



# Communication Management

## A Critical Ingredient for your Organization

presented by INAWWA/IWEA Joint Utility Management Committee

**THURSDAY, NOVEMBER 2, 2017 7:30a-3:30p**

**IWEA Office - 8909 Purdue Rd. Suite 130, Indianapolis**  
**\$99 members \$149 nonmembers**

**6.0 CREDITS PENDING for WW / DW / ENG.**

8:00	<b>REGISTRATION</b>
8:30	<b>Welcome</b>
8:45	<b>Proactively Aligning and Communicating Utility Processes to Maximize Effectiveness / Mike Borchers, Arcadis</b>
9:45	<b>What Are you Paying for as a Customer? / Deen Rogers, Umbaugh</b>
10:45	<b>Case Study—Lawrence Utilities—Customer Communication / Scott Salsbery, Lawrence Utilities</b>
11:15	<b>Succession Planning / Randy Russell, Michigan City Department of Water Works</b>
11:45	<b>LUNCH</b>
12:30	<b>Leading Multi-Generational Teams / Mitch Isaacs, Shafer Leadership Academy</b>
3:30	<b>Wrap up</b>

Please join the Indiana Section AWWA and Indiana WEA for a day focusing on communication and how critical effective communication is for your organization.

In our morning session you will learn from your peers and their experiences in communicating with their customers.

Our afternoon session will be a hands on journey to a better understanding of people and what makes them think and act the way they do. This session will equip participants to be more effective communicators and leaders through understanding the various generations in the workplace today.

**Thank you to our sponsors:**



# 2017 Joint Utility Management Seminar



- Registration Deadline is Monday, October 23, 2017
- Due to the content and structure of this course, partial course credit will not be provided.
- If particular accommodations are needed to fully benefit from this course, please contact the IN AWWA office at least one week before the course so that appropriate arrangements may be made.
- Cancellations made after Monday, October 23, 2017 will be invoiced for full amount.

## Registrant Information

Name: \_\_\_\_\_

Company \_\_\_\_\_

Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

## Registration Type

<input type="checkbox"/>	\$99 - Member Attendee
<input type="checkbox"/>	\$149 - Nonmember Attendee
<input type="checkbox"/>	FREE - Students

## Payment Information

Check Enclosed       Purchase Order \_\_\_\_\_

- **Mail checks to:** Indiana Section AWWA; 2680 E. Main Street, #106; Plainfield, IN 46168
- **Fax to:** 866.215.5966
- **Email to:** dawn.keyler@inawwa.org

**Payments must be received with registration. Purchase orders are accepted only from municipalities and government agencies.**  
**Any questions? Contact Dawn Keyler at the Indiana Section AWWA at 866.213.2796.**