



e-Learning Course Announcement e-WUM 03 (Jan 04 until Feb 08, 2016)



الشركة الوطنية
للمياه والكهرباء والصرف الصحي



giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

GIZ Deutsche Gesellschaft für Internationale Zusammenarbeit, Germany in close cooperation with ACWUA (Arab Countries Water Utilities Association) and HCWW (Holding Company for Water and Wastewater) offers an **interactive e-Learning course** for dynamic and result oriented individuals working as senior managers and supervisors in the water sector who feel the need to grow in the career and personal development.

Capacity Development to Enhance Commercial & Technical Utility Management «Applying Good Practices» (e-WUM 03)

January 04-17, 2016: Unit 6 «Social Responsibility of the Water Utility»

Study, Group work, Discussions and interactive Lectures covering these six lessons:
Health and Safety | Public Involvement | Serving the Poor | Conflict Resolution
Mainstreaming HIV/AIDS | Ethical Behavior

January 18-30, 2016: Unit 7 «Financial Sustainability»

Study, Group work, Discussions and interactive Lectures covering these five lessons:
Financial Management | Revenue Generation | Customer Service
Non-revenue Water Management | Numbers of Employees

February 01-08, 2016: Unit 8 «Managing for Operational Improvement»

Study, Group work, Discussions and interactive Lectures covering these six lessons:
Standard Operating Practices | Business Process | Minimum Service Standards |
Quality Management | Performance Management | Crisis Management

More Information & Application:

<http://acwua.margraf-learning.de/index.php?id=1412> or
<http://www.dis-course.net/index.php?id=1412>

Applications (online only): until/with December 14th, 2015