

NORTHEAST PUBLIC POWER ASSOCIATION

PUBLIC
UTILITY
MANAGEMENT
PROGRAM

APRIL 11 - 13, 2023
OCTOBER 31 - NOVEMBER 2, 2023

VIRTUAL SESSIONS: JUNE 1, 2023 & SEPTEMBER 14, 2023



NEPPA is pleased to offer the **Public Utility Management Program (PUMP)** again in 2023. The **(PUMP)** begins in April and ends in November. It features 6 days of in-person training sessions and **new this year** two additional 1/2-day-virtual sessions, The in-person sessions will be held on **April 11 – 13 and October 31 – November 2, 2023** at the **NEPPA Training Center** (200 New Estate Road, Littleton, MA 01460). Each of these 3-day session will include information on leadership challenges, best practices, knowledge/skill/behavior development, and practical applications. The virtual sessions will be held on **June 1, 2023 and September 14, 2023**. Each ½-day virtual session will cover additional presentation content that is of interest to the participants, along with application of learning with coaching and sharing of experiences based on individual learning plan objectives and assignments.

PUMP is a robust course of study and interaction which covers a variety of management, leadership, and operations disciplines necessary for leaders of Public Power, today and in the future. Due to the extremely interactive nature of this training experience, class size is limited.

Upon successful completion of the Program, participants will have gained 39 Professional Development Hours, a Certificate of Completion and special recognition for completing the Program.

WHO SHOULD ATTEND

The Public Utility Management Program is designed for anyone who wants to learn what it takes to be an effective leader including:

- General Managers
- General Foremen
- Assistant General Managers
- Supervisors
- Managers or Team Leads
- Aspiring leaders

REGISTRATION

Register early! Due to the extremely interactive nature of this training experience, class size is limited. Registration fees include coffee and lunch, all Program materials, supplemental assignments, certificates and special recognition. **To register**, visit the *Program’s page* at neppa.org or contact training@neppa.org.

Members:	\$3,095
Non-Members:	\$4,975





PROGRAM OBJECTIVES

The Public Utility Management Program is designed to accomplish the following objectives:

1. Provide an overview of leadership philosophy and key leadership concepts, specific for Public Power organizations.
2. Enable participants to better understand their own leadership styles, strengths and limitations to support ongoing learning and development.
3. Build competencies that encourage leadership development in a diverse work environment.
4. Develop specific knowledge, skills and practices around Public Power including utility operations, finances, and management.
5. Help participants build and sustain cultures of safe and effective operations.
6. Understand and build awareness around trends, technologies, challenges and changes that impact the utility of the future.
7. Create an interactive learning environment that supports practical application of concepts and uses real-world utility examples.
8. Ensure transfer and application of learning to an on-the-job setting.

TOPICS COVERED

The following topics will be covered in the Program:

- Overview of the Electric Utility Industry
- Local Public Power System
- Financial Management
- Introduction to Leadership
- Self-Awareness
- Organization Awareness
- Character
- Community
- Empowerment
- Service
- Customer Relations
- Sustainability
- Strategic Planning
- Governance
- Delivering Value to Your Organization as a Leader

CANCELLATION POLICY

Cancellations are accepted until Tuesday, March 28, 2023, or two-weeks prior to the start of the Program. Substitutions may be made at any time prior to Session I.



AGENDA

Agenda details are subject to change. Each day includes two 15-minute breaks and an hour lunch.

April 11 – 13, 2023

Day 1

8:00 am Welcome & Introductions
8:30 am Overview of the Electric Utility Industry
10:45 am Local Public Power System
12:00 pm Lunch
1:00 pm Financial Management
4:00 pm Adjourn

Day 2

8:00 am Introduction to Leadership
9:45 am Self-Awareness
12:00 pm Lunch
1:00 pm Organizational Awareness
4:00 pm Adjourn

Day 3

8:00 am Character
12:00 pm Lunch
1:00 pm Community
4:00 pm Adjourn

October 31 – November 2, 2023

Day 1

8:00 am Welcome
8:30 am Empowerment
12:00 pm Lunch
1:00 pm Service
4:00 pm Adjourn

Day 2

8:00 am Customer Relations
9:00 am Sustainability
12:00 pm Lunch
1:00 pm Strategic Planning
4:00 pm Adjourn

Day 3

8:00 am Governance
11:00 am Delivering Value to Your Organization as a Leader
12:00 pm Graduating Luncheon
1:30 pm Going Home
3:30 pm Certificates of Completion
4:00 pm Adjourn

VIRTUAL SESSIONS

June 1, 2023

9:30 am – 1:00 pm

September 14, 2023

9:30 am – 1:00 pm

INSTRUCTORS

NEPPA has partnered with Collaborative Learning, Inc. to deliver the exceptional content covered in the Public Utility Management Program.



Elizabeth L. (Betsy) Aylin, PhD
Executive management consultant

Dr. Betsy Aylin is an experienced executive and organization consultant with deep expertise in organization effectiveness and leadership development through experience in a broad array of industries, including more than 20 years work with utilities.



R. John Miner, P.E.,
President & Principal Consultant

John Miner is an accomplished executive manager, engineer, educator and consultant with over 45 years of experience in the utility industry.