadth of instruction needed to become successful in this complex role.

The Northwest Public Works Institute is a program of instruction for public works professionals who would like to attain a higher degree of proficiency as leaders and managers.

The Washington and Oregon Chapters of the American Public Works Association and the Oregon Technology Transfer Center jointly operate and sponsor the Institute.

The program consists of three courses offered in Oregon and Washington that, taken in their entirety, provide public works professionals with skills needed to advance in supervisory and management positions up to and including Public Works Director.

While it is recommended that students take all three courses leading to a Certificate of Competency, the individual courses also satisfy the needs of public works professionals at different stages in their career.

Level 1: Public Works Essentials

Learn the nuts and bolts of public works management

Level 2: The Developing Leader

Develop the practical skills required by the emerging leader

Level 3: Public Works Leadership Skills

Learn process, planning and people skills for the public works administrator

Each of the three courses consists of 30 hours of instruction over a four day period. Completion of all 90 hours is recognized with a Certificate of Completion awarded by the Northwest Public Works Institute and National APWA.

IS THIS WORKSHOP FOR YOU?

- *Recent appointees find the comprehensive review of skills and training requirements advantageous.*
- *Those who wish to be Public Works Directors or Administrators receive valuable insights.*
- *Experienced administrators learn new perspectives and approaches that enable them to return to their jobs with renewed vigor and creativity.*
- *Attendees gain skills in working with elected officials, employees, and customers.*

YOUR WORKSHOP LEADERS

3 GREAT REASONS TO ATTEND

1. JEANNE NYQUIST - *Facilitator*

Jeanne is the President of Nyquist and Associates, Inc., a management consulting firm providing services to public, private and non-profit organizations. Jeanne holds a Bachelor of Science Degree in Business and Management from Marylhurst University. Jeanne is an accomplished speaker and trainer who uses her managerial and life experiences to illustrate leadership concepts that will enhance organizational, personal and professional development.

2. RAY JOHNSON

Ray has worked in both the private and public drinking water industry for the last 23 years and has extensive experience as a manager, instructor and operator in all aspects of water supply, water distribution, system operations, cross connection control programs and safety programs. A highly motivated speaker, Ray always brings real work-world examples, humor and energy to his presentations. Ray is currently the Water Distribution Manager for the City of The Dalles.

3. BRICE PERKINS

Brice has thirty years experience in all aspects of public works. Having worked for both municipal governments and consulting engineering firms, Brice is a seasoned construction project administrator-turned manager. A Registered Engineer in Civil and Environmental engineering, Brice brings fun, humor, and a wealth of "real-world knowledge" to his presentations. Brice is currently the Operations Division Manager for the City of Medford Public Works.

Your workshop fee includes:

- ◆ **Four days of instruction**
- ◆ **Course materials including reference binder and text books**
- ◆ **Meals**
 - Tuesday - Hot breakfast, AM break, lunch, PM break, & dinner**
 - Wednesday - Hot breakfast, AM break, lunch, PM break, & dinner**
 - Thursday - Hot breakfast, AM break, lunch, PM break, & dinner**
 - Friday - Hot breakfast, AM break & lunch**
- ◆ **Continuing Education Units – 3.0 Certificate awarded upon full attendance**
- ◆ **Northwest Public Works Institute credits – 3.0 awarded upon full attendance**

Day One: March 13

Morning

| | | |
|-------|-------|--|
| 07:00 | 08:00 | Registration & Breakfast Buffet |
| 08:00 | 09:30 | Welcome, Introductions and Icebreaker |
| 09:30 | 10:00 | Characteristics of an Effective Leader |
| 10:00 | 10:15 | Break |
| 10:15 | 10:30 | Role of the Front-Line Leader |
| 10:30 | 12:00 | Leadership Style Instrument |

Afternoon

| | | |
|-------|-------|--|
| 12:00 | 01:00 | Lunch |
| 01:00 | 01:30 | Team Dynamics |
| 01:30 | 02:15 | Problem Solving and Decision Making Styles |
| 02:15 | 02:30 | Break |
| 02:30 | 05:00 | Team Problem Solving Exercises |
| 05:00 | 05:30 | Daily Assessment and QA |
| 05:30 | 06:30 | Social Hour |
| 06:30 | 07:30 | Dinner |
| 08:00 | 09:00 | Evening discussion |

Day Two: March 14

Morning

| | | |
|-------|-------|---|
| 07:00 | 08:00 | Breakfast Buffet |
| 08:00 | 08:45 | Vision and Values |
| 08:45 | 10:45 | Organizational Behavior |
| 10:00 | 10:15 | Break |
| 10:15 | 12:00 | Meeting Management & Intro to Diversity |

Afternoon

| | | |
|-------|-------|-----------------------------------|
| 12:00 | 01:00 | Lunch |
| 01:00 | 02:30 | Communication |
| 02:30 | 02:45 | Break |
| 02:45 | 05:00 | Conflict Management |
| 06:00 | 07:00 | Dinner |
| 07:00 | 09:00 | Video and discussion on diversity |

Day Three: March 15

Morning

| | | |
|-------|-------|----------------------------|
| 07:00 | 08:00 | Breakfast Buffet |
| 08:00 | 09:15 | Customer Service |
| 09:15 | 09:30 | Break |
| 09:30 | 11:00 | Interviewing Skills |
| 11:00 | 12:00 | Leading the Safety Culture |

Afternoon

| | | |
|-------|-------|---|
| 12:00 | 01:00 | Lunch |
| 01:00 | 03:00 | Strategic Planning Exercise |
| 03:00 | 03:15 | Break |
| 03:15 | 04:30 | Tactical Planning Exercise |
| 04:30 | 05:00 | Video - Celebrate What's Right with the World |
| 06:00 | 07:00 | Dinner |
| 08:00 | 09:00 | Fireside discussion |

Day Four: March 16

Morning

| | | |
|-------|-------|---------------------------------------|
| 07:00 | 08:00 | Breakfast Buffet |
| 08:00 | 09:30 | Ethics |
| 09:30 | 09:45 | Break |
| 09:45 | 10:30 | Stress Management Strategies |
| 10:30 | 11:15 | Career Strategies and Action Planning |

Afternoon

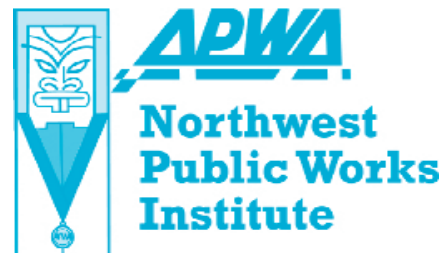
| | | |
|-------|-------|---------------|
| 11:15 | 12:15 | Lunch |
| 12:15 | 02:45 | Final Project |

Get Results!

Attention Supervisors, Managers, and Team Leaders! Get the skills needed to hit the ground running... in the right direction!

- ▼ Leadership skills are becoming increasingly important to meet today's growing job demands.
- ▼ Organizations are facing renewed challenges to do more with less. They are calling upon their supervisors and managers to be much more than just "bosses."
- ▼ Today's successful supervisors and managers get results by being effective team leaders and creative problem solvers.
- ▼ You'll learn through hands-on experience what it takes to be a leader, how to develop a competent and committed work team, and how to solve complex problems.

If you think education is expensive, try ignorance!



REGISTRATION AND LODGING INFORMATION

Affordable Tuition

A fraction of what other leadership programs cost

\$615

Attention local-area agencies: For commuter registration fee, phone (541) 994-3201.

Your workshop fee includes:

- ▼ Four days of instruction
- ▼ Course materials
- ▼ Refreshment breaks
- ▼ Eleven meals:
Tuesday: Breakfast, lunch, and dinner
Wednesday: Breakfast, lunch, and dinner
Thursday: Breakfast, lunch, and dinner
Friday: Breakfast and lunch
- ▼ CEUS - 3.0 Certificate upon full attendance
- ▼ Northwest Public Works Institute Credits

Cancellation and Refund Policy:

A full refund is obtainable up to ten (10) business days prior to session. Thereafter, refunds are subject to a \$40 service charge. No cancellation accepted the day of the workshop. Substitution of another person allowed any time. Note: no cancellation and no attendance will result in full charge.



**MOUNT
BACHELOR
VILLAGE**

RESORT

Mount Bachelor Village Resort

19717 Mount Bachelor Drive.

Bend, OR 97702

Phone: 800-547-5204

www.mtbachelorvillage.com

For comprehensive directions, type the following link into your browser
www.mtbachelorvillage.com/location.php

Reserve Your Room Early:

A block of guest rooms are held through February 11, 2012. After that, rooms are subject to availability. Advance deposit of one night's lodging is refundable if cancelled 72 hours before arrival.

Room Reservations: Call 800-547-5204 and identify yourself with the American Public Works Association to receive our special rate.

Room Rate: River Ridge Executive \$88.00, Ski House One Bedroom \$125.00. (single/double occupancy +10% room tax and 5% resort assessment).

Arrival & Departure: Check in is 5 PM and check out is 11 AM.

REGISTER EARLY - SPACE IS LIMITED

MAIL: OREGON CHAPTER APWA, PO BOX 410 OTIS, OR 97368

PHONE: 541.994.3201 FAX: 503.419.4369

ONLINE: WWW.OregonAPWA.ORG/TRAINING

REGISTRATION FEE FOR DEVELOPING LEADER

March 13-16, 2012 \$615

Name _____ Badge First Name (if different) _____

Title _____ Employer _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____


Email _____
(Email is needed for confirmations, schedule changes or program updates)

Payment Amount \$ _____ Payment Options (circle one) Visa/MC Check Purchase Order Invoice

Card # _____

Expiration Date _____ 3-Digit Security Code _____

Cardholder Name _____

Oregon Department of Transportation
 **Technology Transfer Center**
200 Hawthorne SE, Suite B-240
Salem, Oregon 97301 - 5192

To change or delete your name/address, please send a copy of the mailing label and identify the flyer topic and location. It may take 2-3 months for correction.



APWA
**Northwest
Public Works
Institute**

DEVELOPING LEADER

March 13-16, 2012
Bend, Oregon

Developing Leader is one of three important education opportunities offered by the NWPWI. The other classes are Public Works Essentials and Public Works Leadership.



The NWPWI is jointly sponsored by the Oregon and Washington chapters of the APWA and the Oregon Technology Transfer Center.