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Oregon - 5-hour Utility Management for Water/Wastewater Treatment Operators

5h 18m 58s

Section/Topic Titles	Word Count	Minute Count	Lesson Time	In-Text Q's	
MODULE #1 – Waterworks Operations					
I. Water Utility Management Class	304	3.3	26m 16s		
a. Characteristics of Successful Management	157	1.7			
1. Delegation	135	1.5			
2. Communication	138	1.5			
3. Recognition	134	1.5			
4. Authority	341	3.7			
b. The Functions of Management	133	1.5			
1. Planning	182	2.0			
2. Organizing	308	3.4			
3. Requisition	199	2.2			
4. Leading	163	1.8			
5. Controlling	168	1.8			
Review Question	Q	0.5		1	

II. Management Theories	97	1.1	40m 58s	
a. Scientific Management	148	1.6		
1. Three Principles of Scientific Management	69	0.8		
a. Background of Scientific Management	156	1.7		
2. Improving Worker Efficiency	92	1.0		
3. Workers Reject Scientific Management	124	1.4		
b. Bureaucratic Management	183	2.0		
c. Behavioral Management	541	5.9		
d. Humanist Management	388	4.2		
1. Humanist Management Systems	153	1.7		
a. Non-monetary Incentives	431	4.7		
2. Difference Between Humanist and Behavioral	168	1.8		
e. Systems Management	511	5.6		
1. Feedback and Synergy	193	2.1		
2. How Systems Theory Works	148	1.6		
f. Future Theories	308	3.4		
Review Question	Q	0.5		1
III. Problems Associated with Management	97	1.1	26m 3s	
a. Narcissistic Management	141	1.5		
b. Perfectionism	217	2.4		

c. Competitiveness	222	2.4		
d. Lack of Responsibility	211	2.3		
e. Micromanagement	365	4.0		
f. Discipline	649	7.1		
g. Emotional Abuse	214	2.3		
h. Human Factors	226	2.5		
Review Question	Q	0.5		1
IV. Risk Management	98	1.1	19m 9s	
a. The Purpose of Risk Management	45	0.5		
b. Traditional Risk Management Summarized	168	1.8		
c. Ways to Handle or Address Risk	40	0.4		
1. Avoidance	113	1.2		
2. Reduction	72	0.8		
3. Sharing	43	0.5		
4. Retention	41	0.4		
d. Risk Management Plan	266	2.9		
1. Risk Management is Continuous or Cyclical	72	0.8		
e. Steps in the Risk Management Process	6	0.1		
1. Identify	41	0.4		

2. Analyze	199	2.1		
3. Plan	304	3.3		
4. Tracking	76	0.8		
5. Control	70	0.8		
6. Communicate	23	0.3		
f. End of the Module	32	0.3		
Review Question	Q	0.5		1
MODULE #2 – Security & Safety Pro	ocedures			
V. Introduction to Safety Training for Water Treatment Operators (Video)	V	3.1	3m 36s	
Review Question	Q	0.5		1
VI. Overview of Workplace Safety	381	4.2	44m 30s	
a. OSHA	167	1.8		
1. Coverage Under the OSH Act	308	3.4		
2. State Plan States	129	1.4		
3. OSHA Standards	413	4.5		
b. Who is Responsible for a Safe Workplace?	298	3.3		
1. Employer and Employee Responsibilities	264	2.9		
2. Safety Committees versus Safety Meetings	381	4.2		
3. Hazard Assessment	275	3.0		
c. Training	199	2.2		

1. How to Design an Effective Training Program	377	4.1		
d. Medical Requirements	516	5.6		
1. Recordkeeping	134	1.5		
2. Accident and Injury Recording and Reporting Procedures	192	2.1		
Review Question	Q	0.5		1
VII. Hazardous Substances & Environmental Risks	5	0.1	38m 59s	
a. Chemical Hazards	220	2.4		
1. Rule of Thumb for Chemical Exposure	147	1.6		
2. Forms of Chemical Hazard	340	3.7		
3. Importance of a Safety Program	161	1.8		
4. Rules for Chemical Handling and Safety	344	3.8		
5. Hazard Communication	244	2.7		
a. Labeling	285	3.1		
b. Use of Material Safety Data Sheets (SDS)	474	5.2		
b. Chlorine	223	2.4		
c. Mold	272	3.0		
1. "Toxic Mold" - Stachybotrys Chartarum	422	4.6		
2. Mold Remediation	270	2.9		
d. Mercury and Heavy Metals	121	1.3		
Review Question	Q	0.5		1

VIII. Workplace Hazards	2	0.0	26m 8s	
a. Flammable or Combustible Material	198	2.2		
1. Fuel Gas Safety	260	2.8		
2. Detection of Fuel Gas	182	2.0		
3. Methane	164	1.8		
b. Biohazards	108	1.2		
1. Raw Sewage	225	2.5		
a. How do Microorganisms Enter the Body?	143	1.6		
b. Protection Against Injury from Raw Sewage	226	2.5		
c. Symptoms from Exposure to Biohazards	102	1.1		
2. Cuts and Wounds	147	1.6		
3. Minimizing Biohazards	139	1.5		
4. Droppings (Rodent etc.)	224	2.4		
5. Rat-Proofing	229	2.5		
Review Question	Q	0.5		1
iX. Physical Hazards (Video)	V	0.4	54s	
Review Question	Q	0.5		1
X. Physical Strains	415	4.5	41m 2s	
a. Working in Awkward Positions	615	6.7		
b. Heavy or Awkward Lifting	420	4.6		

1. Proper Lifting Techniques	201	2.2		
2. How to Avoid Injury from Lifting	198	2.2		
c. Working in Confined Spaces	517	5.6		
d. Extreme Temperatures	134	1.5		
1. Working in Cold Weather	192	2.1		
a. Preventing Cold Stress	309	3.4		
e. Working in Warm Conditions	395	4.3		
f. Excessive Noise & Vibration	248	2.7		
g. Conclusion	71	0.8		
Review Question	Q	0.5		1
XI. Physical Hazards	111	1.2	35m 41s	
a. Electrical Hazards	547	6.0		
1. Electric Shocks from Power Tools	276	3.0		
2. Ground-Fault Circuit Interrupters	375	4.1		
3. Electric Shocks from Ground Faults that Affect the Work Area	189	2.1		
4. Overheating from Inadequate Insulation	126	1.4		
b. Burns from Hot Equipment or Steam	139	1.5		
c. Eye Injury from Flying Particles	237	2.6		
d. Injury from Hand Tools or Worksite Hazards (Ladders)	560	6.1		
e. Slips Trips and Falls from Working in a Wet Environment	271	3.0		

f. Extended Workdays and Working Alone	394	4.3		
Review Question	Q	0.5		1
XII. Safety Recommendations for Water Treatment Operators	8	0.1	11m 5s	
a. Personal Protective Equipment	287	3.1		
b. Lockout/Tagout	99	1.1		
c. General Rules for Working Safely at Water/Wastewater Treatment Plants	509	5.6		
d. Conclusion	7	0.1		
e. End of the Class	60	0.7		
Review Question	Q	0.5		1
Total Word Count	28688	313.0	5h 12m 58s	
Total Presented Questions	12	6.0	0h 6m 0s	
Total Time for Words and Questions		319.0	5h 18m 58s	