



American Water Works
Association



BE A TEAM PLAYER

How to Work Well
With Others

BUILD STRONG RELATIONSHIPS

We can go fast alone but we can go further together.

Always be willing to help others in achieving their goals, whether they be personal or professional. Doing so for others will more than likely get you the same support.

"LOYALTY IS BUILT THROUGH FRIENDSHIP"

When we build and maintain strong friendships, we can live a life with more purpose, self-confidence, optimism, and possibly less stress, because we will have others to support us along the way.

"A SUCCESSFUL TEAM UNDERSTANDS THAT REGARDLESS OF HOW DIFFERENT EACH PERSON ON THE TEAM IS, THEY ALL SHARE A COMMON GOAL."

IDENTIFY THE GOALS

Whether they are discussed in the morning meetings, on a preventive maintenance schedule, or in a preconstruction meeting, we have goals to fulfill. We have to be clear on the vision, expectations, and what challenges might arise so that we can stay focused on the end result. Everyone on the team must share the same goal!

KNOW YOUR POSITION

Everyone has their own unique strengths, experiences and special skill sets, and when working with a team, it is important to identify what the needs for accomplishing the goals are and how these abilities will be used. Each person should be narrowly focused (with the end goal in mind) and trust that each person is advancing forward toward the shared goal.

SUPPORT OTHERS IN THEIR POSITION

Being part of a team means that you not only carry your fair share of the work but you also help others identify how to move toward the goal. People are more likely to work harder or more effectively when they feel like they are supported by others.

COMMUNICATE EFFECTIVELY

Without clear and positive communication, a team cannot achieve simple tasks, let alone ambitious milestones. This involves being able to freely share knowledge, opinions /thoughts, and trust in others that everyone is listening just as much as they are speaking.

CELEBRATE THE WINS

To work in an industry that never sleeps and is always in demand, it requires professionals to complete similar and/or strenuous tasks every day and for many Water Pros, a career can be based on this type of routine.

To avoid "burnout" or to lose focus on the short- and long-term goals, the team must acknowledge the efforts that have been put forth and take time to celebrate the small victories. Most teams that are successful together enjoy each other's company. Socializing over an extended lunch or happy hour after work can be a very positive tool to a team's continued success.

**IF EVERYONE IS MOVING
FORWARD TOGETHER,
THEN SUCCESS TAKES
CARE OF ITSELF.**

– HENRY FORD



The American Water Works Association and WaterWisePro Training have teamed up to create resources for operators looking to start or advance their careers.

We hope that these resources offer motivation and guidance for those front-line workers who are or will be making a difference in the future of water.

AWWA's Water System Operations (WSO) brand includes a variety of certification resources that fit any study style.

WaterWisePro Training offers distribution and treatment exam prep courses in various states and represents the California-Nevada section.



Steve Hernandez, WaterWisePro Training



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