



E-NEWSLETTER OF THE WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA



SHUKALB

WATER SUPPLY AND SEWERAGE ASSOCIATION OF ALBANIA

May 2022

Register Now for the 2022 Danube Water Forum!



Upcoming Training Courses and CD Programs

[Supervision](#)

25-26 May 2022, Tirana

[Water Mains and Storage Facilities](#)

16 June 2022, Tirana

[Small Water Systems](#)

17 June 2022, Tirana

[Equipment Maintenance – Motors, Pumps and Valves for Drinking Water and Waste Water Professionals](#)

22-23 June 2022, Tirana

Upcoming International Conferences

[IFAT 2022 - World's Leading Trade Fair for Water, Sewage, Waste and Raw Materials Management](#)

Munich, Germany

30 May – 3 June 2022

SHUKALB is delighted to announce that the upcoming **2022 Danube Water Forum** themed “**Energizing the Water Sector in the Danube Region**” will be held on 28-29 June 2022, at the Rogner Hotel, Tirana. The forum will be followed by the **Conference on “The Benchmarking and Asset Management Nexus – Key Tools for Regulators and Decision Makers”** to be held on **30 June**.

The Danube Water Program, run by IAWD and the World Bank, and co-funded by the Austrian Government, organizes this Forum in cooperation with SHUKALB. [read more](#)

What's New at SHUKALB

SHUKALB Organizes Kick-off Meeting of the Project “Development of a Project Document for the implementation of Nature-Based Solutions for Wastewater Treatment in two Rural Areas in the Drin River Basin”



[12th Micropol and Ecohazard Conference](#)

Santiago de Compostela, Spain
6 - 10 June 2022

[Water Loss 2022](#)

Prague, Czech Republic
19 - 22 June 2022.

SHUKALB, in collaboration the Italian Company IRIDRA and BOKU University of Natural Sciences in Vienna, Austria, organized on April 21st, at Hotel Rogner in Tirana, a kick-off meeting for the project “Development of a Project Document for the implementation of Nature-Based Solutions for Wastewater Treatment in two Rural Areas in the Drin River Basin”.

The project is implemented in the framework of the “Promoting the Sustainable Management of Natural Resources in South-eastern Europe, through the use of the Nexus approach” Project, by the Global Water Partnership-Mediterranean (GWP-Med) in partnership with the United Nations Economic Commission for Europe (UNECE), funded by the Austrian Development Agency (ADA). [read more](#)

Join Us!



Training and Capacity Development Programs

Hurry up to Register for the Upcoming Training Courses!



SHUKALB invites you to register to the upcoming training courses that will be organized during 2022. Find more details about registrations for each training, in the below Calendar.

Tell us what you think!



TRAININGS IN MAY

SUPERVISION
25-26 May 2022, Tirana

About SHUKALB

The Water Supply and Sewerage Association of

This training course emphasizes the role of the supervisor in fulfilling the water supply and sewerage utility mission and objectives. This training course addresses the knowledge and skills that a supervisor must have on planning, workforce coordination and motivation, in order to effectively meeting the objectives. The main objective of the course is to provide to the participants supervision knowledge and techniques to improve the water supply and sewerage utilities performance.



Albania (SHUKALB), which was established in 2000, is a professional, not-for-profit Association of water supply and sewerage professionals, who wish to improve the management of the Water Supply and Sewerage Sector in Albania, making it efficient, sustainable and effective in accordance with the current laws and regulations in Albania.

This training course is especially useful for the managers and supervisors of the human resources and public relations department, and supervisors. [read more](#)

Customer Service and Public Relations Training Was Successfully Delivered



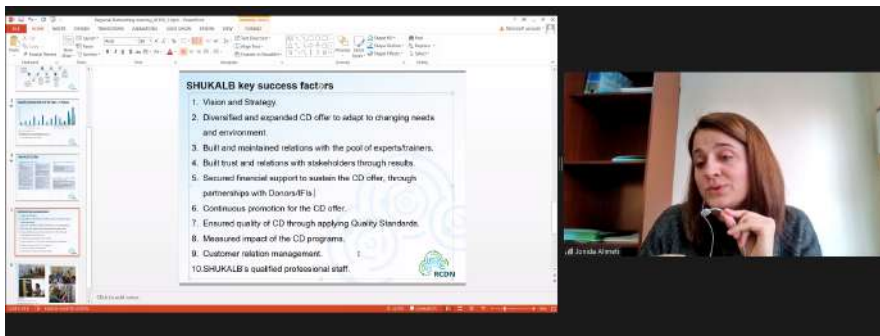
On 27-28 April 2019, in Tirana, SHUKALB delivered successfully the “Customer Service and Public Relations” Training Course with the participation of the heads and specialists of the Customer Service departments of the Water Supply and Sewerage Companies of Korça, Lezha and Durrës. The training was delivered by Arian Gjorga, Expert in the field of Management and Customer Service.

Participants gained sufficient knowledge on key topics such as, customer service principles, customer service organization and staff, information and communication with the public / customer feedback management, customer satisfaction, database management, customer complaints management, meter

reading management, billing and collection management, service interruption and disconnection management, the basic guidelines for a good communication plan, and the integration of different types of media into an efficient communication program. [read more](#)

Other

SHUKALB Shares its Experience at the RCDN Regional Networking Meeting: How to Establish and Manage an Impactful Training Center?



The Regional Capacity Development Network (RCDN) Project organized on 1 April 2022 the online the Regional Networking Meeting: How to establish and manage an impactful training center? The objectives of the meeting were to exchange good practices on establishing a training center and exchange experiences on the key success factors in managing an impactful training center.

The meeting was attended by the representatives of the RCDN partner Local Government Associations and Association of Public Utilities, who were introduced to several presentations regarding the best practices and experiences in establishing and managing a training center by the partner associations.

SHUKALB was represented at the meeting by Jonida Ahmeti, Training and Professional Development Manager. Mrs. Ahmeti shared SHUKALB's key success factors in managing an impactful training center and the experience in development and delivery of the capacity building training and programs.

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Water Supply and Sewerage Association of Albania,

Rruga "Pjeter Bogdani", 39/1, k5, 3, Njësia Bashkiake Nr. 5, Kodi Postar 1019, Tirane, Shqiperi

Tel/Fax: (+355/4) 2245 101, Mob: (+355) 69 60 12 782

E-mail: info@shukalb.al, Web: www.shukalb.al

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