



Lessons in Leadership Webinar Description

Leadership in water and wastewater operations is not defined by titles, org charts, or authority—it is defined by daily behavior, consistency, and the ability to influence outcomes through people. In complex treatment environments, where reliability, compliance, and safety depend on coordinated human performance, leadership is often the deciding factor between stable operations and repeated problems.

This focused 2-hour webinar explores what effective leadership looks like in real operational settings and how it is built through actions rather than position. Participants will examine how leadership naturally emerges from operators, supervisors, and technical staff who take responsibility, support others, and set the tone for performance on the ground.

The course highlights common leadership failures that undermine teams, including micromanagement, blame-based culture, disengagement, and the reluctance to take ownership. It also addresses how these behaviors impact morale, accountability, and operational consistency, often in subtle but persistent ways.

Participants will then explore practical leadership styles and principles that strengthen teams and improve outcomes. Topics include building trust through consistent behavior, maintaining accountability as a shared responsibility, avoiding unnecessary interference in problem-solving, and recognizing the importance of relationships as the foundation of effective leadership. Emphasis is placed on authenticity, humility, and the importance of giving appropriate recognition for both small and significant contributions.

By the end of the session, participants will have a clearer understanding of how leadership is demonstrated in day-to-day operations, along with practical strategies to strengthen influence, improve team performance, and foster a culture where others are encouraged and equipped to lead.