

# Crew Leadership

*A professional training program for  
public power field supervisors*

*“Crew leaders serve  
a vital function in the  
organization: they  
represent the crew  
to management, and  
management to the  
crew.”*



*October 7 – 8, 2009  
9 am - 3pm  
Chocksett Inn  
Sterling, Mass.*

## ***About the Program***

This course has been designed to provide supervisory and leadership skill training for the field supervisors (and future field supervisors) of public power systems. These positions, which are typically known as line superintendents, truck foremen, general foremen, lead linemen or crew leaders, are responsible for the day-to-day management of field operations for public power utilities. The importance of crew leadership cannot be overstated. The crew leader is the vital link between the planning and accomplishment of management goals for a public utility, as they relate to system operations.

The course covers the major elements of the crew leader's responsibilities, and reviews the knowledge as well as the technical and interpersonal skills required for success on the job. All participants will gain a clear understanding of the challenges inherent in crew leadership positions, and the expertise and commitment necessary to meet these challenges.

## ***Who Should Attend?***

The course is open to crew leaders, supervisors, superintendents, lead linemen, foremen and operations managers who have not had formal training in supervisory or leadership skills, or who wish to improve their understanding of effective leadership skills. Personnel who have the potential to become crew leaders, or who may be selected for future leadership positions, will also benefit from this program.

## ***About the Instructors***

The course will be conducted by Steve Socoby and Rockie Blunt. Before joining NEPPA as a safety and technical trainer, Steve had more than thirty-five years of experience as a journeyman lineworker and line superintendent in Houlton, Maine, where he had complete responsibility for his utility's operations and supervision of line-worker crews.

Rockie, NEPPA's director of training and education, previously operated his own management training and consulting firm for many years. He has conducted leadership training with municipalities and state agencies, health-care organizations, manufacturers and nonprofit agencies.



*Blunt*



*Socoby*

## ***Fees***

Cost per person:

|               |               |
|---------------|---------------|
| NEPPA Members | <b>\$ 800</b> |
| Non-Members   | <b>\$1200</b> |

*The first session introduces the nature of leading a crew, from transitioning to the position to understanding its main responsibilities.*

## **SESSION I**

*October 7, 2009 - 9:00 - 3:00*

- \* Transitioning to Crew Leader
- \* Conducting Job Briefings
- \* Scheduling Line Crews
- \* Delegating and Giving Instructions
- \* Evaluating Performance and Giving Feedback
- \* Developing Communication Skills

*Session two examines the professionalism, interpersonal skills and judgment necessary to become an effective leader who helps others reach their potential.*

## **SESSION 2**

*October 8, 2009 - 9:00 - 3:00*

- \* Situational Leadership
- \* Coaching and Motivating Your Crew
- \* Managing Different Generations
- \* Dealing with Challenging Employees
- \* Sharing Your Knowledge
- \* Promoting Teamwork
- \* Working with the Public

## ***Fees***

Cost per person:

NEPPA Members      **\$ 800**

Non-Members        **\$ 1200**

To maximize the program benefits to all participants, enrollment is limited. We encourage early registration to guarantee your seat in the program. Mail or fax registration no later than **September 30** to:

Northeast Public Power Association  
100 Medway Road, Suite 201  
Milford, MA 01757  
FAX: (508) 482-0932

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

\_\_\_\_\_

Utility \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

If questions, contact Sharon Davies at  
(508) 482-5906, or [sdavies@neppa.org](mailto:sdavies@neppa.org)

**You can also register at [www.neppa.org](http://www.neppa.org)**

### ***Cancellation Policy***

Cancellation of registration must be received no later than a week prior to the start of classes. After that date, some fees will be charged for expenses incurred by NEPPA.