

The Water Impact Guidebook

Table of contents

Introduction

- 1 What is Capacity Development?
- 2 How to use the Guidebook to make an impact

A: Enabling Environment

- Introduction
- 3 Governance Principles
- 4 Water Integrity
- 5 Water Sector Framework
- 6 Water Sector Management
- 7 Regulatory Framework

B: Organization Development

- Introduction
- 8 Framework
- 9 Leadership and Commitment
- 10 Mission and Overall Objectives
- 11 Strategic Analysis and Planning
- 12 Functions
- 13 Organization Structure
- 14 Job Design
- 15 Numbers of Employees
- 16 Compensation and Remuneration
- 17 Implementing Organization Change
- 18 Planning Ahead
- 19 Delegation
- 20 Management by Results
- 21 Rewards for Achievement
- 22 Performance Audits

C: Human Behaviour

	Introduction
23	Conflict Resolution
24	Effective Meetings
25	Time Management
26	Ethics
27	Teamwork
28	Doing a Good Job
29	Communicating Effectively
30	Reporting and Analysis
31	Making Effective Presentations
32	Negotiation
33	Leading People
34	Motivation
35	Employee Feedback

D: Good Practices

	Introduction
36	Human Resources Management
37	Training
38	Mainstreaming HIV/AIDS in the Water and Sanitation Sector
39	Performance Management
40	Quality Management
41	Minimum Service Standards
42	Health and Safety
43	Crisis Management
44	Standard Operating Procedures
45	Business Process
46	Serving the Poor
47	Non-Revenue Water Management
48	Private Sector Participation
49	Water Demand Management
50	Information and Communications Technology
51	Customer Service
52	Revenue Generation
53	Capital Management
54	Financial Management
55	Water Associations
56	Public Involvement