

### **Program Objectives**

The NEPPA Public Utility Management Program was designed by and for New England public power officials who are leading their organizations through a transformative period. Deregulation, new technologies, and changing workplace dynamics pose significant challenges to electric utility managers at all levels. To meet these challenges, management skills must be constantly sharpened, and industry changes must be thoroughly understood. The Public Utility Management Program offers participants the opportunity to work with colleagues from around New England as they update their skills and knowledge in an intense, interactive and enjoyable setting.

### **Who Should Attend?**

Public power officials from all areas of utility operations have benefited from participation in the Public Utility Management Program. Present or future managers and supervisors will find the classes relevant to their responsibilities and interests. Also, utility Board members, municipal officials, or others with an interest in utility management will find the program to be of value.

### **Schedule**

#### **March Session Dates**

Wednesday, March 24	1 - 5 pm
Thursday, March 25	9 am - 5 pm
Friday, March 26	9 am - noon

#### **May Session Dates**

Wednesday, May 19	1 - 5 pm
Thursday, May 20	9 am - 5 pm
Friday, May 21	9 am - noon

### **Location and Facilities**

The New England Center  
Durham, N. H.  
(University of New Hampshire campus)

The campus hotel is a full service hotel located adjacent to the Center. There is a secure parking lot across the street from the New England Center. Upon check in at the hotel, you will be given a tag to hang in your car for the duration of your stay. There is no additional fee for parking.

### **Attire**

Please wear comfortable, casual clothing to the sessions. Also, the campus athletic center is located nearby and is available for use by all participants, so you may wish to bring your workout clothes. Walking shoes are also recommended for exploring the beautiful UNH campus.

### **Fees**

Full cost per person for the entire 2010 program is \$1,500. Cost includes 4 nights lodging (**March 24 and 26, May 19 and 20**), all meals and classroom materials. Members will be invoiced.

### **Registration**

#### **Public Utility Management Program - 2010**

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 **February 5** to:

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

NAME \_\_\_\_\_

COMPANY \_\_\_\_\_

PHONE \_\_\_\_\_

FAX \_\_\_\_\_

E-MAIL \_\_\_\_\_

If questions, contact Sheila Boone at  
(508) 482-5906, ext. 10 or [sboone@neppa.org](mailto:sboone@neppa.org)

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

### **Cancellation Policy**

Cancellations must be made no later than **March 5** for Session 1 or **May 5** for Session 2 in order to receive a full refund for a missed session.

# NEPPA

*Be Proactive*

*Begin with the End in Mind*

*Put First Things First*

*Think Win-Win*

*Seek First to Understand,  
Then to Be Understood*

*Synergize*

*Sharpen the Saw*



## 2010 Public Utility Management Program



March 24-26  
May 19 - 21  
New England Center  
Durham, New Hampshire

## MARCH SESSION

### WEDNESDAY, MARCH 24

**1:00 pm Welcome and Introductions**  
Pat Hyland, *NEPPA Executive Director*

**1:15 pm Taking Initiative and Increasing Your Influence**  
Dr. Rockie Blunt, *NEPPA Training Director*  
This session "kick offs" the 2010 Public Utility Management Program by introducing participants to its content, methods and aims. It provides an overview of the 7 Habits that act as a foundation to the March and May programs, and urges students to examine their values and their "paradigms" - the ways they view themselves and others.

### THURSDAY, MARCH 25

**9:00 am Strategic Planning for the Soul**  
Deborah Gallant, *President*  
*D. Gallant Management Associates*  
Are you - right now - who you want to be and doing what you always wanted to do? Do you have a plan for success? In this session you will create a "Personal Mission Statement," which reaffirms who you are, puts your goals in focus, and moves your ideas into the real world. Your mission statement makes you the leader of your own life. You create your own destiny and secure the future you envision.

**1:00 pm Supervising People Successfully**  
Dr. Gerri King, *President*  
*Human Dynamics Associates, Inc.*  
The role of the supervisor involves being be a colleague, mentor, mediator, motivator, and one who helps others understand the organizational vision. At the same time, you have time constraints, project deadlines, new people to train, and evaluations to give. You will learn skills that make the job seem less overwhelming. This seminar focuses on participants integrating their own supervisory styles into their daily work with others, and feeling comfortable asking for the cooperation - and getting the help needed - to get projects done on time.

### FRIDAY, MARCH 26

**9:00 am Managing Conflict with Power & Presence**  
Judy Ringer, *President*  
*Power & Presence Training*  
Whether the goal is excellent service, facilitating change, or creating a cooperative work environment, conflict often gets in the way. Most of us see conflict as a contest, but if on we chose to view conflict as a cooperative event instead of a competitive one, what might change? This interactive session uses principles and techniques from Aikido, the Japanese art of reconciliation. Aikido seeks to re-direct the energy of conflict into opportunity. Emphasis is on appreciation, understanding, and working with your "opponents" instead of against them.

This year, NEPPA has taken a unique approach to its Public Utility Management Program. The March and May sessions will be linked by a discussion of Stephen Covey's groundbreaking book, *The 7 Habits of Highly Effective People*, which provides a conceptual framework of personal growth and professional development. This is not Covey training per se, but each session will relate one of the 7 Habits to specific skills that participants will take back to the workplace to enhance their behaviors and relationships, and ultimately the quality of their work.

## MAY SESSION

### WEDNESDAY, MAY 19

**1:00 pm Welcome and Introductions**  
Pat Hyland, *NEPPA Executive Director*

**1:15 pm Writing, Speaking and Listening Successfully**  
Dr. Rockie Blunt, *NEPPA Training Director*  
Do you want to be a better communicator? The most important thing you can do is this: Before deciding what your message is and how to deliver it, first analyze your audience - who they are, how much they know about the topic at hand, and what their attitude toward it is. In other words, seek to understand before seeking to be understood: gauge how they will receive the message before you shape it and send it.

### THURSDAY, MAY 20

**9:00 am Critical Thinking**  
Deborah Gallant, *President*  
*D. Gallant Management Associates*  
Maximize your brainpower! Learn how to better assess and develop your thinking preferences, your optimal thinking time, and your ability to influence others. Become familiar with the different styles of thinking and learn how to challenge assumptions and expand your perceptions about different situations. This session will provide you with practical skills that can be applied immediately to the day-to-day operation of your business.

**1:00 pm Valuing Differences**  
Dr. Rockie Blunt, *NEPPA Training Director*  
Getting the most out of relationships with others - in our personal lives and in the workplace - means recognizing that others are different from us. And instead of trying to argue with, or "defeat," those differences, we should value them, learn from them, and work constructively with them. This session investigates how to make our interactions with others more genuine, creative and open-minded.

### FRIDAY, MAY 21

**9:00 am Coaching, Teaching and Mentoring**  
Dr. Wally Coyle, *President*  
*E. Wallace Coyle Associates*  
This session concludes the Public Utility Management Program by reinforcing what has been learned in the previous sessions. Participants will use the insights they have gained and the skills they have developed to bring out the best in their coworkers and subordinates. By teaching them a new skill, coaching them through a learning process or guiding their careers as a mentor, participants keep their own talents sharp and help others become more productive and valuable to their organizations.