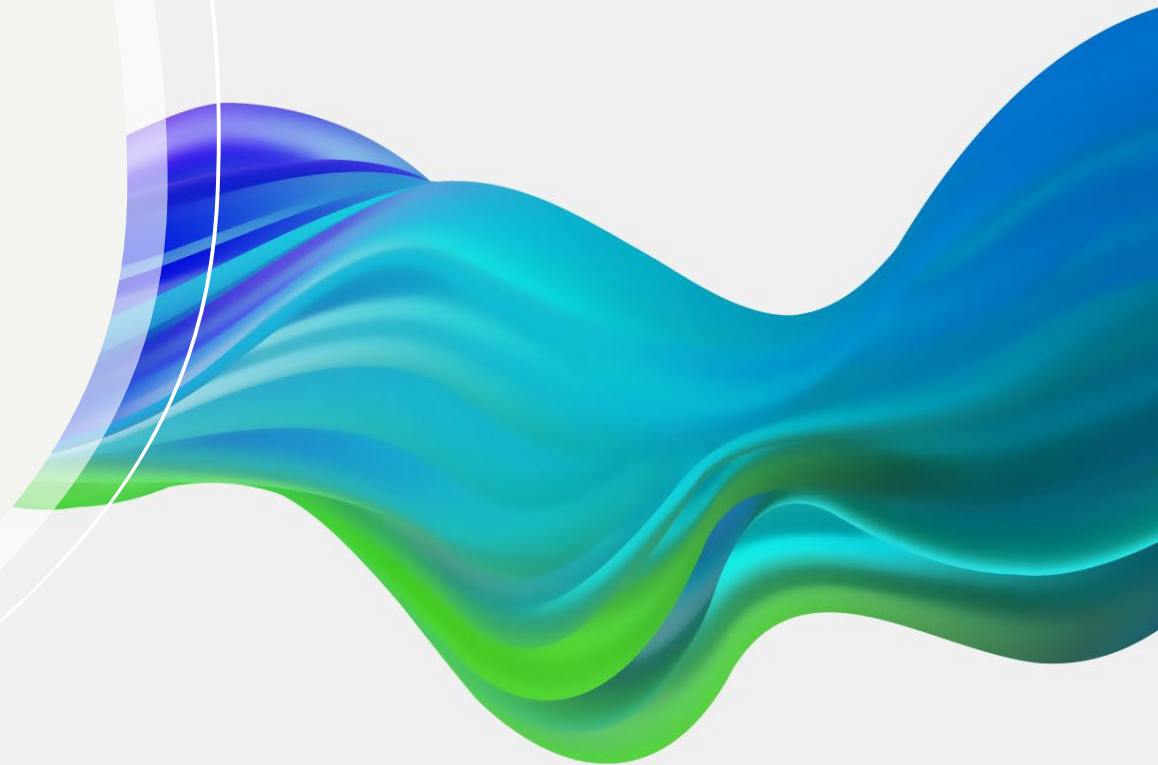


Partnership Communication - It's all about You

Session: “Exchange on communication,
challenges and chances”

Fifth (virtual) International Networking
Event, 29th/30st of November 22



Questions



How long have you been cooperating as partners?



What are important elements to succeed in a water operator partnership?

Challenges



Among these elements, what do you view as challenges and benefits? and why?



How comfortable are you to approach and address issues or challenges?



What is the best way one should deal with issues, disagreements or conflict?

Cultural Nuisances in conflict

How is conflict normally dealt with in your context?



Conflict Management, some tips!

Eight steps to effective conflict management

1. Be aware: *Conflict can arise at any time.*
2. Be proactive: Prevention and early resolution are the most effective
3. Seek to understand all sides of the issue
4. Initiate dialogue
5. Know when to ask for help
6. Assess your options
7. Take action
8. Reflect on the situation.