

## **Massachusetts Wastewater Management Training Program - 2012**

Topics expected to be covered during the program:

*Introduction to Management* - instructors will discuss how to motivate staff and promote equitable treatment, ensure quality operations of the utility, and function as a team leader.

*NPDES Permitting, State Regulations, and Reporting* – this course will describe how permits are derived, review state regulations, and reviews reporting requirements

*Performance Management\** - this course covers the roles and responsibilities of supervisors, needs of employees, motivational theory and bridging the gap between union and management.

*QA/QC for Accurate NPDES Data\** - participants will learn what quality assurance/quality control practices are required to develop accurate and defensible data. Instructors will explain the best laboratory practices and procedures and will provide an in-depth method review including QC requirements for BOD, TSS, and pH.

*Engineering Basics, Asset Management, and Energy Use* – facility planning, management of large and small projects, basics of an asset management program, and working with consulting engineers. Energy use and conservation.

*Finance and Budgeting* - developing operational and capital budgets, revenue sources, rate setting. Participants will be required to develop a sample budget

*Communications/Public Relations* – Participants will learn the importance of public relations. They will learn how to interact with political bodies, the general public, and the media. They will present the budget from the earlier class to the group, using mixed media.

*Advanced Process Control\** - covers topics such as microbiology of activated sludge, optimizing clarifier performance, troubleshooting activated sludge systems, and achieving higher effluent standards.

*Collection Systems, Industrial Pretreatment and Emergency Planning* – participants will be exposed to the requirements of the Industrial Pretreatment Program and its impact on facility operations. Participants will be exposed to the basics of emergency planning.

*Health & Safety, OSHA and State Regulations\** - participants will learn of the OSHA standards and their requirements for training and reporting, along with state regulations.

*Job Shadowing* – participants shadow a WWTF manager at a facility other than their own.