



American Water Works Association
Pacific Northwest Section

Wednesday, October 10, 2018

5:30-6:30 – Welcome Reception Coeur d’Alene Resort **Bay 5 Room**

6:30 – 8:30 – Dinner – **Casco Bay Room**

Committee Officer Training
Thursday, October 11, 2018
Coeur d’Alene Resort

7:30 – 9:30 – Breakfast – **Casco Bay Room**

10:00 – Welcome - James Dean, Section Chair Elect – **Bay 6 Room**

10:30 - Division Meetings with Your Trustee Liaison – partnering is the theme

- Utility Operations – Dan Sleeth
- Water Science – Alex Mofidi
- Public – Lynn Stephens
- Member Engagement – Julie Smitherman
- Government Relations – Dan Kegley
- SAC and Awards – Suzanne Delorenzo
- Training Coordination – James Dean
- WUC’s – Kari Duncan
- Conference Program and LAC – Kyle Kihs
- Philanthropy – Ronda Farmer

12:30 – **Lunch – Casco Bay**

1:30 - Membership and the Committee Officers Role –Andreau Ferrer, Julie Smitherman

2:00 – Chair’s Objectives for His Year – Mel Damewood

- Balanced Budget
- Section Business Plan

2:15 – Leadership Symposium – Mel Damewood and Chris Wanner

2:45 - 2019 Vancouver Conference Program Committee – Cheryl Capron

3:00 - Closing Comments – James Dean

3:15 – **Break**

BREAK OUT #1 - New Committee Officer Basics – Communication Tools, Finance

3:30 - Communication Tools Available- Kyle

3:45 – Committee Finances – Kyle

4:00 - Using Constant Contact – Jeremy Djajadi, Kevin Wyckoff

- Member Privacy – committee distribution lists
- The tools, the tricks and the new ideas for committees besides just training blasts

4:15 – Computer Lab – Jeremy Djajadi, Kevin Wyckoff

- Constant Contact, committee webpage updating

BREAK OUT #2 - Coaching Skills for Volunteer Leaders –Scott Sadler, Creative Conflict Solutions – *Boardroom 5ABC*

3:30 - 5:00 - Coaching conversations are more than just cheering on your team. It's a specific skill set that honors what each person needs to feel motivated and productive. Strong communication can build unprecedented trust between volunteers. It offers empowerment, safety, and it keeps people accountable to their goals.

Do you want to become the best volunteer leader you can be? In this training, you'll learn how to give individualized attention in a smart and streamlined manner.

- Learn how powerful authentic conversations are
- Practice a process for keeping most volunteers pleased and engaged
- Address performance gaps in a non-shaming manner
- Develop a coaching strategy for your specific style and team
- Practice effective delegation and accountability