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018: Key Techniques for Utility Regulators - 6.0 CEUs

CEU: 6.0 **Duration:** 19hours 05minutes **Tuition:** $5,700

Course Banner

Teachers:

- Mila Gayao (HR Specialist)
- Shirley Crews (Taylor, Management Consultant and OD Professional Licensed Executive Coach)

Course Topics:

- Regulation Managers
- Managers & Leaders

Program Locations & Dates:

- Houston, Texas USA: Jul 6-10
- Paris, France: Jul 6-10
- Dubai, UAE: Jul 20-24
- Houston, Texas USA: Sep 7-11

Program Tags:

- Public Service

About Course

This course on Key Techniques for Utility Regulators is designed to explore leadership in today's utility industry environment and to effectively develop the skills and abilities of utility regulation managers. The primary focus is on results-based leadership and methodologies that emphasize the principles of utility regulation and strategies needed to increase revenues, lower cost, improve operational efficiencies, and enhance quality of service.

Course Overview

This course is designed to explore leadership in today's utility industry environment and to effectively develop the skills and abilities of utility regulation managers. The primary focus is on results-based leadership and methodologies that emphasize the principles of utility regulation and strategies needed to increase revenues, lower cost, improve operational efficiencies and quality of service.

Our goal is to provide a highly interactive and integrative professional development environment by using knowledge management and global best practices to ensure participants' understanding and ability to improve performance in many critical areas while responding to current and future challenges.

We will do this by bringing forth various issues that impact the effective planning, organizing, directing and coordinating of utility

activities and coach participants on the development of strategic techniques and tactical methods through utilization of presentations, case studies, and experiential exercises designed to engage leaders and deepen their learning.

Course Objectives

The objective of this course is to enable utility regulators and professionals to increase their comprehension and capacity in the management and operations of day-to-day functions when regulating utilities in an increasingly competitive environment. Participants will also gain an enhanced understanding of critical management functions and how to plan and problem-solve to achieve effective public utility management and regulation through learning and development in the following areas:

- Role of Utility Managers: What it takes to be a leader in the Utility Industry
- Strategic Focuses that Impact Key Results Areas in Utility Management
- Skill Requirements and Critical Management Functions
- Planning Characteristics: Types and Approaches to Planning
- Challenges Faced by Utility Regulation Managers: Using the Problem-Solving Process
- Organizational Performance Management System
- Understanding Organizational Assessment and Critical Leadership Needs
- Case Study: Leadership Development Toolkit – Key Components of Leadership Development

Learning Outcomes

- Apply key leadership principles in utility regulation to drive performance and accountability
- Understand and implement strategies to improve service delivery and operational efficiency
- Develop and apply problem-solving techniques for utility regulation challenges
- Recognize strategic focus areas and align them with policy and organizational goals
- Construct practical plans for improving organizational structure and management functions

Target Audience

Officers, Deputy Managers, Sr. Level Managers and Key Staff in Utility Management; Managers of Regulatory Agencies and Commissions; Executives and Policy Makers in Human Resources and Capital Management; Directors and Managers of Training and Development in Utility Management; Directors and Managers of Strategic Planning and Contract Management; Industry leaders in utility firms, consumer groups and government.

Course Outline

- Role of Utility Managers: What it takes to be a leader in the Utility Industry
- Strategic Focuses that Impact Key Results Areas in Utility Management
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Why This Course Matters

Ravi Kumar
Regulatory Manager, India
"This course helped me identify regulatory gaps and taught me how to implement effective utility reforms. A must for modern utility professionals."

Jane Moyo
Energy Analyst, Zimbabwe
"It offered actionable strategies and real-world insight into public utility oversight. The practical exercises stood out most for me."

Maria Gonzalez
Utility Reforms Advisor, Mexico
"This training provided clarity on aligning utility strategy with national regulatory objectives. It transformed how I approach regulatory planning."

Course Content

Module 1: Foundations of Utility Regulation
Examine the structure, functions, and key responsibilities in the utility regulation sector.

- **Introduction to the course and regulatory framework**
- **Understanding public utility structures**
- **Historical development and future outlook**

Module 2: Strategic Planning & Key Result Areas
Identify the planning processes and strategic objectives that guide utility regulation outcomes.

- **Strategic thinking and alignment**
- **Planning types and approaches**
- **Key Result Areas (KRAs) and goal setting**

Module 3: Leadership and Management Functions
Develop leadership capabilities and understand core management responsibilities.

- **Skill requirements for utility leaders**
- **Critical management functions**
- **Conflict resolution and performance coaching**

Module 4: Performance and Problem Solving in Regulation
Learn to evaluate and enhance organizational performance using structured problem-solving methods.

- **Using organizational performance management systems**
- **Identifying and addressing challenges**
- **Application of problem-solving tools**

Module 5: Assessment and Strategic Leadership
Evaluate leadership gaps and build strong succession and development strategies.

- **Organizational assessment and gap analysis**
- **Critical leadership development needs**
- **Case Study: Leadership Development Toolkit**

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Certificate of Completion

Participants who successfully complete the Key Techniques for Utility Regulators course will receive a Certificate of Completion. This certificate affirms your advanced understanding of regulatory leadership, strategic planning, and utility management. It serves as a

testament to your professional development, readiness to tackle complex utility challenges, and dedication to driving impactful results in the regulatory sector.

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