



Solutions for Water & Wastewater Professionals

2021 LEADERSHIP SUMMIT

Focus | Perspective | Empowerment

**July 28th & 29th, 2021
Bloomington, IN**

Wednesday, July 28th

8:30am *Coffee & Continental Breakfast*

9:00am **Opening Remarks**

9:10am **Becoming an Outstanding Civic Leader in Your Community**

Featured Guest Speaker - Greg Coker

This session will cover why water & wastewater treatment is critical for a community - even more so during a pandemic. Economic development requires water; industries cannot be built where there is no water or sewer available. Be inspired as we refresh our memories of how many lives are impacted by this often overlooked industry.

10:30am *Break*

10:45am **Attracting & Retaining Excellent Employees**

Featured Guest Speaker - Greg Coker

Tips and tricks on how you can recruit good people AND keep them. Eventually those excellent employees will start edging closer to retirement, learn how to successfully create, implement and execute a succession plan.

11:45am *Luncheon - Duke Rooms (Upstairs)*

1:15pm **Building a Brand**

Featured Guest Speaker - Greg Coker

Reputations & brands take time to build. Start with thinking of your water and wastewater services more in term of an identifiable brand for your community. Learn ways to create and build your brand while promoting your utility and fostering relations with your community and customers.

2:30pm *Break*

2:45pm **Peer to Peer Roundtable Discussion**

Topics: Civic Leadership, Succession Planning, Public Relations, Infrastructure, Valuing Your Employees

Cocktail Reception - Cook Rooms (Downstairs)

4:00 - 5:00pm

Thursday, July 29th

7:30am *Coffee & Hot Breakfast*

8:30am **Human Resources / Employee Handbook**

Nathan Baker, Barnes & Thornburg, LLP

Board Members and General Managers need to help employees understand various aspects of the utility to avoid confusion and misunderstandings. Also, learn what needs to be in your utility's employee handbook as well as what you can and cannot do in terms of COVID.

9:30am *Break*

9:45am **How to Protect Your Utility From Cyber Attacks**

Tom Kirkham, IronTech Security

This live streamed webinar will outline the orchestration of security layers necessary to protect your utility from malicious actors. Risks, threats, and vulnerabilities faced by water utilities will be addressed along with the most common myths. Following the presentation, participants will be able to properly secure their facility following the NIST Cybersecurity Framework.

10:45am *Break*

11:00am **Asset Management to Improve Your Communities**

Ben Hill, Diamond Maps

One thing I learned in 22 years of doing GIS software was that the people who manage small towns wear a lot of hats and they don't have time to become GIS experts. Learn the easy way to utilize GIS for asset management.

Noon *Luncheon - Duke Rooms (Upstairs)*

1:00pm **How to Engage with your Legislators**

Bob Deig, former Indiana State Senator

Connie Stevens, Alliance of Indiana Rural Water

In this panel-type discussion discover how to build positive and impactful relationships with your legislators.

2:00 pm *Break*

2:15pm **Peer to Peer Roundtable Discussion**

Topics: Cybersecurity, HR, GIS, Water Loss Audits

3:15pm **Wrap-Up**

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