

Training: a transfer of information – or can you see what’s being said?

Training is the transfer of information. Good training is the transfer of beneficial information. The training of water and wastewater operators, system clerks and secretaries and other utility system staff and officials is one of Kansas Rural Water Association’s main objectives. The providing of beneficial training is the ultimate goal. Training that helps a water or wastewater system provide better service to their customers or to provide a better quality of drinking water is hopefully the result of that training. Other system objectives such as compliance with regulations and providing a safe work

environment for their employees are important and KRWA intends to help Kansas’ water systems meet those objectives.

Effort is put into developing a training calendar that contains appropriate, timely and beneficial training sessions. An attempt is made to

ensure that every training session provides information that attendees can take back to their system and use to make their utility system better. The training sessions are objective driven. Each class has specific objectives to be met. These may include the providing of new information on regulations, treatment techniques, management procedures, operation and maintenance activities or

One thing is very clear; good training must offer good communication between training provider and attendee.

many other related topics. Some sessions may be intended to add information or clarify subjects that

Communication is an exchange; a two-way street with at least three avenues of how to get there. One avenue of communication is audio. The information is transferred verbally. The recipient hears what the trainer is saying. The training occurs with discussions, which the instructor and attendees have or through the playing of videos with sound included. Another avenue is visual. The recipient sees what the trainer is trying to communicate, which is accomplished through power point presentations, handouts and videos. The most effective means of communication is the most difficult to achieve. Kinetic or emotional communication is by far the most effective means of communication. To be achieved the trainer and the trainee both must have an emotional tie to the subject matter. If the subject

is one that you really care about, the information will be better retained. While difficult to obtain at all training sessions (is anyone emotionally tied to algebra?), it is achieved on a regular basis because attendees are emotionally tied to their jobs and have an honest desire to gain more information about subject matter important to their utility.



A class attendee takes notes during a technical session at the annual conference in Wichita.

utility staffs need to know. Some training may have the objective of demonstrating how to perform specific tasks, such as the “hands on” type of training provided at our electrical maintenance, backflow prevention and safety classes. One thing is very clear; good training must offer good communication between training provider and attendee.

*Randy Johnson
Director of Training*



Is KRWA being successful in meeting the goals and objectives outlined in this article? We gauge success in a variety of ways, including feedback from training attendees. We do want to hear from you about our training sessions. Let us know if we are being successful in providing beneficial training. We also gauge success from attendance numbers at the sessions, which can be misleading. Success can also be gauged through water systems being successful in meeting their objectives. If water systems have been able to improve their service or are providing a better water quality as a result of information obtained at a KRWA training session, then there is a degree of success.

Whether we have been successful in the past or not is only part of the equation. To ensure success in the future we must continue to develop and provide beneficial training to the water systems in Kansas. We plan to continue many of the classes that have been popular, well attended and needed in the past such as the electrical maintenance classes, safety classes and the cross connection control classes. We will also be offering training to assist systems with financial issues such as rate evaluations and asset management. There will of course be training classes on operation, maintenance and technique topics. Some of that training will be intended to assist operators with improving their skills in areas such as math and lab testing procedures.

KRWA training survey

To help us ensure future success we are constantly seeking input into the training calendar. At training sessions attendees are asked to offer suggestions on future training topics and locations. To take this venture a

step further we are asking for input from readers, by asking them to complete and send a training survey back to us. This survey venture is a little different than surveys readers may have completed in the past, when someone sent a survey form and asked that it be completed and returned. This survey will be an on-going process. The survey form is included in this magazine, immediately following this article and is also available on KRWA's web site www.krwa.net. Please take a few minutes to review the survey and give us honest input. We want Kansas Rural Water Association's

training program to be a success and that can only be accomplished if we provide beneficial training at locations accessible to Kansas' water systems. Thanks for past support of KRWA training and thanks in advance for completing and submitting a survey form.



In conjunction with a June 1 KRWA training session in Manhattan, Kan., 39 attendees from 26 Kansas cities observed Utility Maintenance Contractors of Wichita conducting a relining project for a midtown Manhattan sanitary sewer collection system. Melinda Lambert, center, helped KRWA's Randy Johnson and Charlie Schwindmann conduct the session.

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Training Survey by KRWA

The Kansas Rural Water Association intends to provide training that is relevant and needed by utilities. KRWA appreciates you taking a few minutes to complete this survey as we develop future training programs. If you have additional comments, put them on a separate piece of paper.

Your Name _____

Email Address _____

Your Occupation _____

Type of Water System _____

| Distribution | Highly Preferred | Preferred | Interested | Slightly Interested | Not Interested |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Trench Safety | <input type="radio"/> |
| Confined Space | <input type="radio"/> |
| Pumps & Motors | <input type="radio"/> |
| Storage Tank Maintenance | <input type="radio"/> |
| Chlorination of mains | <input type="radio"/> |
| Pumping Operations | <input type="radio"/> |
| Hydrant and Valves Maintenance | <input type="radio"/> |
| Water Meters | <input type="radio"/> |
| Pipeline and materials selection | <input type="radio"/> |
| Corrosion control | <input type="radio"/> |
| SCADA | <input type="radio"/> |
| Basic Electrical Maintenance | <input type="radio"/> |
| Advanced Electrical Maintenance | <input type="radio"/> |
| Motors & Drives | <input type="radio"/> |
| GIS/GPS Mapping Technology | <input type="radio"/> |
| Other <input type="text"/> | <input type="radio"/> |

| Groundwater | Highly Preferred | Preferred | Interested | Slightly Interested | Not Interested |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Basic Operations | <input type="radio"/> |
| Chlorination & Disinfection | <input type="radio"/> |
| Iron & Manganese Removal | <input type="radio"/> |
| Softening | <input type="radio"/> |
| Well Operations | <input type="radio"/> |
| Membrane Technology | <input type="radio"/> |
| Plant Control Systems | <input type="radio"/> |
| Filtration | <input type="radio"/> |
| Fluoridation | <input type="radio"/> |

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Sampling Techniques (BacT samples and field testing) | <input type="radio"/> |
| Laboratory | <input type="radio"/> |
| Nitrate Control | <input type="radio"/> |
| Other <input type="text"/> | <input type="radio"/> |

| Surface Water | Highly Preferred | Preferred | Interested | Slightly Interested | Not Interested |
|---------------|------------------|-----------|------------|---------------------|----------------|
|---------------|------------------|-----------|------------|---------------------|----------------|

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Basic Operations | <input type="radio"/> |
| Chlorination & Disinfection | <input type="radio"/> |
| Conventional Treatment | <input type="radio"/> |
| Softening | <input type="radio"/> |
| Membrane Technology | <input type="radio"/> |
| Plant Control Systems | <input type="radio"/> |
| Filtration | <input type="radio"/> |
| Fluoridation | <input type="radio"/> |
| Sampling Techniques (BacT samples and field testing) | <input type="radio"/> |
| Laboratory | <input type="radio"/> |
| Other <input type="text"/> | <input type="radio"/> |

| Water System Management | Highly Preferred | Preferred | Interested | Slightly Interested | Not Interested |
|-------------------------|------------------|-----------|------------|---------------------|----------------|
|-------------------------|------------------|-----------|------------|---------------------|----------------|

| | | | | | |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Finance, Funding Options | <input type="radio"/> |
| Water Conservation Planning | <input type="radio"/> |
| Security, Vulnerability Assessments | <input type="radio"/> |
| Board/Council Training | <input type="radio"/> |
| Open Meeting/Open Records | <input type="radio"/> |
| Reporting Responsibilities | <input type="radio"/> |
| Use of Computers/Applications | <input type="radio"/> |
| Source Water/Wellhead Protection | <input type="radio"/> |
| Safety in the Work Place | <input type="radio"/> |
| State & Federal Water Regulations | <input type="radio"/> |
| Other <input type="text"/> | <input type="radio"/> |

| Training Preferences | Highly Preferred | Preferred | Interested | Slightly Interested | Not Interested |
|----------------------|------------------|-----------|------------|---------------------|----------------|
|----------------------|------------------|-----------|------------|---------------------|----------------|

| | | | | | |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| One Day Workshops | <input type="radio"/> |
| Two Day Workshops | <input type="radio"/> |
| Other <input type="text"/> | <input type="radio"/> |

We have meeting location available for use: