

*If you are attending the AWWA ACE 09
You don't want to miss this Session:*

**A MAP – Elements of a Quality
Utility Management Program
Wednesday | June 17, 2009 | 4:00-4:30pm**

Michael Cherniak, CET, has been an instructor for the past 5 years with the Florida AWWA Water Utility Management Institute presented in cooperation with the AWWA. The Institute is hosted by the University of Florida TREEO Center.

In the:

EXECUTIVE TRACK

Wednesday | June 17, 2009 | 2:00-5:00pm

**TRAINING OUR UTILITY MANAGERS NOW! –
A PRIORITY, NOT AN OPTION**

***Session presented by the four AWWA Water Utility
Management Institutes and AWWA Management
Development Committee.***

- 2:00-2:30pm Why Invest in Management Training- A Utility Manager's Perspective
Connie Roesch, Greater Cincinnati Water Works
- 2:30-3:00pm Training Managers to Serve 21st Century Customers
Linda F. Vaughn, CPSM, McKim & Creed, P.A.
- 3:00-3:30pm Assessing Your Organization's Leadership, Vision, and Values, and Strategy
Dr. Brent Soffe, Utah State University AWWA Management Institute
- 3:30-4:00pm The Importance of Communication in Organizations
Kay Kutchins, AWWA Texas Section Management Institute
- 4:00-4:30pm A MAP - Elements of a Quality Utility Management Program
Michael Cherniak, CET, University of Florida AWWA Management Institute
- 4:30-5:00pm Knowledge Management and Retention
Scott Anderson, AWWA Minnesota Section Management Institute



www.awwa.org/ace09

Conference Site: San Diego Convention Center

Conference: June 14–18, 2009

Exposition: June 14–17, 2009



Michael Cherniak
Senior Vice President
Woodard & Curran, Inc.
Tampa, FL

Michael Cherniak has more than 30 years of experience as a water, wastewater, and hazardous materials consultant for the municipal and industrial sectors. He has participated in the technical assessments of more than 100 water and wastewater facilities and has delivered several hundred water, wastewater, and hazardous material instructional programs to environmental management personnel across the nation. He served as president of, and is a recipient of NESHTA's Environmental Education Award for lasting and significant contributions to the environmental profession. In 2005, he co-authored the Cal State University Office of Water Programs manual, *Manage For Success: Effective Leadership Practices for Utility Managers*. He is a Certified Environmental Trainer.

Join us at the next **Florida Institute:**

- **September 14-16, 2009**
Embassy Suites, Ft. Lauderdale, FL
- **March 2010, Orlando, FL**

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