What’s Next *Starts Now*

Build Your Skills, Advance Your Career

**Become an Effective Public Works Leader**

Spring 2018 Classes
Build Your Skills, Advance Your Career

Become an Effective Public Works Leader

Spring 2018 Classes

Wisconsin University of Wisconsin – Madison

TRANSPORTATION Information Center

Department of Engineering Professional Development
Two Public Works Management Certificate Programs

Offered in cooperation with the Wisconsin Chapter of the American Public Works Association (APWA)

The Public Works Supervisory Academy (PWSA) certificate is composed of nine one-day courses (54 class hours in total). By earning the certificate, you have the opportunity to learn about and practice basic supervision and leadership skills in local public works organizations.

The Public Works Management Institute (PWMI) certificate is composed of 15 courses (90 class hours in total), including the nine courses in PWSA plus an additional 36 class hours in five courses that focus on more advanced management oriented courses. The PWMI certificate is recognized by the national APWA as meeting certain requirements in the Donald C. Stone Center for Leadership and Excellence in Public Works. For more information, visit apwa.net/donald-c-stone.

You may enroll in individual classes without enrolling in the Academy or Institute. Students may take Academy and Institute courses in any order, however, the capstone course cannot be taken until all other courses have been completed. No academic experience is required to participate in either program.

About TIC

The Transportation Information Center (TIC) provides training, technical materials, and assistance to local agencies in Wisconsin and is part of the National Local Technical Assistance Program. The TIC is operated by the University of Wisconsin–Madison and sponsored by the Wisconsin Department of Transportation and the Federal Highway Administration.
Basic Management for Public Works Supervisors  
**February 21, 2018 | Course #T186**  
**Location:** UW–Fond du Lac  
**Instructor:** Steve Pudloski  
Learn the basic management tasks and common service delivery methods in public works. Review common work planning systems and how to better plan your own time. (PWSA)

Equipment Use and Work Place Safety  
**March 7, 2018 | Course #T183**  
**Location:** Pyle Center  
**Instructor:** Nicole O’Connor  
Examine the supervisor’s role in meeting safety compliance requirements, investigating and solving safety issues, and building a safety conscious organization. (PWSA)

Labor and Employee Relations  
**March 21, 2018 | Course #T187**  
**Location:** UW–Fond du Lac  
**Instructor:** Kristin Gebhardt  
Review the legal basis for public sector labor relations with a focus on Act 10. Examine the elements of a labor contract and its administration, including grievance, negotiation, employee development, and discipline. (PWMI)

Municipal Engineering Fundamentals for Non-Engineers  
**April 3–4, 2018 | Course #S907**  
**Location:** Madison Concourse Hotel  
**Instructors:** David Barber and Ben Jordan  
During this two–day Engineering Professional Development course, learn the concepts and methods used by public works engineers to design, construct, operate, and maintain municipal infrastructure. (PWMI)

Improving Communication Skills  
**April 11, 2018 | Course #T188**  
**Location:** UW–Fond du Lac  
**Instructor:** Al Guyant  
Learn how to identify communication issues and their impact; how to conduct effective meetings; and write basic business memos, work orders, email messages, and reports. (PWSA)

Citizen/Customer Service  
**April 25, 2018 | Course #T182**  
**Location:** Madison Water Works  
**Instructor:** Jeffrey L. Russell  
Learn how to listen and respond in order to provide better customer service and reduce unrealistic expectations. Learn effective ways to lead angry citizens away from confrontation toward cooperation. (PWSA)

What's Next Starts Now  
epd.wisc.edu/publicworkscertificates
Budgeting for Public Works
May 9, 2018 | Course #T193
Location: UW–Fond du Lac
Instructor: Michael Daun
Learn to prepare and analyze an operating budget and explore several alternative budget formats and their respective strengths and weaknesses. Review capital fund budgeting, including asset leasing and purchasing pools. (PWMI)

Fundamentals of Public Works Operations
May 16 and May 23, 2018 | Course #T185
Location: Madison Water Works
Instructors: Carl Weber and Steve Pudloski
Focus on managing the range of services in a public works department, including current operational issues. The course textbook is the APWA blue book Public Works Administration, included in the registration fee. (PWMI)

Management Assessment*
June 6, 2018 | Course #T181
Location: Pyle Center
Instructor: Robbi Dreifuerst
Learn how your own style compares with other managers’ and your agency goals. Discover strategies to build on your identified strengths and address limitations. Register by May 2nd to complete a self-assessment before class. (PWSA)

General Information
All spring 2018 courses are scheduled from 8:30 am to 3:30 pm, with a break for lunch on your own.

APWA Reimbursement
Municipal employee members of APWA are eligible for a partial tuition reimbursement. For more information visit wisconsin.apwa.net/c/educationscholarship.

Earn Continuing Education Credit
By participating in all spring 2018 courses, you will earn 6 Professional Development Hours (PDH) or 0.6 Continuing Education Units (CEU) per course day.

Cancellation
If you cannot attend, please notify us seven days in advance, and we will refund your fee. Cancellations received after this date and no-shows are subject to a $20 administrative fee per course. You may enroll a substitute at any time before the course starts.

For More Information
Call toll free 800-462-0876 and ask for
Program Director: Steve Pudloski
Direct Phone: 608-262-8707
Program Associate: Karen Kulcinski
Direct Phone: (608) 890-0873
Email: tic@epd.wisc.edu
Web: epd.wisc.edu/publicworkscertificates

One class (*) is offered jointly to participants in the Wisconsin Certified Public Manager (WCPM) program. CPM participants are supervisors and managers from a wide variety of state and local agencies.
Enroll Today!

Internet: epd.wisc.edu/publicworkscertificates
Fax: 800-442-4214 or 608-265-3448
Phone: 800-462-0876 or 608-262-1299 (TDD 265-2370)
Mail to: The Pyle Center
Attn: Engineering Registration
702 Langdon Street
Madison, Wisconsin 53706

Course Information

Please enroll me in:

- Basic Management for Public Works Supervisors Course #T186
  February 21, 2018, Fond du Lac, Wisconsin Fee: $150
- Equipment Use and Work Place Safety Course #T183
  March 7, 2018, Madison, Wisconsin Fee: $150
- Labor and Employee Relations Course #T187
  March 21, 2018, Fond du Lac, Wisconsin Fee: $150
- Municipal Engineering Fundamentals for Non-Engineers Course #S907
  April 3–4, 2018, Madison, Wisconsin Fee: $995
- Improving Communication Skills Course #T188
  April 11, 2018, Fond du Lac, Wisconsin Fee: $150
- Citizen/Customer Service Course #T182
  April 25, 2018, Madison, Wisconsin Fee: $150
- Budgeting for Public Works Course #T193
  May 9, 2018, Fond du Lac, Wisconsin Fee: $150
- Fundamentals of Public Works Operations Course #T185
  May 16 and May 23, 2018, Madison, Wisconsin Fee: $335
- Management Assessment Course #T181
  June 6, 2018, Madison, Wisconsin Fee: $150

Personal Information (Please print clearly.)

Name_____________________________________________________________

Title __________________________________________________________________

Company __________________________________________________________

Address __________________________________________________________

City/State/Zip ________________________________________________________

Phone (______) ______________________________________________________

E-mail _____________________________________________________________

Billing Information

- Bill my company
- P.O. or check enclosed (Payable in U.S. funds to UW–Madison)
- MasterCard
- VISA
- American Express

Cardholder's Name___________________________________________________

Card Number _______________________________________________________

Expiration Date_____________________________________________________

What's Next Starts Now epd.wisc.edu/publicworkscertificates