



Public Works Institute Module III  
**PUBLIC WORKS MANAGEMENT FUNDAMENTALS**  
 October 18-20, 2022  
 Uptown Farmers' Market  
 211 W Truman Road, Independence Mo.

**CLASS AGENDA**

**Tuesday, October 18, 2022**

- 7:30 **Registration/Continental Breakfast**
- 8:00 **Call to Order/Introductions (Larry Frevert)**
- 8:15 **Welcome (Alysen Abel, President – KC Metro APWA Chapter)**
- 8:30 **Basic Management Skills (Alysen Abel)**
  - o Introduction to PW Process
  - o Planning, Organizing, Action Plans, etc.
  - o Delegation and Empowerment
- 9:30 \* **Customer Service (Shawn Graff/Dena Mezger)**
  - o The 4 Components of Customer Service
  - o Internal Processes
- 10:40 **Risk Management (Todd Foster)**
  - o What Is Risk Management
  - o The Why and How of Risk Management
- 11:40 **Media Relations (Julie Breithaupt/Doug Whitacre)**
  - o Using the Media to Your Advantage
  - o Ten Commandments of Media Relations
- 12:40 **Lunch**
- 1:10 **Managing Construction (Tony Hofmann/Kyle Dieckmann)**
  - o Delivery Alternatives
  - o Key Items in Construction Management
  - o Coordination/Communication with the Public
- 2:10 **Ethical Dilemmas (Nick Arena)**
  - o Code of Ethics
  - o Case Study Discussion
- 3:20 **Presentation Skills (Mary Jaeger)**
  - o Presentation Basics
  - o Keys to Success
  - o Homework Assignment
- 4:30 **Adjourn**

**Wednesday, October 19, 2022**

- 7:30 **Continental Breakfast**
- 8:00 **Managing a Water Supply Organization (Lisa Phelps)**
  - o Mission, Organization, Issues
  - o Best Management Practices
- 9:00 \* **Managing a Wastewater Organization (Susan Pekarek)**
  - o Mission, Organization, Issues
  - o Best Management Practices
- 10:10 **Managing a Storm Water Organization (Rob Beilfuss)**
  - o Mission, Organization, Issues
  - o Best Management Practices
- 11:10 **Presentation Skills (Mary Jaeger/Larry Frvert)**
  - o Class Presentations
- 12:10 **Lunch**

**Wednesday, October 19 (Cont'd.)**

- 12:40 **Sustainability 101 (JC Alonzo)**
  - o Benefits of Sustainability
  - o Sustainability in Public Works
- 1:40 \* **Data Driven Decision Making (Larry Frevert/Clara Haenchen)**
  - o Collecting and Analyzing Data
  - o Applying Data to Decision Making
  - o Asset Management, Scheduling and Budgeting
- 2:50 **Team Development (Beth Wright)**
  - o Defining and Building a “Team”
  - o Case Studies
- 3:50 **Managing Engineering and Technology (Doug Wesselschmidt)**
  - o Mission, Organization, Issues
  - o Best Management Practices
- 4:45 **Adjourn**

**Thursday, October 20, 2022**

- 7:30 **Continental Breakfast**
- 8:00 **Basic Project Management (Jackie White/Perry Allen)**
  - o Managing Expectations
  - o On Time, On Budget, High Quality
  - o Multi-Project Management
  - o Picking Project Managers
- 9:00 \* **Defining and Managing Inclusion Through ADA (Michele Ohmes)**
  - o ADA = Inclusion for All Abilities
  - o Leaderships’ Responsibility for Inclusion
- 10:30 **Organizational Theory (Jose Leon)**
  - o Understanding Line/Staff Relationships
  - o Basic Organizational Design
- 12:00 **Lunch**
- 1:00\* **City Attorneys’ Panel (Nelson Munoz/Tara Kelly/Saskia Jacobs)**
  - o Contract and Construction Law
  - o Employment Law
  - o Liability and Public Works
  - o Questions and Answers
- 2:30 **Managing Consultants (Jack Messer)**
  - o Qualification-Based Selection
  - o Contracting for Services
  - o Managing Consultant Performance
- 3:40 **Presentation of Certificates (Alysen Abel, KCAPWA President)**
- 4:30 **Class Photo and Final Adjournment**

\* Indicates a 10 min break following this session