



Case Studies in Training Diverse Operators

By *Mary L. Howell* and *Austin P. Yates*
Backflow Management Inc.





John, with the City of Wapato, WA holds Level 2 Water Distribution certification and is a certified Cross-Connection Specialist.





Jasmine, with the City of Portland, OR holds Level 2 Water Treatment Operator certification as well as Level 3 Water Distribution certification.





Jeff, with the Chehalis and Cowlitz Tribes in Washington holds Level 3 Water Distribution certification and will soon be going for Level 4.





I have worked with each of these Operators from before they obtained certification to their present level.





- All three from different walks of life
- Different levels of experience
- Different levels of education and knowledge





The difference between education and knowledge





- It is important to know your students
- Cultivating a short and long term relationship with them





- Are we teachers, or are we instructors?
- Neither, we are mentors





- We are passing the baton of knowledge and information that is crucial to life itself
- As teachers we hold more responsibility than we realize
- We are shaping a community





A culture built on trust





A **checklist** of things my three diverse Operators told me about their relationships with Their BMI mentors





- ✓ We treat our students as equals
- ✓ We have passion and compassion
- ✓ We give them knowledge, as well as the confidence to utilize that knowledge





- ✓ We take the time to get to know our audience
- ✓ We teach them how to take an exam
- ✓ We teach them how to study





- ✓ We talk about the importance of CEU's
- ✓ We go over the formula sheet
- ✓ We show correlations between different areas of the industry





- ✓ We let them know our phones and doors are always open
- ✓ We show them they are our priority both during and after the class

