Yukon University

Soft Skills in the Water and Wastewater Context 1: *People, Leading and Managing in Public Operations*
Course Outline

Course Description
This 4.5 day program, provided by Dragonetti Group, is aimed at Operations staff in Utilities and Parks/Public Works who are currently in a supervisory and management role, or who wish to move into these roles in the future. The topics and objectives emphasize operational environment, contemporary local government structure and planning models, including Asset Management, Risk Management, Core Service Reviews and related necessary skills required by manager level staff.

Course Pre-requisites
There are no specific pre-requisites for this course. However, Grade 12 (or equivalent) math skills are an asset. Math upgrades are available –contact us.

Continuing Education Units (CEUs)
This course is accepted with EOCP as related for WD, WT, WWC, WWT, SWS, SWWS for 3.0 CEUs.

Course Duration
- 4.5 days
- 8:00 am to 4:00 pm each day, except last day from 8:00 am to 12:00 pm
- 1 hour lunch break
- morning and afternoon breaks (15 minutes each)

Course Topics and Learning Outcomes
Upon successful completion of the course, the students will be able to better comprehend:

What Motivates Employees
- Determining Levels of Engagement
- Effectively supervising staff, coaching and evaluating performance

Communicating Successfully
- Understanding Expectations of Stakeholders
- Reviewing Technical Communications Skills
- Communicating effectively to peers, subordinates and executives
- Conducting effective meetings

Working in a Unionized Environment
- Establishing Management Rights and Responsibilities
- Understanding Employment Standards Act concepts, collective agreements and how to manage in a unionized work environment
- Outlining problem solving strategies
- Resolving conflict, building agreement and making decisions

Performance Management
- Managing Assets Effectively using asset management tools such as infrastructure, customer care and work order systems
- Understanding freedom of information and the protection of privacy
- Creating a Performance Plan
- Establishing Effective Key Performance Indicators (KPIs)

Project Management
- Reviewing Budget Breakdown Structure
- Estimating Costs and Schedules

Risk Management and Emergency Management
- Understanding Operational Roles in Emergencies
- Rating Risk
- Establishing Controls

Dealing with Change
- •   Successfully Changing Management Processes
- •   Implementing Change
- •   Reviewing Core Service

Leadership Skills
- •   Defining Leadership vs. Management
- •   Assessing leadership roles and styles.
- •   Applying alternative leadership approaches and understanding essential management skills
- •   Establishing Credibility among the work team

Introducing Best Practices
- •   Defining What are Best Practices?
- •   Determining the Impact on Operational Systems
- •   Reviewing Typical Operational Conditions
- •   Defining Conditions that Reflect Efficiently Run Systems

<u>Delivery Method/Format</u>

Instructional Method	Percentage of Class Time
Hands-on/Q & A	15%
Examples/Case Study	35%
Presentation/Lecture	15%
Slides	25%
Video/DVD	5%
Tutoring	5%

<u>Material/Handouts (supplied)</u>

- Student Binder: Yukon University, 2025. Soft Skills in the Water and Wastewater Context 1: People, Leading and Managing in Public Operations; an elective – workplace essential skills – course. Whitehorse, Yukon.

- EOCP Course Completion and Evaluation Form.
  - ➢ every student needs to <u>complete and return</u> this form for any CEU allocation

Course Requirements
Attendance and participation in class are required. It is the student's responsibility to attend all classes.

CEUs will be allocated based on attendance and course completion; Yukon University records will show a pass or fail result. If the participant doesn't attend the class, Yukon University records will show a "no show" result and no CEUs will be allocated.

Evaluation
There will be a quantifiable evaluation at the end of this course with a passing mark of 70%. Please note that this evaluation is for self-assessment purpose only.

The final evaluation for this course is NOT an EOCP certification exam. To challenge a certification exam, register separately with EOCP at least 3 weeks in advance: 1-866-552-3627 or crm.eocp.ca.

Appropriate Language
In all areas of the university environment, students are responsible for showing respect for others. Swearing, or language that is discriminatory or derogatory in relation to race, sex, ethnic background, religious beliefs, age, and physical condition is not appropriate.

Electronic Devices
In order to be successful in classes and minimize distractions for others, cell phones, iPods, and other electronic devices must be turned off while students are in class. In an emergency situation, the instructor may give a student permission to use a cell phone or pager.

Academic and Student Conduct
Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/Admissions & Registrations web page.

Plagiarism
Plagiarism is a serious academic offence. Plagiarism occurs when students present the words of someone else as their own. Plagiarism can be the deliberate use of a whole piece of another person's writing, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material. Whenever the words, research or ideas of others are directly quoted or paraphrased, they must be documented according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Resubmitting a paper which has previously received credit is also considered plagiarism.

Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the University.

Academic Accommodation

Reasonable accommodations are available for **all** students, including Community Campuses (Zoom meeting option for community campus students). Yukon University is committed to creating an accessible learning environment open to all students by ensuring equal access to academic facilities, learning environments and educations programs.
We know every student is unique and has different needs. Accessibility Services works collaboratively with students with disabilities to provide a supportive learning environment that enhances academic and personal development.
Students are responsible for self-identifying and requestions academic accommodations from Accessibility Services each new semester. All services are confidential.
Contact Accessibility Services at (867) 668-8780 or access@yukonu.ca.

Class Outline

Agenda	Time (hours)
Welcome, Introductions, Course Objectives	0.50
Leadership in an Operations Environment	4.00
Change Management & Core Services	3.50
Communicating for Success	4.00
Operating in a Unionized Environment	4.00
Performance Management & KPIs	4.00
Asset Management	3.00
Project Management	3.00
Risk Management	3.00
Emergency Management Roles	3.00
Operational Best Practices	3.50
Review and Closing Remarks	0.50