

Best Practice



Managerial skills

The UN SDG6 ambition is to ensure availability and sustainable management of water and sanitation for all. This ambitious target can only be realised in the remaining time period if acceleration is realised of the efforts of all water and sanitation service providers. 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.

In a **Utility Management Simulation Game** participants may be trained to make justified and optimal decisions and accept its consequences on operational performance, customer satisfaction, SDG6 coverage and/or financial sustainability.



Challenge

Increasingly pressure emerges for utility managers to improve upon operational performance. The huge challenges they are facing already by having to cope with rising water demand, there is the gradual decline in external financing opportunities while global climate change pose serious investment and operational challenges. In this context they are to raise SDG6 coverage and improve overall customer satisfaction. A real challenge for professionals.

Approach

Management teams of utilities are to act as a coherent team to face challenges, define strategies how to address them, and create a team spirit that brings the best of its employees on table. Within the CoP Organisation and Strategy a 2 day workshop session is designed how to create a winning (management) team and how to use it for the design of a viable and sustainable future of water services for existing and new customers. A simulation game with IHE Delft practices what has been preached.

A 2 day Workshop

A **2 day workshop** to strengthen management and raise commitment of all employees:

Day 1. Management teambuilding

- Teambuilding management team
- **Appreciative inquiry** – communication tool
- Design a corporate smart action plan
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Day 2. Be a performance based water operator

- Discuss operational performance
- Identify scope for improvement
- Assign responsibilities and monitor



COP 1

Organisation and Strategy



CONTACT INFORMATION

CoP moderator and support team:

- Doeke.Schippers@vei.nl (workshop)
- Klaas.Schwartz@ihe.org (game)



LESSONS LEARNED

Critical success factors

1. Awareness and commitment

A successful transition towards performance management needs a dedicated commitment from the management and a clear vision towards the establishment of a corporate culture based on employee appreciation and accountability.

2. Decisive and transparent management

Performance management requires a utility to continue develop their people, processes, and procedures. Persistence is needed to overcome resistance. Discuss and lead in a participatory manner how to proceed, allow mistakes be made, as long as it is part of a learning curve.

3. Celebrate intermediate results

Dashboard monitoring of KPI performance may once a while lead to success. Make sure those contributing to this success are included in a festive moment to encourage all employees to keep striving for their goals

DOCUMENTATION

Powerpoint presentations and documents on the use of appreciative inquiry plus workshop exercises and experiences from The Phillipines, etc.

IHE Delft – A water utility management simulation game including handouts, presentations, and the ultimate game (assignments, role play, and performance testing)

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. Only by sharing and replication of best practices the UN SDG6 targets may be at reach.

Registration: www.gwopa.org
[UN GWOPA - Bonn](#)
[GERMANY](#)

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