

NEPPA



Public Power Leadership in the 21st Century

PUBLIC UTILITY MANAGEMENT PROGRAM 2011

March 23 – 25

November 16 – 18

**Cranwell Conference Center
Lenox, Massachusetts**



MARCH SESSION

WEDNESDAY, MARCH 23

1:00 pm Welcome and Introductions

Pat Hyland, *NEPPA executive director*

1:15 pm Self-Motivation and Personal Initiative

Dr. Paul Powers, *management psychologist, consultant and author*

In today's economy, even the very best employer has its hands full keeping the organization strong and competitive. Even the very best boss is constantly challenged to do more with less. That is why it's so important for you to be the driver of your career. In this session you will be shown how to discover your own career motivators, increase your satisfaction on the job, and develop a personal action plan for future growth.

THURSDAY, MARCH 24

9:00 am Critical Thinking and Learning

Dr. Rockie Blunt, *NEPPA director of training and education*

New developments and accelerating changes in the electric utility industry demand that we meet the future with clear, agile thinking and a commitment to continual learning. This session examines the ways in which we learn, how we step back and reflect on our actions and our learning, and the importance of thinking critically and systematically. Learning with others on the job will also be discussed.

1:00 pm People Skills

Dr. Paul Powers

Why does it sometimes feel like you're banging your head on the wall when you're trying to help someone? Why do some people get the exact opposite meaning from what you just said? Why is it that some people seem to have a natural knack for making others feel comfortable, winning their support and motivating them? Chalk all of these up to the intricacies of interpersonal communication. This session seeks to untangle some of these riddles and help you make your work life more enjoyable, less frustrating and more productive.

FRIDAY, MARCH 25

9:00 am Business and Financial Skills

Charles Underhill, *senior power supply engineer, Town of Danvers*

The goal of this class is to give students a better understanding of the "business side" of an electric utility, and the major functions that constitute the "business cycle" during a typical year of utility operations. Topics to be discussed include the major components of utility operating and capital budgets; a determination of revenue requirements and cost of service; rate design; billing systems, collections and cash management; and financial statements.

NOVEMBER SESSION

WEDNESDAY, NOVEMBER 16

1:00 pm Welcome Back; Introductions; Program Update

Pat Hyland, *NEPPA executive director*

1:15 pm Communication Skills

Dr. Rockie Blunt, *NEPPA director of training and education*

There are many forms of communication, but in this class we will focus on how to present information in structured or formal settings, whether it is to an individual, in a meeting or before an assembled board. We will emphasize the importance of knowing your audience, speaking on your feet, framing your message and presenting technical information in understandable terms. We will also examine the use of one-way and two-way messages (monologues and dialogues) as they apply to a "situational" view of communication.

THURSDAY, NOVEMBER 17

9:00 am Negotiation and Persuasion Skills

Hamish Blackman, *president, The Wellness Corporation*

The ability to persuade is not a trait that some are born with and others are not. Nor is success in negotiation solely dependent upon a person's power or authority. This session focuses on the development and mastery of the interdependent skills of negotiation and persuasion - and what to do when they fail. Participants will learn how to differentiate between directing and persuading; lead with (or without) "formal" authority; identify audience differences and craft audience-specific messages; uncover our underlying interests and those of the other party; and unleash the creative power of conflict.

1:00 pm Strategic Planning

Dr. Rockie Blunt

Where do you want your utility - or your department - to be in three years? If you're like many people, every day you rush just to get done what you have to do that day, which leaves very little time for plotting out your future. This session takes up the crucial issue of strategic planning in a "what-where-how" process: what your utility is doing now, where you want it to be in the future, and how to get there. We will discuss the major elements of a strategic plan (mission statement, vision statement and SWOT analysis), as well as how to develop one and how to sustain it once it is completed.

FRIDAY, NOVEMBER 18

9:00 am Political Skills

Ted Garille, *general manager, Pascoag Utility District*

Pat Hyland, *executive director of NEPPA*

This class will provide an overview of the "politics of public power," with an emphasis on the local, state and federal government policies and political forces that impact municipal and cooperative electric utilities. Among the topics and case studies to be discussed are the following: working effectively with local elected boards or commissions; dealing with "political pressure" at the local level; understanding and working with state legislators and regulators; and the United States Congress: How does it really work? At the end of this class students will have insight into how political forces affect public power utilities, and how to effectively manage those forces to achieve desired outcomes.

About the Program

Since 1993, the Northeast Public Power Association has been proud to offer this outstanding professional development program to its members and affiliates. Created by public power leaders for the leaders of the future, it is an intensive one-week program (divided into spring and fall sessions) in which participants learn or improve critical leadership skills, apply practical management techniques, and strengthen their understanding of the most important developments affecting the electric utility industry in the United States. In the 18 years since the program was first offered to NEPPA members, over 350 public power professionals from throughout New England and all areas of utility operations have completed the program and received a NEPPA Certificate in Public Utility Management. As past students will attest, the NEPPA Public Utility Management Program is a unique professional development and learning experience. It was developed by public power professionals for public power professionals, and is guaranteed to change the way in which participants see themselves, their organizations, and their careers. We invite you all to join us in Lenox for this outstanding program.

2011 Objectives

The program objectives for 2011 are to provide an in-depth review of eight essential management skills for public power leaders, as defined by experienced utility managers in the field. In the March session, the topics will include self-motivation and personal initiative, critical thinking and learning, business and financial skills, and people skills. The November session covers classes on communications, negotiation and persuasion, strategic planning, and political skills. Each class will be led by professionals with extensive experience in their topics.

Who Should Attend?

Public power officials from all areas of utility operations have participated in this management training program. Present or future managers, senior staff, first-line supervisors, crew leaders, utility Board members, municipal officials or others with an interest in utility management will find the program to be of significant value.

March Session Dates

Wednesday, March 23	1 - 5 pm
Thursday, March 24	9 am - 5 pm
Friday, March 25	9 am - noon

November Session Dates

Wednesday, Nov. 16	1 - 5 pm
Thursday, Nov. 17	9 am - 5 pm
Friday, Nov. 18	9 am - noon

Instructors

Dr. Paul Powers has consulted internationally with organizations around the issues of executive, management, career, and team development. He is the author of two best-selling career books, and a widely sought-after speaker and seminar leader with a focus of helping people balance meaningful careers with an engaged and satisfying life.

Dr. Rockie Blunt, *NEPPA training and education director*, is a former consultant and management trainer for municipalities, state agencies, health care organizations, manufacturers and non-profit agencies.

Charles Underhill has over 32 years of experience working in the electric utility industry, primarily with public power entities. He has a wide range of experience in the areas of cost of service studies, cost allocation, rate design, operating and capital budgeting, finance, power supply planning and portfolio management. He currently serves as the senior power supply engineer for the Town of Danvers, which includes responsibility as project manager for development and implementation of the Town's Smart Grid Project and DOE Grant.

Hamish Blackman, *president, The Wellness Corporation*, is a trained mediator who consults with organizations on the impact of human dynamics on productivity and morale, and works with groups to resolve conflicts. He is a sought-after speaker at national and regional conferences throughout the United States.

Ted Garille, *general manager, Pascoag Utility District*, started his career at Southern California Edison in the Substation Maintenance, Test and Operating Departments. He spent five years in customer service, worked on line crews and rose to the level of distribution engineer and service crew supervisor. In 1981 he joined Brown University as high voltage supervisor and later became associate director of Brown's Physical Plant. In 1996, he was appointed general manager of the Pascoag Utility District, Rhode Island's only public power system.

Pat Hyland, *executive director of NEPPA*, is responsible for planning and administration of the association's federal legislative program. Earlier in his career, he also served as a town manager and elected town meeting member in Massachusetts.

Location and Facilities

In 2011, the program will be held at the Cranwell Conference Center and Resort in Lenox, Mass. Cranwell is a full-service professional facility with outstanding classroom and meeting facilities. Participants will also have full access to the Center's health and recreational facilities during their own time. Please wear comfortable, casual clothing to the sessions.

Fees

NEPPA members: \$1,900

non-members of NEPPA : \$2,850

This fee includes all lodging and meal costs for both the March and November session of the program.
(2 nights lodging in each session)

Invoices for all participants will be forwarded upon their registration and are payable before the March session.

Registration

Public Utility Management Program - 2011

To maximize the program benefits to all participants, enrollment is limited. We encourage early registration to guarantee your seat in the program. Complete the following information and fax or mail to the NEPPA office no later than **February 4, 2011**.

fax (508) 482-0932

Northeast Public Power Association

100 Medway Road, Suite 201, Milford, MA 01757

NAME _____

COMPANY _____

PHONE _____

FAX _____

E-MAIL _____

If questions, contact Sheila Boone at

(508) 482-5906, ext. 10 or sboone@neppa.org

You can also register at www.neppa.org

Cancellation Policy

Cancellations must be made no later than **March 4** for Session 1 or **October 21** for Session 2 in order to receive a full refund for a missed session.