



# ASSET MANAGEMENT

## “THE LOST ART OF COMMUNICATION”

### WORKSHOP

**TUESDAY, OCTOBER 30, 2018**



**Workshop Goal:** To provide New Hampshire drinking water, wastewater and stormwater system managers and operators with a systematic, multi-stakeholder approach to improve communications internally and externally. This workshop will provide an opportunity to interact with experts that have implemented these methods around the country, testimonial presentations from your peers and panel discussions.

**Time:** 8:20 a.m. - 4:00 p.m. (Registration begins at 8:00 a.m.)

**Workshop Location:**

**NH National Guard Facility  
Edward Cross Training Complex  
722 Riverwood Drive  
Pembroke, NH 03275**



**Who Should Attend:** Drinking Water, Wastewater and Stormwater utility managers and operations staff, Public Works Directors, City and Town Managers, Commissioners, Selectmen and all of the asset management aficionados.

**Contact Hours:** 5.5 technical contact hours for drinking water and wastewater operators.

**For Workshop Questions:** Luis Adorno, [luis.adorno@des.nh.gov](mailto:luis.adorno@des.nh.gov) or 603-271-2472

**Cost:** \$45.00 (Please note that the registration fee includes lunch. Lunch includes salad, herb crusted chicken, lemon butter baked haddock, vegan & gluten free vegetable stir-fry, rice, rolls and coffee).

**Space is limited so register early!**

**Registration Deadline:** October 21, 2018

### REGISTRATION FORM

Registrations must be postmarked by **October 21, 2018** and must include the registration fee of \$45 (**Checks payable to Treasurer State of New Hampshire**). Registration fees are due upon registration and are **non-refundable**.) Mail the registration and registration fee to:

Luis Adorno  
NH Department of Environmental Services  
Drinking Water and Groundwater Bureau  
PO Box 95  
Concord, NH 03302-0095

NAME: \_\_\_\_\_  
JOB TITLE: \_\_\_\_\_  
FACILITY NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
PHONE #: (\_\_\_\_) \_\_\_\_\_ FAX #: (\_\_\_\_) \_\_\_\_\_  
EMAIL: \_\_\_\_\_  
Lunch Preference: ☐ Chicken ☐ Seafood ☐ Vegetarian/Gluten-free

FOR DWGB USE ONLY	RA-402090 # I
Check number	_____
Amount	_____
Amount Due	_____

dwgbinfo@des.nh.gov or phone (603) 271-2513  
PO Box 95, Concord, NH 03302-0095

## AGENDA- “The Lost Art of Communication”

Time	Topic	Presenter	Location
8:00 – 8:20am	Registration		Lobby
8:20 – 8:30am	<b>Welcome Introduction</b>	<b>Deb Loiselle</b> Stormwater Coordinator NHDES Watershed Assistance Section	Rooms 117A-C
8:30 – 10:20am	<b>“Framing your Message”</b>	<b>Sarah Diefendorf</b> Executive Director EFCWest	Rooms 117A-C
10:20 – 10:35am	Break (coffee/pastries)		Lobby
10:35 – 12:15am	<b>“The Power of Story ”</b>	<b>Lauralee Barbaria</b> Associate Director EFCWest	Rooms 117A-C
12:15 – 1:15pm	Lunch (provided)/Networking		Dining Hall
1:15 – 1:45pm	<b>“The Power of Communication”</b>	<b>David Beck &amp; Melissa Lombard- invited</b> Water Commissioners Town of Bennington and Antrim	Auditorium
1:45 – 2:15pm	<b>“Communicating via Technology”</b>	<b>Russell McMahon</b> Wastewater Operator Town of Allenstown	Auditorium
2:15 – 2:30 pm	Break		
2:30 – 3:30pm	<b>Open Discussion on Communication</b>	<b>Panel Discussion</b> Sarah Diefendorf, David Beck, Melissa Lombard and Russell McMahon	Auditorium
3:30 – 3:45pm	Closing Remarks	<b>Tracy Wood</b> Administrator Wastewater Engineering Bureau	Auditorium
4:00 pm	<b>Certificates and Adjourn</b>		

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