

2024 Leadership Summit



August 15- 16, 2024
Beaufort Hotel
Beaufort, NC

ATTENDEE BROCHURE

www.ncrwa.org/leadership-summit



Summit Agenda

Wednesday, August 14, 2024

START/END TIME	TOPIC	PRESENTER(S)
3:30 pm - 5:00 pm	Optional Exhibitor Set Up	
Thursday, August 15, 2024		
9:00 am - 12:00 pm	Exhibitor Set Up	
9:00 am - 12:00 pm	Badge Pick Up & Information Desk	
12:00 pm - 12:30 pm	Lunch for Attendees & Exhibitors	
12:30 pm - 1:30 pm	<p>Summit Opening: Amplifying Voices: The Power of Inclusive Listening</p> <p>In today's rapidly evolving world, the importance of listening cannot be overstated. Effective leadership hinges on the ability to truly hear and understand diverse perspectives, fostering environments of inclusion and equity. The power of active listening extends far beyond mere communication – it creates a future where our words and actions empower, uplift, and heal those around us. By amplifying the voices of those in the community, we create spaces where every voice is valued and empowered.</p> <p>Our speaker, drawing from a rich background in various industries, will share practical advice and actionable techniques to enhance your listening skills. This presentation will explore the nuances of active listening and highlight how intentional, mindful listening can transform communication, build stronger teams, and drive meaningful change. By embracing these principles, senior leaders can better connect with their communities, leading with empathy and effectiveness to ensure all voices are heard and included.</p>	Vernita Stevens, 2p Paradigm of Possibilities
1:30 pm - 1:40 pm	Message from Exhibitors	
1:40 pm - 2:10 pm	Networking Break	
2:10 pm - 3:10 pm	<p>Ensure Your Employee Handbook is Effective and Compliant</p> <p>As the cornerstone of the employer and employee relationship, all employers, no matter the size, must implement an effective and compliant employee handbook. You cannot manage people in today's litigious environment without one. "Well, we have one." "When was the last time it was updated?" "Several years ago."</p> <p>Its critical the handbook is an effective communications document for employees and their families. Further it's critical that it reflects all Federal and State regulated practices. As authors of hundreds of client handbooks annually, SESCO will provide an overview of the need for and suggested contents of an effective handbook.</p>	Bill Ford, President, SESCO Management Consultants
3:10 pm - 3:20 pm	Message from Exhibitors	
3:20 pm - 3:50 pm	Networking Break	
3:50 pm - 4:50 pm	<p>Asset Management: Bringing Our Communities into Focus</p> <p>Asset management is the collection of activities that optimize the performance and life of assets while considering the costs associated with maintaining or replacing them. Examples of asset management for water and sewer utilities can include</p>	Casey Dolan, WithersRavenel

Thursday, August 15, 2024

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	routine maintenance work. It can also include more advanced efforts like creating a digital twin of the water or sewer network, lifecycle modeling, and budget forecasting for a 10-year horizon. Using a case study involving a successful Asset Inventory & Assessment (AIA) grant applicant, we will walk through the process of creating an asset inventory and then using it to develop an asset management plan (AMP).	
4:50 pm - 5:00 pm	Message from Exhibitors	
5:30 pm - 7:00 pm	Networking Reception	

Friday, August 16, 2024

7:00 am - 8:00 am	Coffee with Exhibitors	
8:00 am - 9:00 am	<p>The Value of an Operator Do you struggle with finding a good-quality operator or an ORC? Is your pay scale where it needs to be to recruit and retain a valuable operator? These questions along with many others often come up when trying to hire good operators. Some of the discussion points covered in this session are:</p> <ul style="list-style-type: none"> • Why are salaries historically low? • What are the regulatory requirements for systems to have ORCs? • What are the responsibilities of ORCs? • What are the benefits of having the right ORC? • What is "fair market value?" • Recruitment and Retention 	<p>Dwight Lancaster, Retired NCRWA Wastewater Technical Assistance Specialist</p>
9:00 am - 9:10 am	Message from Exhibitors	
9:10 am - 9:35 am	Networking Break	
9:35 am - 10:35 am	<p>Legacy in the Pipeline: Downloading the Minds of Veteran Utility Operators With over 50% of the utility workforce nearing retirement, losing veteran employees is a pressing concern. Learn best practices for capturing their invaluable knowledge before they leave. Discover how technologies like GIS, digital work systems, and asset management can serve as the enduring 'brains' of your operations, ensuring seamless access and continuity of expertise for your entire organization.</p>	<p>Josh Hawley, Ziptility</p>
10:35 am - 10:45 am	Message from Exhibitors	
10:45 am - 11:15 am	Networking Break	
11:15 am - 12:15 pm	<p>Are you listening? Effective Communication with Elected Bodies is a Pathway to Success In today's world, effective communication of infrastructure's importance and associated budgetary concerns to elected officials is paramount. Unfortunately, many individuals are hesitant to venture beyond their comfort zones to convey challenges compellingly. In this session, we will explore insights on how to engage with decision-makers and elected officials in a way that truly makes a difference.</p>	<p>Keith Pugh, WithersRavenel</p> <p>Mayor Harold Weinbrecht, Town of Cary</p>
12:15 pm	Adjourn	



**NCRWA
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SUMMIT**

Attendee Registration Form

SYSTEM INFORMATION

This is a "closed event". Vendors must be Leadership Summit Sponsors to attend.

System Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-Mail: _____

ATTENDEES

Clearly print names of each attendee exactly as it should appear on the badge.

	Summit Registration	
	Member	Non-Member
1.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
2.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
3.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
4.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
5. Spouse Registration: (add full name)		<input type="checkbox"/> \$65

Grand Total: \$ _____

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Mail to:
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PAYMENT INFORMATION

Payment must accompany form

Check Enclosed **Credit Card Payments:**
 Visa Master Card American Express Discover

Card Number _____ Amount to be Charged _____

/

Expiration Date _____ Security Code (3 or 4 digit) _____

Print Name as it Appears on Card _____

Authorized Signature _____ Date _____

HOTEL ACCOMMODATIONS

The Beaufort Hotel, Beaufort, NC

Reserve your room online: <https://www.ncrwa.org/leadership-summit>

Rate: **\$199.00** + taxes & fees

Room block cut off: **July 15, 2024**