

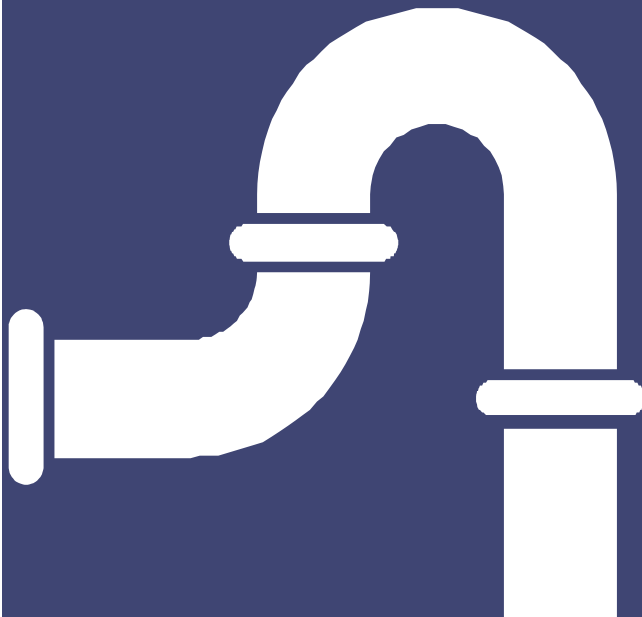
Best Practice



Managerial Leadership

The UN SDG6 ambition is to ensure the provision of sustainable water and sanitation **Services for All**. This ambitious target can only be realised in the remaining time period if utilities accelerate their efforts by raising their overall business operations. WOPs are instrumental to bring about maturity rise in the core operational processes leading to better KPIs and financial sustainability of the organisation.

The creation of platforms for utility employees to actively connect with their peers, share best practices, acquired skills and valuable experiences will accelerate utilities to perform



Challenge

Leadership in any organization revolves around 3 main points: awareness, direction and motivation. It all starts with "change the world and start with yourself." Every success - both business and personal - begins with personal leadership: taking accountability for your actions and for the subsequent results. To support this, we deploy the Personal Development Seminar for key employees.

Approach

A Personal Development Seminar (PDS) is a seminar for personal growth. It challenges people to look at themselves afresh and look for what drives or blocks them. During (and well beyond) the program, participants find answers to the question of what motivates and moves them. After the seminar more conscious, focused and positive choices are being made to guide themselves and the organisation. They take full responsibility for decisions taken and for their role in setting an organisational culture.

Product

A **4-day seminar** to empower employees to actively participate, to be more pro-active, and work from a positive attitude based on action learning:

Part 1 Introduction

- Objectives, concepts, agreements

Part 2 Orientation

- Becoming aware of what is holding you back

Part 3 Evolution

- Discovering your opportunities for growth
- Determining your personal objective
- Developing memory, mindset and motivation
- Enhancing interpersonal skills
- Dealing with change

Part 4 Autonomy

- Continuing autonomous development



COP

Organisation and Strategy



CONTACT INFORMATION

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LESSONS LEARNED

Advantages for the organization:

- Employees can and dare to handle more
- Employees are better able to lead and take more responsibility for their decisions taken
- Employees are motivated to make the best out of the job
- They show more pro-activity, less complaints, are pro-active, and make them stay longer and work with pleasure
- Employees learn to look at solutions and possibilities rather than just problems and obstacles
- Employees are more people focused in the organisation

After PDS, participants:

- Show more self-confidence as manager or leader
- Are more aware on their own SWOP performance
- Are convinced that any challenging situation has its opportunities and solutions
- Able to switch faster and think more in terms of opportunities, possibilities and solutions instead of problems and difficulties
- Confident in knowing how to deal with resistance in their environment and resistance within themselves
- Are more assertive, communicative, and proactive

DOCUMENTATION

- A separate folder for managers and for employees
- Powerpoint presentations about PDS
- Evaluation form with experiences from WOP Phillipines participants
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Global Community of Practitioners

The Global Community of WOP Practitioners has been established by UN GWOPA. It brings together practitioners from water utilities all over the world.

The Community currently has over 900 active members. With expert support from the WaterworX WOP program a series of Expert Communities of Practice have been created in which peers can network, take stage, learn, and share best practices, and raise questions in chats, posts, and webinars. The CoP on Organisation and Strategy includes peers from over 50 water service providers.

Registration: www.gwopa.org
UN Campus – Bonn
GERMANY

