

Reach for Success

JPIA Training Conference

August 7, 8 - Wyndham Hotel, Orange County

Dozens of water-industry specific classes

Network with other water professionals from the area

Only \$85 per day

Check www.acwajpia.com for details



ACWA/Joint Powers Insurance Authority Training Conference Wyndham Orange County August 7 & 8, 2012

Tuesday, Aug. 7	1	2	3	4
7:00 a.m. - 8:00 a.m. Registration & Breakfast Buffet				
8:00 a.m. - 8:15 a.m. Introductions & Professional Development Program Info				
<input type="checkbox"/> Keynote Presentation <i>You Have the Power</i> , Hank Coles				
8:15 a.m. - 9:45 a.m. Break				
9:45 a.m. - 10:00 a.m. Break				
10:00 a.m. - 12:00 p.m.	<input type="checkbox"/> Accident Investigation Lee Patton	<input type="checkbox"/> Documenting Nancy Stangel	<input type="checkbox"/> Discrimination & Harassment Keith Forbes	<input type="checkbox"/> Emergency Response John Haaf
12:00 p.m. - 1:00 p.m. Lunch				
1:00 p.m. - 2:30 p.m.	<input type="checkbox"/> Traffic Control & Flagger Lee Patton	<input type="checkbox"/> Performance Appraisals Nancy Stangel	<input type="checkbox"/> Drug & Alcohol Reasonable Suspicion Keith Forbes	<input type="checkbox"/> Managing Generations Patricia Slaven
2:30 p.m. - 2:45 p.m. Break				
2:45 p.m. - 4:30 p.m.	Traffic Control & Flagger (cont.)	Performance Appraisals (cont.)	Drug & Alcohol (cont.)	Managing Generations (cont.)

Wednesday, Aug. 8	1	2	3	4
7:00 a.m. - 8:00 a.m. Registration & Breakfast Buffet				
8:00 a.m. - 10:00 a.m.	<input type="checkbox"/> Cal/OSHA Inspections Lee Patton	<input type="checkbox"/> Policies & Procedures Nancy Stangel	<input type="checkbox"/> Managing Stress Patricia Slaven	<input type="checkbox"/> First Responder John Haaf
10:00 a.m. - 10:15 a.m. Break				
10:15 a.m. - 12:00 p.m.	<input type="checkbox"/> Effective Communication Keith Forbes	<input type="checkbox"/> Managing the Aging Workforce Nancy Stangel	<input type="checkbox"/> Job Descriptions Patricia Slaven	<input type="checkbox"/> New Employee Orientation John Haaf
12:00 p.m. - 1:00 p.m. Lunch				
1:00 p.m. - 2:30 p.m.	<input type="checkbox"/> Customer Service Keith Forbes	<input type="checkbox"/> Trenching & Excavation Lee Patton	<input type="checkbox"/> Positive Discipline Patricia Slaven	<input type="checkbox"/> Performance Management John Haaf
2:30 p.m. - 2:45 p.m. Break				
2:45 p.m. - 4:30 p.m.	Customer Service (cont.)	Trenching & Excavation (cont.)	Positive Discipline (cont.)	Performance Management (cont.)



ACWA/JPIA Training Conference, Wyndham Orange County

August 7 & 8, 2012

Register today, space is limited!

Registration Information

Registration Fees

\$170 for both days includes deluxe continental breakfast, lunch, breaks, and course materials. \$85 for one day (Tuesday or Wednesday) includes same.

Registration

Register by July 18, 2012. Space is limited, so register early! JPIA members have first priority. **Complete this registration form and include a check or complete the online registration option using a credit card.** For questions call (800) 231-5742, ext. 3121, or send an e-mail to training@acwajpia.com.

Cancellation Policy

If you cancel by July 18, 2012, the entire amount will be refunded. After that date, if your spot can be filled, you will receive a full refund. **No-shows, or cancellations after July 31, 2012, are not eligible for any refund.**

Hotel Location – Wyndham Orange County

3350 Avenue of the Arts, Costa Mesa CA 92626

The group room rate is \$123 per night single (\$153 junior suite) – a reduced rate for our members. JPIA negotiated with the hotel to allow you to receive this reduced room rate from *August 4 through August 9* – a very good deal at a very nice hotel! That way, you can combine some vacation days with the time you spend on your professional development. But this price is not guaranteed – once the block of rooms is sold, this price is gone! Call the Wyndham at **(877) 999-3223** and identify yourself as attending the **ACWA/Joint Powers Insurance Authority Training Conference**, to receive this great price.

There are a limited number of rooms available at this price. Register early to get the best chance of securing a room at the reduced rate.

Important Information

- Southwest Airlines is probably the least expensive airline.
- Wyndham Orange County provides *free* shuttle service to and from the airport. Call the hotel for specifics – **(714) 751-5100**.
- The hotel is located within walking distance to many restaurants.
- There is no charge for parking at the hotel.

Check out area info at <http://www.visitheoc.com/>

Send payment and registration form to: ACWA/JPIA, PO Box 619082
Roseville, CA 95661; or fax (916) 774-7040

Registration Form

- Check the boxes on the schedule next to the classes you plan to attend. Be sure you only check one class for each time slot. If a class does not have a next to it, then this class continues through the following time slot.
- Complete the registration form and return it to JPIA. If the check is to follow, be sure to follow-up so your slot is held.
- If staying at the Wyndham Orange County, be sure to register directly with them to receive the rate of \$123 per night.
- Bring your confirmation letter to use as your schedule of classes.

Registration Fees

- | | | |
|-----------------|---------------------------------------|---|
| Both Days: | <input type="checkbox"/> Member-\$170 | <input type="checkbox"/> Non-Member-\$320 |
| Tuesday only: | <input type="checkbox"/> Member-\$85 | <input type="checkbox"/> Non-Member-\$160 |
| Wednesday only: | <input type="checkbox"/> Member-\$85 | <input type="checkbox"/> Non-Member-\$160 |

Check enclosed (payable to ACWA/JPIA)

Check will be sent separately (no later than **July 18, 2012**, or seat is subject to cancellation).

PLEASE PRINT

Name: _____

Title: _____

District: _____

Address: _____

Phone: _____

E-mail: _____



2012 JPIA Training Conference, Costa Mesa

Course Descriptions

KEYNOTE: You Have the Power

In this fun and interactive presentation, learn how you can leverage your *Points of Power* to do great things at work or anywhere. We all have power to influence for good – come learn how to recognize it and put it into play.

OSHA Inspections

This course will help participants prepare for all phases of an OSHA inspection. It covers the steps the agency should take from the time it is notified of an inspection, to the actual inspection, and what to do in the event of a citation.

Performance Appraisals

This course focuses on eliminating the “Performance Appraisal Blues” of managers by identifying tools and applications to make the process more positive, motivational, and productive. It will discuss how to develop SMART goals, collaborate with staff, and protect the district in the event of a lawsuit.

Customer Service

Your agency’s future depends on its ability to provide reliable, cost-effective, and efficient service. This program will help participants understand how to better service internal and external customers and how to deal with the difficult ones.

Discrimination and Harassment

A course for managers and supervisors designed to illustrate the types of behaviors that can lead to claims of discrimination. The participants will have an opportunity to discuss various situations and develop appropriate responses to employee issues.

New Employee Orientation

This course includes a discussion covering the steps to take in order to fulfill employer obligations, HR’s role, and what supervisors need to know. Many helpful tools will be presented.

Drug and Alcohol

This program is designed to assist managers and supervisors in recognizing an employee under the influence of drugs and/or alcohol. Discussion of effects and symptoms of drug use and alcohol abuse will be included. This interactive program meets the DOT training requirements for supervisors.

Documenting

This course will discuss the importance of documentation for all personnel-related situations. It will review the right way and wrong way to develop appropriate documentation.

Managing Aging Workforce

This course will help all employees understand how the aging of the workforce impacts staffing, productivity, relationships, loss of important knowledge and experience, and daily work requirements. The session will go into detail regarding how to deal with these issues as the age of your workforce will continue to rise over the next 20-plus years.

Performance Management

This course will help you manage the performance of your employees by shaping, coaching and directing their efforts on a daily basis. You will learn to, define performance and develop employees and use documentation and the performance appraisal successfully.

Emergency Response Planning

This session is designed to assist participants with the process of developing emergency/disaster response plans. Emphasis is placed on identifying critical systems and resources, on recognizing emergency/disaster potential, and on determining the actions and resources needed to address these situations.

Effective Communication

This course will address basic communication skills to enable water utility employees to exchange information in a manner that best supports positive working relationships. It will cover the role of the sender as well as the receiver of information. Improving listening skills and observing body language will be stressed.

Managing Generations

Water agencies have diverse workforces, often including a large range in ages. Each generation has different sets of values, technology skills, communication styles, motivators, and ways of working. This course looks at what might account for some of these differences, how to recognize them and how to manage all ages for a productive work environment.

Managing Stress

Stress is a part of everyday life, and in fact it can be good for us. But when it becomes pervasive and continuous, it can have debilitating effects on our body, spirit and mind. In this interactive presentation, learn techniques to deal with stress which will help you get off that roller coaster.

Job Descriptions

Participants will learn how to organize, and write accurate and objective job descriptions and comply with employment laws. Hands-on exercises will enable participants to return to their workplace to review and update current job descriptions.

Policies and Procedures

Each agency has a unique set of policies and procedures. This course will present an overview of policies that should be in place, writing and administering these policies, the importance of frequent updating, and the necessity for agencies to “follow their own rules”.

Trenching and Excavation

Cal/OSHA standards for trenching and excavating have changed significantly over the years. Every job site must have a “Competent Person” present who has completed training and can demonstrate proficient skills on the job site. This course has been designed to provide agency staff with the classroom portion of the training they need to become that “Competent Person.”

Positive Discipline

This workshop is a practical look at how to handle employee discipline problems in a positive manner before they escalate. Case studies and tools will be used to help managers and supervisors focus on correcting problems.

Traffic Control and Flagger

Cal/OSHA requires all flaggers to be trained in the proper fundamentals of flagging in moving traffic before being assigned as flaggers. Specific areas to be addressed include: factors that cause accidents, characteristics of flaggers, work zone layout, hand-signaling procedures, dealing with hostile drivers, and traffic control devices.

First Responder

After completing this training course, participants will be able to explain basic hazardous materials terminology; describe common types of hazardous materials and their associated hazards; identify and describe the duties of first responder awareness personnel; and describe situations that may require additional resources.

Accident Investigation

Learn investigation techniques and how to identify accident causes and determine the corrective actions needed to prevent future losses.