



**PALMDALE WATER DISTRICT**

A CENTURY OF SERVICE

# Leadership Training for Public Officials

**February 12-14, 2018**

## Sign up Today!

This three-day training program is for anyone in a leadership position, including Board Members, Chief Executive Officers, General Managers and other executive level leaders.

You will learn how to implement your vision through more effective communication and inspire those around you to produce the desired results. Please see attached for detailed information.

What: Leadership Training

When: 8 a.m.-5 p.m.  
February 12-14, 2018

Where: Palmdale Water District (PWD)  
2029 East Avenue Q  
Palmdale, CA 93550

Cost: \*\$499.00  
(Lunch is not included.)

RSVP by emailing PWD HR Director Jennifer Emery at [jemery@palmdalewater.org](mailto:jemery@palmdalewater.org) ASAP.

\*An optional university certification from California State University, Fresno is available for an additional fee of \$50 per participant.

Instructor: Van Potter



Van Potter has over 30 years of experience in the field of Organizational and Management Development. He coaches and trains leaders in all levels of government agencies. He specializes in public works, utility and waterworks management and supervisory development.

Van has been teaching business and management classes for the University of Utah and Utah State University for many years and has taught in the Public Utilities & Waterworks Management Institute since 2000.

# Leadership Training for Public Officials and Executive Management

**February 12-14, 2018**

## **The three-day course includes:**

### **The Art of Leadership**

Participants will gain knowledge of contemporary leadership principles, essential skills and general functions of management; and the role of a leader both internally and externally of the organization.

### **The Leader's Role in Performance Management**

Models of communication to give and receive feedback will be explored. You will practice clarifying expectations and establishing standards.

### **Collaboration and Teams**

Directors, Councilmembers, City Managers, General Managers, and the Executive Team all play specific roles in the strategic planning of an organization. You will learn how to work as a team to create the synergy necessary for success. How we communicate can either promote an effective team or cause barriers and conflict. This segment will provide training tools proven to enhance communication skills. It will show participants how to communicate effectively with different personalities, how to diffuse emotional issues, and how to communicate in ways that build confidence and promote cooperation. The strengths and weaknesses of the four communication styles will be examined. Practical exercises will be used to help participants learn to communicate more effectively in either a management or staff role.

### **Managing Conflict and Organizational Communication**

This workshop emphasizes skills needed in purposefully and appropriately managing conflict; understanding and benefiting from emotions; converting mind-body integration principles into powerful tools; recognizing and expanding perceptions; operating from purpose; and developing powerful conflict resolution communication methods.

### **Accountability**

Accountability is an intrinsic sense of ownership of the task and the willingness to face the consequences that come with success or failure. This section will discuss the methods leaders may consider in creating a culture of accountability.