

Indiana RCAP

Training Agenda

Title: Sustainable Management of Rural and Small Systems
Location: Webinar
Date: 12/13/2023

Start	End	Time	Item	Speaker
8:00 AM	8:15 AM	0:15	Introduction and Pre-Test	Michael Novac
8:15 AM	8:45 AM	0:30	The Well Managed Utility	James Kubisz
8:45 AM	9:45 AM	1:00	Ten Key Management Areas	James Kubisz
9:45 AM	10:00 AM	0:15	Break	n/a
10:00 AM	10:30 AM	0:30	Employee and Leadership Development	Michael Novac
10:30 AM	11:00 AM	0:30	Finanacial Viability	Michael Novac
11:00 AM	11:30 AM	0:30	Community Sustainabilityand EconomicDevelopment	Michael Novac
11:30 AM	11:45 AM	0:15	Customer and Stakeholder Satisfaction and Support	James Kubisz
11:45 AM	12:00 PM	0:15	Post-Test	James Kubisz
Total		4:00		