

Transformative Utility Leaders

Utilities need creative and dynamic leaders to break through the “we’ve always done it this way” mindset and help their organizations thrive. These transformative leaders communicate effectively, innovate to improve business processes, build organizational resiliency, and encourage empathy throughout their utilities.

This multi-day RPA Transformative Utility Leaders program invigorates participants and immerses them in innovative utility-specific leadership thinking, visioning, communication, and organizational change management. The program leverages the power of collaboration and hands-on activities to fast-track learning through interactive shared experiences and information exchange.

Key Focus Areas

- ✓ **Authentic Leadership**
Explore individual leadership strengths and experiences to gain insights in cultivating strong teams and organizations. This module incorporates key insights from the Everything DiSC® Management Profile or a similar assessment.
- ✓ **Strategic Planning and Visioning**
Learn the purpose and process for developing and building support for the vision and strategic priorities of a utility organization.
- ✓ **Wateropolis Utility Leadership Simulation**
With hands-on activities, explore the key issues and choices faced by 21st-century utility organizations; increase awareness of enhanced stakeholder engagement; and identify best practices in communicating the value of water.
- ✓ **Effective Communication**
Through research and real-world examples, explore strategies for impactful communication with organizational staff and stakeholders, board members, and the community at large.
- ✓ **Innovation and Change Management**
Develop a practical understanding of innovation and change management concepts, including creative solutions and behavioral insights; organizational and individual readiness; and investment-building methods.



Who Should Attend

The program is for people working in and with utility organizations, who aspire to or are currently in leadership positions.



Executive Leadership

(General Manager and Assistant General Manager)



Department Leadership

(Director/Deputy Director and Division Managers)



Project and Program Managers

CEUs and Credentials

RPA grants Continuing Education Units (CEUs) for this course at a rate of 1 CEU for 10 contact hours. It is the individual's responsibility to contact the appropriate licensing or credentialing organization before registering for any continuing education credit program. Upon completion, a digital credential will be issued to each participant through the RPA's third-party credentialing partner, Accredible.



I thoroughly enjoyed my experience in the Transformative Utility Leaders course. The course was very engaging. Over the course of four days, I was never watching the clock, and I did not think about checking my phone. The instructors were top notch and were very knowledgeable over a wide range of utility management. They shared their experiences related to the course material and bridged the gap between theory and practicality. Most of all, the instructors engaged the participants in the course by creating a comfortable learning environment that allowed critical thinking, knowledge transfer, and professional growth.

**- Transformative Utility
Leaders Participant**

This leadership training has been unlike anything I've attended before. I can honestly say that it is worth the price, time in class, and time away from my daily duties. It is the first training I've been to that has given me a shift in perspective from my current operating role to a wider view of our agency as a whole and the decisions and pressures that our leadership team and Board of Directors are faced with.

**- Transformative Utility
Leaders Participant**