

Dr. Sudip Bose headlines another successful MEUW Annual Conference

Leaders of organizations can apply some of the same lessons learned on the battlefield to improve their management and inspire others.

That message, from Iraqi war veteran Dr. Sudip Bose, came during his keynote presentation to more than 100 executives and administrators who gathered at the 87th annual Municipal Electric Utilities of Wisconsin conference in Elkhart Lake June 1-3.



The conference highlighted the work that Wisconsin's 82 municipal utilities do to provide services to customers throughout the state. Conference attendees also heard in-depth reports from Wisconsin Public Service Commission regulators, social networking experts, and the emerging and vibrant market for natural gas.

In addition, MEUW leadership presented the annual awards for safety and performance excellence at the conference, held at the Osthoff Resort.

Bose, whose parents immigrated to the United States from India, said the key to leadership starts with each individual -- maintaining your health with proper diet and exercise. "Keeping your inner army strong is the first step toward successful leadership," he said. Those who are responsible for an organization's overall health and success also need to recognize that what they view as significant issues for the organization may not be shared by others on the front lines, or even middle-level managers. "As leaders, sometimes what we see -- what we think we see -- is not the actual situation," he said, using a series of slides of optical illusions to make his point.

Bose knows about front-line experiences. He enlisted in the U.S. Army and served for 12 years. He then volunteered for duty in Iraq, serving as the first medical doctor responding to those injured and killed in combat. He treated Iraqi leader Saddam Hussein after his capture, and was recognized with the Combat Medical Badge for participating in operations under enemy fire.



For his role in serving one of the longest combat tours by a physician since World War II, as well as one of the only frontline doctors in the Second Battle of Fallujah, Bose was awarded The Bronze Star, given to those demonstrating heroic and meritorious service in combat.

Bose highlighted several other tactics used in the Army that can be replicated by any organization to prepare for changes and move its mission forward. Among them:

- Develop mental strength and “mindfulness” – which he described as a kind of yoga for the brain.
- Always be training and preparing in “peacetime” – when things are going fine in the organization -- so you are ready for what occurs during “wartime” – moments of stress or significant change.
- Go past your “pain threshold” to succeed.
- Mobilize others and build armies.

“We are a lot more capable than we realize,” he said. “We just can’t let fear stop us.”



Take the first step towards success with MEUW's Management Training Program!

Today's successful leaders are willing to adapt and improve team performance by sharpening their own leadership team development skills.

This management training program not only empowers supervisors with the tools they need to succeed, it provides them with a way to engage and advance their staff to put them in a position to achieve their goals. Through the program, participants will learn the ins and outs of business and leadership while having fun along the way - making them a vital part of their organization's future.

Become an engaging manager that creates confident, inspired, empowered and enthusiastic teams!

PROGRAM DETAILS

The MEUW Management Training Program consists of six sessions and has been a successful effort in providing education to create "home grown" management personnel. This program is designed for both existing management and future management prospects offering relevant and engaging sessions. Participants may start at any point in the six-session (A-F) program, which is scheduled over a two-year period. MEUW will recognize those who complete the program.

Take a closer look at the sessions offered on the inside of this brochure.



Service. Advocacy. Safety.

Visit www.meuw.org/MTP to learn more about the MEUW Management Training Program.

MEUW Management Training Program

Looking for a way to advance your career?



2/10/2015 - SESSION A

Communication, Time and Project Management

Topics include:

- How to plan your time and evaluate your success
- Prioritizing your obligations
- Providing constructive input and clear answers on projects
- Tracking projects to assure nothing falls through the cracks
- Giving clear directions that are understood the first time and listening well for good feedback
- Sorting out urgent from important
- Breaking down barriers
- Understanding and communicating your department's role in the bigger picture
- Preparing for effective/efficient meetings
- Creating a positive working environment
- Knowing what information to share with whom and when

6/02/2015 - SESSION B

Effective Skills for Leadership and Team Building

Learn to:

- Describe the qualities that enable someone to lead effectively
- Compare and contrast the differences between leading effectively and managing well
- Assess your own leadership and management capacities
- Describe the characteristics of servant leadership and the value of servant leadership to a leader's effectiveness
- Empower your team through a five-step process for delegation
- Manage conflict more effectively by understanding its origins, your own conflict response style, and an innovative approach to controlling or resolving conflict when it occurs
- Develop a personal leadership/management development plan to enhance your effectiveness at meeting the needs of your team, city leaders, the utility and its customers

10/07/2015 - SESSION C

Utility Planning and Risk Management

Topics include:

- Strategic planning - thinking outside the box (moving past "it's the way we always do it")
- How to work with change in the industry and in your utility
- Overcoming resistance to change
- Planning and maintenance versus reacting and repair
- Setting your department up for successful transitions (succession planning)
- Wisconsin law regarding the bidding process for construction projects
- Developing effective Requests for Proposals; how to determine an accurate "scope of work" to be completed by engineers, contractors and/or employees (identify timeline and responsibility)
- Assessing your utility's risk areas and insurance coverage needs
- Security concerns

2/10/2016 - SESSION D

Utility Accounting and Finance

Topics include:

- How to read financial statements
- How to develop and track your department budget
- How proper invoice coding/inventory tracking affects the bottom line
- Why decisions are made from a financial perspective
- Your responsibility to ratepayers and community leaders
- Internal control methods
- Audits and regulatory reports (PSC uniform system of accounting)
- Financial tools for assessing utility health
- Electric and water rates (wholesale and retail)
- Public Service Commission of Wisconsin regulations and other industry regulations
- Understanding utility tariffs

6/08/2016 - SESSION E

Personnel Issues

Topics include:

- Personnel policies and work rules
- The importance of accurate and updated job descriptions
- Identifying the true qualifications of the job
- Interviewing dos and don'ts
- Discipline and firing - legal issues to consider during the selection process
- Orientation tips to make new employees feel welcome and competent in their position
- Legal considerations when termination is necessary
- Union negotiation and bargaining considerations
- The basics of employee insurance and benefits
- The performance review - why it's important and how to do it best
- Your utility's current safety and regulatory compliance program
- A primer on Wisconsin Open Records and Open Meeting laws

10/12/2016 - SESSION F

Customer Service and Public Relations

Topics include:

- Customer service is every employee's job
- Knowing your customer (internal and external)
- Customer service is more than providing a service - it's providing a quality of life
- Value added services for your customers
- Dealing with difficult customers and difficult situations
- How to deal with a customer when it's really their fault
- How to deal with a customer when it's really your fault
- Inspiring a customer-oriented attitude in all your employees
- Developing community partnerships
- Public relations - dealing with the media and other interests
- Social media customer service applications
- Improving and maintaining utility relations with the city or village leadership
- Political involvement - local, state and national



2016 MEUW ANNUAL CONFERENCE

June 1-3, 2016 • Elkhart Lake, WI

AGENDA AT A GLANCE

Day One - Wednesday, June 1

- 8:30 a.m. Safety and Education Committee Meeting
The Osthoff Resort
- 9:00 a.m. Legislative and Regulatory Committee Meeting
The Osthoff Resort
- TBD WUSA-Sponsored Golf Outing
Quit Qui Oc Golf Club
- 5:30 - 7:30 p.m. WUSA-Sponsored Welcome Reception (*cocktails from 5:00 - 5:30 p.m.; dinner to follow*)
The Osthoff Resort

Day Two - Thursday, June 2

- 7:00 - 8:30 a.m. Breakfast Buffet
- 7:30 - 8:30 a.m. Conference Registration
- 8:30 - 8:40 a.m. Welcome: Bob Trussoni, MEUW Board of Directors 1st Vice President
- 8:40 - 10:30 a.m. Working Together to Serve Ratepayers: The Regulator's Perspective: PSC Representatives
- 10:30 - 10:45 a.m. Break
- 10:45 - 11:45 a.m. Trends in Municipal Utility Employee Practice: Steve Zach, Boardman & Clark, LLP
- 11:45 - 1:00 p.m. Lunch Buffet and Speaker: Martin Durbin, American Petroleum Institute
- 1:00 - 1:30 p.m. Trends in Municipal Utility Employee Practice continued: Steve Zach, Boardman & Clark, LLP
- 1:30 - 2:30 p.m. Tech Talk - Social Media for Utilities: Lindsay Harrison-Eirich, Engaged Social Networking
- 2:30 - 2:45 p.m. Break
- 2:45 - 4:15 p.m. Leadership Under Pressure: Dr. Sudip Bose, Former Major, US. Army
- 5:00 - 6:00 p.m. MEUW Awards Presentation and General Reception (*cocktails/hors d'oeuvres will be served*)

Day Three - Friday, June 3

- 7:00 - 8:30 a.m. Breakfast Buffet
- 8:30 - 9:30 a.m. Roundtable Discussion
- 9:30 - 10:15 a.m. Annual MEUW General Membership Meeting: Randy Jaeckels, MEUW Board of Directors President
- 10:15 - 10:30 a.m. MEUW President's Closing Remarks and Passing of the Gavel: Randy Jaeckels, New Holstein Utilities and Bob Trussoni, Marshfield Utilities
- 10:30 a.m. Adjourn