

# CSM High Performance Training Course



**Who should attend?** Any utility personnel at USET Tribal Nations, including operators to managers. This course is for everyone that works at a utility and develops high performance attributes.

**The self-paced CSM course builds the essentials of high performance:**

- deep, fluent workplace math and literacy;
- problem-solving strategies;
- the ability to learn on your own;
- attention to detail;
- persistence and self-reliance; and
- most importantly, self-efficacy—the belief, founded in experience, that you can do what you set out to do.

For more information, contact Michael Purvis, USET Technical Assistance Specialist, at [mpurvis@usetinc.org](mailto:mpurvis@usetinc.org) or 478-714-2908.

**REGISTER FOR THE COURSE**

USET's Office of Environmental Resource Management (OERM) utility team provides technical assistance and training to assist operators in obtaining and maintaining water and wastewater certification. This course is provided through CSM by USET's grant from Health and Human Services to assist operators in learning the skills of high performance. This is a great course to increase math and literacy skills. Depending upon the time you need to meet all the requirements of the course, USET anticipates awarding 10-60 continuing education units. The USET Certification Board has approved this course and USET is working on reciprocity with state programs. The USET Certification Board will provide an "Operator-In-Training-Apprentice" certificate to new operators just entering the utility field for earning the CSM certificate. If you have not taken tests online this course will help you get used to answering questions on a computer, which will also assist you in passing the certification exams!



CSM is an online course that goes at your pace and adapts to your schedule—instead of specific class times, you can work whenever you have time, even on evenings and weekends. You'll have a personal online coach to help you determine how you learn best, pace your work through CSM, and cheer on your successes. CSM is specially designed to build confidence and to fill in areas where you might need help. Finally, in CSM there are no tests or grades: you work on skills until you've mastered them and then move on, with no pressure to keep up with a class.