

AIT EXTENSION

Leadership Development Program for Public Utility Managers

11 – 22 July 2011

at Asian Institute of Technology, Bangkok, Thailand

INTRODUCTION

Asia has some remarkable success stories of public utilities transitioning from poor performers into successful service providers by reducing operational costs and increasing their revenues, which has resulted in expanded service coverage and improved service delivery. Effective leadership by senior and mid-level management was the critical factor for success, and these cases stand as excellent models for the majority of utilities in the region that are caught in a vicious circle of service delivery decline.

This leadership development program aims to update knowledge and highlight leadership management issues and key concepts which will equip the audience to appreciate role of good leadership in public utilities management. Through an interactive methodologies of course delivery, participants will have opportunity to reflect real-world/on-site problem issues experienced from their own utilities and share knowledge with others. The course covers broad spectrum of management perspectives such as strategic management, financial management and cost control, staff motivation, business development, etc. Whereas, the leadership aspect is a cross-cutting theme in which serving the course as an integral part.

COURSE OBJECTIVES

It is expected that, at the end of the course participants will be able to:

- enhance knowledge and appreciate theoretical concepts and principles on leadership;
- have advance knowledge on public utilities' organizational strategic management plan, business plan and strategies to lead strategic change;
- instill the value of strategic plan and drive execution of the plan;
- share knowledge and practical experience on financial perspectives of utility management and on cost control of projects/programs;
- familiarize with strategies for staff motivation to deliver decent service to clients; and
- have desirable mind-set on importance of customer services as key elements in utilities management.

COURSE CONTENTS AND ACTIVITIES

Input Sessions and Cases

- Leadership and Leading Change in Organization
- Strategic Management and Leading Execution of Business Strategies
- Financial Perspectives in Public Utility Management
- Performance Management in Public Enterprises
- Strategic Manpower Planning for Better Service Delivery
- Delegation, Motivation and Empowerment
- Business Performance Appraisal
- Corporate Social Responsibility
- Public-Private-Partnerships

Exposure Visit programs

- Metropolitan water utility: Technology, service delivery and staff performance
- Build-operate-transfer: Bangkok Mass Transit System
- Public-Private-Partnership: Community water supply plants
- Wastewater treatment facilities
- Energy and power generation and distribution organizations

Individual Planning Exercise: AIT will facilitate a planning workshop so the participants will develop solid action plan to introduce change to increase management effectiveness and efficiency

Case discussion: Key leadership and management issues in various scenarios will be analyzed to reinforce participants' understanding.

Learning review: Key learning from the training will be recollected and recorded for future used.

Course Fee: USD 2,500 per participant
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