### Writing Skills for Utility and Operations Personnel

**January 22, 2015**

**Course Code:** EO0100CA15  
**Instructor:** Sharon Kinsey  
**Registration fee:** $275  
**Multi fee:** $250  
**NJ licensed water operators:** $137.50 (T, W, WVSWS only)

6 TCHs for water and wastewater license holders  
**NJDEP Approval #01-050601-30**

No matter what your occupation, effective writing and strong communication skills are essential in the workplace. This course will introduce you to the elements needed to develop or refresh this skill, and introduce some great tips on how to communicate with style. Topics include:  
- Determining the purpose of the document/knowing your audience  
- Phrases to avoid in business writing (jargon, cliches and meaningless words)  
- Communicating difficult news  
- Organizing a document - content strategies and formatting  
- Clarity, conciseness, punctuation, proofreading  
- Communicating electronically....and more.

### Introduction to Hydraulics

**February 11, 2015**

**Course Code:** EO0715CA15  
**Instructor:** Robert Pitbladdo  
**Fee:** $290  
**Multi-Fee:** $250  
**NJ licensed water operators (T, W, VSWS only)** $145

6 TCHs for NJ licensed drinking water and wastewater operators  
**NJDEP Approval #01-061101-30**

This course is designed to cover the basic principles of hydraulics that apply to most trades. Detailed explanations will be given on the operation, maintenance and cause-failure analysis of pumps, hydraulic motors, ejectors, pressure and flow controls and heat-exchangers. Topics will include:  
- The physical properties of liquids  
- Pressure and force relationships  
- Ejectors, pumps and control valves  
- Hydraulic motors and their applications  
- Hydraulic blueprint reading.

Also approved for NJ Professional Engineers - 6 credits

### Math Refresher for Water/Wastewater Operators

**February 25, 2015**

**Course Code:** EO0110CA15  
**Instructor:** Sharon Kinsey  
**Registration fee:** $275  
**Multi fee:** $250  
**NJ licensed water operators:** $137.50 (T, W, WVSWS only)

6 TCHs for water and wastewater license holders  
**NJDEP Approval #01-050601-30**

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- Communicating difficult news  
- Organizing a document - content strategies and formatting  
- Clarity, conciseness, punctuation, proofreading  
- Communicating electronically....and more.

### Effective Emergency Communications

**March 10, 2015**

**Course Code:** EO0115CA15  
**Instructor:** Sharon Kinsey  
**Registration fee:** $275  
**Multi fee:** $250  
**NJ licensed water operators:** $137.50 (T, W, WVSWS only)

6 TCHs for water and wastewater license holders  
**NJDEP Approval #01-050601-30**

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- Determining the purpose of the document/knowing your audience  
- Phrases to avoid in business writing (jargon, cliches and meaningless words)  
- Communicating difficult news  
- Organizing a document - content strategies and formatting  
- Clarity, conciseness, punctuation, proofreading  
- Communicating electronically....and more.

### Management Skills for Supervisors

**March 25 & 26, 2015**

**Course Code:** EO0120CA15  
**Instructor:** Sharon Kinsey  
**Registration fee:** $275  
**Multi fee:** $250  
**NJ licensed water operators:** $137.50 (T, W, WVSWS only)

6 TCHs for water and wastewater license holders  
**NJDEP Approval #01-050601-30**

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- Communicating difficult news  
- Organizing a document - content strategies and formatting  
- Clarity, conciseness, punctuation, proofreading  
- Communicating electronically....and more.

### COURSE STATUS INFORMATION FOR ALL REGISTRANTS

In case of inclement weather or other events (such as power failures) that may result in a course being delayed or cancelled, you may check the status of a course after 6:00am on the morning of the event by calling us or visiting our website and clicking the Adverse Weather Advisory “Course Status Page” link.  
Visit: www.cpe.rutgers.edu  
Call: (848) 932-9271 and select option 4 from the menu

If course is cancelled, we will contact you during normal business hours about rescheduling or receiving credit towards another program.

Note: OCPE’s short course cancellations will not be announced on the radio. Please check with us via phone or the web to make sure you have the most up-to-date and accurate information on the status of your course!

Please use good judgment before traveling. Safety should be your top priority in deciding whether to attend class.
Operations personnel face math problems on the job every day. This course is designed to build confidence in the understanding of basic mathematics and problem solving. In a relaxed setting, students are encouraged to draw on workplace experience and common sense to improve their basic math skills and to learn now to solve math-related problems that occur daily in the workplace. Topics will include:

- Addition and subtraction
- Percentages/graphs
- Multiplication and division
- Weight/volume relationships
- Area/volume calculations
- Metric conversions and
- Velocity and flow rate conversions.

A great review for licensing or certification exams!

March 10, 2015

Effective Emergency Communications
Course Code: EO0109CA15
Instructor: William Jamison
Registration fee: $285
Multi fee: $255
NJ licensed water operators $142.50 (T, W or VSWS only)
6 TCHs for NJ licensed drinking water and wastewater operators
NJDEP Approval #01-010104-30

Effectively communicating with co-workers, employees, supervisors and the public is critical to successfully operate in any business or organization. This is especially true in times of emergencies, such as power outages, floods, hurricanes or other disasters. This course provides awareness level training in developing and delivering communications to the public, partners and the media. The program presents methods for improving internal communications, developing partnerships, and communicating with the public and/or media during a crisis. Students will participate in case study activities to put the information presented into practice.

Bill Jamison (formerly employed by the NJ Department of Health) is a veteran of the anthrax scare and other large-scale public health emergencies - let his experience work for you!

Payment Policy - All students must have prearranged for payment to be admitted to the class.

Cancellation & Substitution Policy - Registrants may withdraw from a course up to (3) three full working days before a course begins and receive a full refund, less any materials fee or as otherwise noted on the course webpage. If the Office of Continuous Education is not notified in writing at least those working days prior to the start of class, registrants may be responsible for the full fee. Substitutions are permitted.

Accommodations for Individuals with Disabilities: If you require special assistance, please notify our office when you register or no less than one week before the course starts. Every effort will be made to accommodate reasonable requests.

For more information or to register, please visit the website or contact the office of continuing education.

Remember: The TCH deadline is September 30, 2015. Don’t be caught short!