

MANAGEMENT

Course Description

This training course has been developed with the aim of stressing the role of management in providing quality service to consumers. The course addresses issues related to daily responsibilities of managers, such as communication, team building and management, problem-solving and decision-making.



Participants will gain the necessary knowledge and skills to cope with everyday challenges and improve the performance of the utility they manage

Target Group

This training course has been developed for professionals of water supply and sewerage utilities, and it is especially useful for general directors, technical directors and managers.

Objectives of Training Course

At the end of this training course the participants will be able to:

- Communicate effectively;
- Identify the most important characteristics of an effective leader;
- Select and use appropriate management styles;
- Set up and guide teams;
- Develop long and short-term plans to fulfil the mission of the company;
- Write goals and objectives to implement your plans;

- Use specific techniques to aid in the early recognition of problems;
- Analyze a problem by using a variety of techniques to gather as much information as possible about the problem and its causes;
- Work alone or as a part of a team to generate a comprehensive list of possible solutions to the problem;
- Use several recommended tools and techniques available to assist in making decisions;
- Communicate before and after a decision is made to the groups of people most likely to be affected by the decision;
- Keep tabs on the financial outlook of your company by closely monitoring income and expenditures.

Training Method

The training is based on lectures presented in PowerPoint, combined with discussions and case studies. In addition to lectures and discussions, participants will analyse specific case studies.

Training Course Materials

The participants of this training course will be provided with the Training Manual "Management". In addition, the participants will receive certificates of attendance.

Registration Fee

Members of SHUKALB/SHUKOS: 22,000 ALL/person
Non-members: 25,000 ALL/person

The registration fee includes course materials, coffee breaks and lunch breaks.