



SOFT SKILLS FOR SANITATION & SEWERAGE

INTRODUCTION

This event is for you, if

- You want to know how to best develop excellence in managing yourself and your team
- You want to know about the surprising facts that strongly impact the success of any sanitation & sewerage initiative: motivated staff matters most
- You want improve commitment to health & safety as well as general awareness on environmental impact on poor sanitation and sewerage governance
- You want to understand the various thinking skills, communication strategies and motivation strategies and discover which technique is most suitable for you

TRAINING STRATEGY

Upon completing the course, participants will learn to:

- identify customer's need and expectations through probing and spotting patterns
- deal sensitively with diverse multicultural teams and different skill levels
- establish and maintain continuous rapport with everyone through effective communication
- enhance productivity and sales opportunities to meet business deadlines by solving problems effectively

SCHEDULE

Part One: Beliefs

- ✓ Leadership: Self-Supervision
- ✓ Thinking: Decision Making
- ✓ Communication: Telephoning
- ✓ Motivation: Persuading
- EHS Prevention KPIs
- Fire, First Aid, Evacuation Preparedness [First Respondents]
- Customer Management
- General EHS Rules & Regulations [Local Law & Authorities]

Part Two: Actions

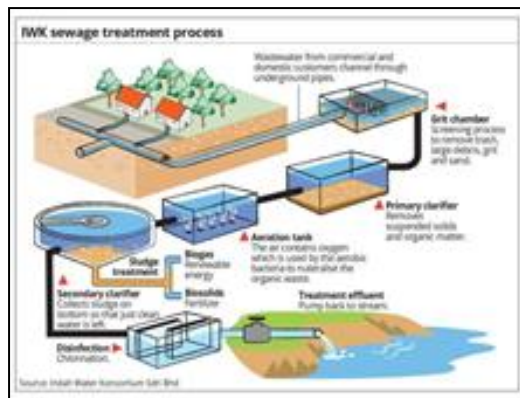
- ✓ Leadership: Supervising Training Others
- ✓ Thinking: Managing Conflict
- ✓ Communication: Proficiency Skills
- ✓ Motivation: Relationships
- EHS Committee Roles
- EHS Certifications
- People Management
- Safety Focused Compliant [Dos & Don'ts, Guidelines, Manuals, Kits]

Part Three: Results

- ✓ Leadership: Accountability Value
- ✓ Thinking: Problem Solving
- ✓ Communication: Business Writing
- ✓ Motivation: Time Management
- EHS Audits
- Emergency Team Responses
- ISO Benchmarks
- Sustainability Management

Part Four: Experience

- ✓ Leadership: Inspirational Value
- ✓ Thinking: Creative Thinking
- ✓ Communication: Presenting
- ✓ Motivation: Influencing
- Business Continuity
- Lean EHS
- Consumer Acts
- Stakeholder Management



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ASSESSMENT

B.E.A.R Principles™ Assessments and Action Plans. A personalized or team profile available assisting in professional development.

ACTIVITIES

Videos: Harvard Business Review

Activities: Draw a Bear

Games: Money Game

Case studies: Worst sanitation & sewerage task or project experience

Brainstorming: Solutions to effective workplace experience

Role plays: 2 Presentations

TARGET AUDIENCE

Leaders, Heads, Managers, Supervisors, Senior Executives, Executives and anyone wishing to gain insights on how to strategize all talent management targets. Indah Water Training Centre is the appointed assessment centre to conduct training and coordinating certification