

Course Outline

COURSE: WTRM 215 **DIVISION:** 50 **ALSO LISTED AS:** WTRM 115

TERM EFFECTIVE: Spring 2019 **CURRICULUM APPROVAL DATE:** 11/13/2018

SHORT TITLE: LEADER AND SUPER WT IND

LONG TITLE: Leadership and Supervision in the Water Industry

Units	Number of Weeks		Contact Hours/Week		Total Contact Hours
3	18	Lecture:	3	Lecture:	54
		Lab:	0	Lab:	0
		Other:	0	Other:	0
		Total:	3	Total:	54

COURSE DESCRIPTION:

Leadership and supervisory aspects of public agencies and investor-owned utilities, including organization, decision-making, coordination, communication and public relations. Personnel supervision, including coaching, training, evaluation, discipline, team building, morale and grievances. Safety programs, as well as encouragement of safe conditions, actions and attitudes is also covered. This course was previously listed as WTRM 115. **ADVISORY:** WTRM 201 Introduction to Water/Wastewater Technology.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

05 - Hybrid

72 - Dist. Ed Internet Delayed

STUDENT LEARNING OUTCOMES:

1. Describe how to create a foundation for organizational change and improvement through culture alignment, leadership, and strategy associated with working in a natural monopoly that is regulated.

Measure of assessment: Reading Assignments, Quiz and Exam

Year assessed, or planned year of assessment: 2018

Semester: Spring

2. Outline the key elements for successful management in a competitive environment, including explaining key approaches for improving employee performance and handling employee issues.

Measure of assessment: Reading Assignments, Quiz and Exam, Classroom Activity

Year assessed, or planned year of assessment: 2018

Semester: Spring

3. Outline how to apply bench-marking for improving employee performance and other utilities' performance in order to improve your own utility's performance.

Measure of assessment: Research project, Quiz and Exam

Year assessed, or planned year of assessment: 2018

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 11/13/2018

3 Hours

Content: Introduction - Leadership challenges in a changing Industry

Student Performance Objectives: Discuss the leadership challenges, technology roles, the customer, the workforce, and the political realities associated with a water utility.

3 Hours

Content: Leadership - The vital element in Water Industry transformation

Student Performance Objectives: Explain what constitutes strong leadership skills and their impact on the Water Industry. Explain transformational leadership and how to implement it in a water utility to spearhead change and improvement.

3 Hours

Content: Managing a competitive environment

Student Performance Objectives: Discuss how to put together a competitive management plan that will work for all water utilities.

6 Hours

Content: Private vs. Public Ownership of Water Utilities

Student Performance Objectives: Outline the major differences and similarities between investor-owned utilities and public agencies.

6 Hours

Content: Improving employee performance and handling employee issues

Student Performance Objectives: Discuss the skills needed for employee interviews and for measuring employee performance.

6 Hours

Content: Measuring Corporate performance

Student Performance Objectives: Discuss the approaches for identifying KPI's (Key Performance Indicators) and other performance data within a utility.

6 Hours

Content: Performance Benchmarking

Student Performance Objectives: Identify accurate performance benchmarks for several different utilities and comparison of data. Describe the major approaches for measuring corporate performance, including data-based decision making.

5 Hours

Content: Business Writing

Student Performance Objectives: Demonstrate effective business writing skills for use in a water utility environment. Demonstrate effective business writing techniques, including focus and purpose, audience, organization, and development.

6 Hours

Content: Communication and Motivation

Student Performance Objectives: Demonstrate effective communication skills in a manner that will positively motivate employees to do a better job.

6 Hours

Content: Strategic planning for change

Student Performance Objectives: Discuss various strategic planning models at all levels of the organization. Explain the key elements of planning for organizational change and harnessing the positive power of change.

2 Hours

METHODS OF INSTRUCTION:

Lectures, Discussions, Multi-media Presentations, Guest Speakers

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours: 3

Assignment Description: Out-of-Class Assignments: Read Introduction Section of Lauer book.

Required Outside Hours: 6

Assignment Description: Out-of-Class Assignments: Read Chapter 1, 2 of Lauer book.

Required Outside Hours: 6

Assignment Description: Out-of-Class Assignments: Read Chapter 3,6 of Lauer book.

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: Read Chapter 11, 12, 15 of Lauer book.

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: In class groups will practice skills.

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: Read Chapter 21 of Lauer book (semi-final exam).

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: Research assignment to identify other utilities benchmarks.

Required Outside Hours: 10

Assignment Description: Out-of-Class Assignments: Business writing assignment.

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: Handout for reading.

Required Outside Hours: 12

Assignment Description: Out-of-Class Assignments: In class development of a strategic plan. Read Chapters 28-31 of the Lauer book.

METHODS OF EVALUATION:

Writing assignments

Percent of total grade: 30.00 %

Percent range of total grade: 20 % to 30 % Other: Benchmark research assignment, Business writing

Problem-solving assignments

Percent of total grade: 10.00 %

Percent range of total grade: 10 % to 20 % Quizzes

Skill demonstrations

Percent of total grade: 10.00 %

Percent range of total grade: 10 % to 20 % Class Performance/s

Objective examinations

Percent of total grade: 50.00 %

REPRESENTATIVE TEXTBOOKS:

Required Representative Textbooks

American Water Works Association Staff. Water Utility Management, 3rd Edition, or other appropriate college level text.. Denver, CO: American Water Works Association,2017.

Reading Level of Text, Grade: 10th Verified by: Dana Young

Recommended Representative Textbooks

Required Other Texts and Materials

William C. Lauer; Excellence in Action: Water Utility Management in the 21st Century; American Water Works Association

Recommended Other Texts and Materials

Sandra E. Lamb; How to Write It, Third Edition; Publisher: Potter/Ten Speed/Harmony Press; Berkeley, CA

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: C

Maximum Hours: 3

Minimum Hours: 3

Course Control Number: CCC000529240

Sports/Physical Education Course: N

Taxonomy of Program: 095800