

PERSONAL AND PROFESSIONAL SKILLS

Course Description

This training course summarizes personal and professional skills needed for any employee to effectively fulfill duties and responsibilities. This training course addresses issues related to standards of quality work, ethics, group work, communication, problem solving, time management, conflict resolution, delegation, decision making and effective presentations.

The participants will gain the necessary knowledge and skills to effectively perform their functions, as well as to influence the improvement of their society's performance.



Target Group

This training course has been developed for professionals of water supply and sewerage utilities, and it is useful for all employees of water supply and sewerage utilities.

Objectives of Training Course

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

- Recognize the potential benefits associated with an effective ethics program in your organization;
- Recognize the benefits of working as a team;
- Identify the key components in productive teams;
- Select the most effective medium to convey your message;

- Use specific techniques to aid in the early recognition of problems;
- Analyze a problem by using a variety of techniques to gather information about the problem and its causes;
- Recognize the benefits of time management and the costs of not managing it;
- Identify different conflict resolution styles and techniques;
- Recognize what and how to delegate;
- Identify different decision levels;
- Prepare and deliver an effective presentation.

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 "Personal and Professional Skills". 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.