



Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

August 22, 2014

RECEIVED

AUG 25 2014

PUBLIC SERVICE
COMMISSION

Mr. Jeff Derouen, Executive Director
Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

Dear Mr. Derouen:

Kentucky Rural Water Association has developed the Utility Leadership Institute as a class to cultivate leaders within Kentucky's utilities. There are currently four (4) sessions scheduled throughout the state, but our desire is to provide approved sessions to utilities upon their request. The core content will remain the same for any presentation. These classes will offer six (6) hours per session of continuing education credit.

Please find enclosed a training summary/timed agenda for these meetings which includes a description of the session topic and speaker information. These classes have also been submitted to the Kentucky Board of Certification of Water Treatment & Distribution System Operators. A copy of the application is included. Copies of any handouts provided to attendees will be forwarded to the Public Service Commission.

With this letter and enclosures, Kentucky Rural Water Association respectfully requests that this training be approved for continuing education credit for commissioners as referenced in regulation 807 KAR 5:070. If additional information is needed, please do not hesitate to contact our office.

Sincerely,

Janet Cole
Education Coordinator
j.cole@krwa.org

Enclosures
(Original and 10 packets)

Training Sponsor: Kentucky Rural Water Association
Session Title: Utility Leadership Institute
Date(s)/Locations: To Be Determined as Requested
(Currently Sessions are scheduled for Sept. 9-Somerset, Sept. 11-Morehead, Sept. 23-Elizabethtown, Sept. 25-Gilbertsville)

Learning Objectives:

The objective of these sessions is to provide information to attendees to help them learn better communication and organizational skills that will enhance leadership responsibilities within their organizations.

Criteria for Training Credits:

Attendees will be granted credit for actual time attending the sessions. The maximum number of training credit hours will be six (6) hours.

TRAINING SUMMARY/TIMED AGENDA

8:30 a.m. – 11:30 a.m.

3 hours

Morning Session: Leadership and Management: The Appreciation of Differences
Presenter: Greg Coker, Utility Leadership Institute

This seminar will focus on personnel management, supervisory techniques, leadership qualities, employee engagement and improving communication with employees and customers. The session will be interactive and engage the participants with proven communication models that will dissect the various leadership and management qualities and characteristics of successful and non-successful supervisors and managers. Many water and wastewater professionals find themselves unprepared for supervision and personnel management as they transition from an operator in the field to a supervisor or manager in the office. Participants will leave the seminar with a better understanding of the difference between leadership and management and how to best to apply these troubleshooting skills. The class is designed to provide participants with the tools needed to become successful as they move from level to level within a water and wastewater utility.

Major goals and topics of the seminar:

- Participants will learn the major reasons for employee engagement and review the latest research on employee engagement
- Participants will learn organization development strategies that are designed to take water and wastewater utilities from good to great.
- Strategies to develop cultures that achieve peak performance and organizational effectiveness thus achieving the ultimate goals of water and wastewater utilities: clean and safe water, and compliance.
- Specific strategies to develop and enhance Emotional Intelligence (EQ) in the workplace as well as the key components of EQ
- Participants will learn a communication model designed to build better teams while enhancing leadership and individual effectiveness.
- The development of numerous customer service models designed to deliver extraordinary customer service for water and wastewater utilities.
- Participants will learn the steps of team growth and strategies to navigate through the “white waters” of change.
- Participants will learn the difference between management and leadership, when each is needed and a leadership model designed to take individuals and teams from where they are to where they need to be.
- Participants will participate in a change management exercise that will yield specific strategies to better manage and lead change in modern day utilities.

11:30 a.m. – 1:00 p.m. Lunch Break (provided)

1:00 p.m. – 4:00 p.m.

3 hours

Afternoon Session: Leadership and Management: The Appreciation of Differences
Presenter: Greg Coker, Utility Leadership Institute

This session is a continuation of the Morning Session.

SPEAKER BIO: Greg Coker is the founder of *The Cathedral Institute*: a full-service leadership development and consulting firm focusing on *Empowering People, Building Teams, Transforming Organizations and Changing the World*. He has over 25+ years' experience as a senior level manager with three different fortune 500 companies, a government regulator, an elected official and a state-wide leader. His experience ranges from leading the training & development for over 80,000 employees to directing the governmental affairs and public relations at both the state and federal level. His clients include public education, business and industry, colleges and universities, nonprofit organizations and high performance individuals who benefit from his executive/life coaching. Greg is the author of “*Building Cathedrals: The Power of Purpose*” and travels the country delivering the keynote speech and conducting workshops based on the principles of leadership, employee engagement, culture and purpose, the focal point of his book. Greg has partnered with Kentucky Rural Water Association to deliver presentations promoting leadership for utility personnel.

Kentucky Rural Water Association

3251 Spring Hollow Avenue ♦ Bowling Green, KY 42104 ♦ Ph: 270.843.2291 ♦ Fx: 270.796.8623 ♦ www.krwa.org

Mail to:	Commonwealth of Kentucky Department for Environmental Protection	<i>For Official Use Only Do not write in this space</i>
Division of Compliance Assistance Certification and Licensing Branch Operator Certification Program 300 Fair Oaks Lane Frankfort, KY 40601	Application for Approval of Courses for Continuing Education Credit <i>Drinking Water Treatment, Drinking Water Distribution, Bottled Water, Wastewater Treatment and Collection System</i> Telephone: 1-800-926-8111 www.dca.ky.gov/certification	COPY

I. Course Sponsor Information: **Agency Interest Number:** 108571

A. Sponsoring Organization (school, business, association, etc.):

Kentucky Rural Water Association

Key Contact Person:

Name and Title: Janet Cole, Education Coordinator

Address: PO Box 1424

City, State and Zip: Bowling Green, KY 42102-1424

Phone and Fax: Ph: 270.843.2291 Fx: 270.796.8623

E-mail: j.cole@krwa.org

Web Page: www.krwa.org

One-Time Approval Requested

Two-Year Approval Requested

B. If individual requesting approval is different than the key contact person for the sponsor, please complete the following information:

Name and Title: _____

Address: _____

City, State and Zip: _____

Phone and Fax: _____

E-mail: _____

II. General Course Information:

A. Title: Utility Leadership Institute

B. Location and Date/s: TBD TBD

C. Cost per Student or Group: \$ 149.00

D. Delivery Format or Media (check those that apply):

- | | | | |
|---|-------------------------------------|--------------------------------------|---|
| <input checked="" type="checkbox"/> Classroom | <input type="checkbox"/> Web/Online | <input type="checkbox"/> Laboratory | <input type="checkbox"/> Exhibition |
| <input type="checkbox"/> Field | <input type="checkbox"/> CD-ROM | <input type="checkbox"/> Video/Audio | <input type="checkbox"/> Correspondence |
| <input type="checkbox"/> Other (Explain) | _____ | | |



E. Continuing Education Credits (**hours**) Requested for Target Audience:

Drinking Water Treatment, Distribution and/or Bottled Water: 6 hrs.

Wastewater Treatment and/or Collection: 6 hrs.

(Attach a detailed description explaining how this training relates to the wastewater treatment process.)

III. Required Items (must be attached to submittal, check off as completed):

- A. Course Learning Objectives
- B. Criteria for Successful Completion by Operators
- C. Agenda (timed with instructors identified and brief description of topics)
- D. Credentials for All Instructors

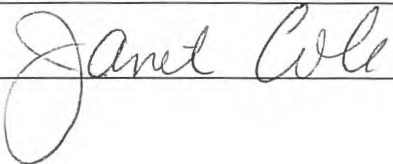
IV. Additional Attachments (required for distance learning courses, optional for other training):

- A. Instructional Design (developed by whom/their credentials)
- B. Curriculum Content (subject matter experts/their credentials)
- C. Required Assignments and/or Examinations (type, passing score, etc.)
- D. Mandatory Time Constraints (deadlines, granting of extensions, etc.)

V. Signature of Sponsor's Contact Person

I confirm that all information provided with this application is accurate to the best of my knowledge. A complete list of attendees and credits to be awarded to them will be forwarded on a "Continuing Education Activity Report" to the Kentucky Division of Compliance Assistance (within 30 days of completing the course when possible).

Printed Name and Title: Janet Cole, Education Coordinator

Signature and Date: 

August 11, 2014