

Utility Management Certificate

Certificate Number 90-196-9

Description:

The Utility Management certificate is designed for people who are interested in pursuing a management position within the electrical power distribution and gas utility fields. Appropriate candidates are currently working in the utility industry or are pursuing a credential in the utility field. The courses in this certificate emphasize an understanding of the utility business, supervision skills, team facilitation and team concepts, personal tools for time and stress management, assertiveness and how to manage a project effectively.

Certificate completers may apply 12 credits of this certificate to the Leadership Development program.

Certificate Completers Will be Able to:

- Demonstrate an understanding and appreciation of the utility industry.
- Apply the skills of the supervisor/manager.
- Demonstrate team facilitation and team building skills.
- Develop time management, assertiveness and stress management skills.
- Demonstrate project management skills.

Curriculum

CATALOG #	DESCRIPTION	CREDITS
10-196-188 <i>Offered in:</i> <i>Fall 2008</i> <i>Spring 2009</i>	Project Management ...the role of project management, developing a project proposal, use of relevant software, working with project teams, sequencing tasks, charting progress, dealing with variations, budgets and resources, implementation, and assessment.	3
10-196-191 <i>Offered in:</i> <i>Fall 2008</i> <i>Spring 2009</i>	Supervision ...application of strategies and transition to a contemporary front-line leadership role including day-to-day operations, analysis, delegation, controlling, staffing, leadership, problem solving, team skills, motivation, and training.	3
10-196-164 <i>Offered in:</i> <i>Summer 2008</i> <i>Fall 2008</i> <i>Spring 2009</i>	Supervisors-Personal Skills ...time management, stress, and related challenges to a supervisor, personal planning, emotional intelligence, effective communication, and assertiveness.	3
10-196-189 <i>Offered in:</i> <i>Fall 2008</i> <i>Spring 2009</i>	Team Building/Prob Solve ...benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, data acquisition, analysis, developing alternative solutions, implementation and evaluation.	3
10-469-101 <i>Offered in:</i> <i>Fall 2008</i>	Utility Management Overview ...demonstrate understanding and appreciation of the utility business. Learn about the vision, mission, purpose of public utilities. Organization and management, marketing and competition, delivery of utility services, accounting, finance, rates.	3

Certificate Total **15**

For more information, please contact: The Business & Information Technology Division, (920) 498-5435 or (800) 422-NWTC, extension 5435, or contact Donna Meves, Flexible Learning Manager, (920) 498-6872 or (920) 498-5431, donna.meves@nwtc.edu