



## **...helping the water industry work better**

How recently was it when we all took the supply of clean water for granted? There was always enough water, and if there were shortages, they were temporary and quickly resolved.

Not any more. Population growth, droughts, and insufficient investment in water infrastructure over the years have all put pressure on the water industries of Australia and New Zealand. Today's watchwords are water conservation, water rationing, recycling and further development of new and improved water infrastructure. Major new dams are under way, wastewater treatment plants and desalination projects have been started, and improved pipeline grids are being developed to slake the thirst of a growing population.

There are more than 300 water utilities servicing urban Australia and about another 40 serving New Zealand. More than 40 000 people work directly in the Australian Water Industry, with several thousand in New Zealand and many thousands more in allied industries supplying equipment, materials and professional services to an ever demanding industry. All water utilities face sustained and unremitting pressure from both politicians and the public to maintain supplies of clean water in an environmentally sustainable, and economically feasible manner.

Faced with these pressures, and the urgency of meeting growth, the water industry is facing major actual and projected skills shortages, and record productivity challenges.

## **Priority Management**

### **...providing solutions and improving productivity**

For many years, Priority Management has worked with members and employees of the Australian and New Zealand Water Industries to:

- Show employees how to work more effectively, manage their time better, control their emails and other information, and achieve greater efficiency and less stress;
- Use new technology devices like Blackberry to take real advantage of what this new mobile technology has to offer, without ruining their home life;
- Manage small and large projects on time, on budget, every time, and use project software better to control them;
- Improve their coaching skills and their communication skills to enhance their workplace and external working environments more effective;
- Enhance customer service and a wide range of selling and negotiating skills to provide enduring win-win outcomes.



## ...what Water Industry people say

Open, honest, informative and orgasmic.

- Bruce Douglas, Gold Coast Water

The course will be able to run projects much better.

- Chris Lewis, Port Philip and Westernport Catchment Management Authority

This kind of course should be mandatory when a new starter joins Water Corporation.

- Pardeep Kumar, Water Corporation (WA)

Alive situation from go to complete

- Gavin French, Melbourne Water

I have received strong positive feedback from all participants which reflects both the course content and Youssef's skills as a practitioner turned excellent course presenter.

- David Hill, Capacity Infrastructure Services

Staff will be much more efficient and effective with their time.

- Eliza McMahon, Western Water (Vic)

I feel a lot more confident in my tools for planning/managing projects. I feel better as a potential effective PM at work.

- Cole Hayes, Snowy Mountains Engineering Corporation

Already use Outlook but was looking for better ways. I got this. Most beneficial will be managing tasks with deadlines and managing my daily calendar more effectively

Ben McDonnell (SA Water)

I have attended a project management course before and this one is 500% better as it is relevant to LCMA

- Rod Sharp, Lachlan Catchment Management Authority

The organization will be more proactive.

- Sandy Ball, Sunwater

If only I had done this course before I started managing Projects. Most relevant was stepping back through all the steps for our organisation.

- Melanie Cooper, Lachlan Catchment Management Authority

One of the best courses to use MS Outlook effectively, saving time and increasing overall productivity

- Andre Sequeira, Water Corporation (WA)

I really enjoyed, it was challenging but well worth the time

- Renee Stephenson, Queensland Murray Darling Committee

Adding a new planning tool to my skill base. More comprehensive than anything else I've worked with.

- Amelia Radford, Queensland Murray Darling Committee

Very interesting & useful course

- Luisa Scheller, Wimmera Catchment Management Authority

Good overview with many helpful strategies I can use in my workplace.

S. McKane (SA Water)

## Some Water organizations who have worked with Priority Management..

Brisbane Water

Dept Environment, Water, Heritage & Arts

Dept of Environment, Climate Change & Water

Gold Coast Water

Melbourne Water

Qld Murray Darling C M A

Sydney Water Corporation

United Water

Western Water (Vic)

Capacity Infrastructure Services (NZ)

Hunter Water Corporation

Midcoast Water

SA Water

Snowy Mountains Engineering Corporation

Water Services Association of Australia

Wimmera Catchment Management Authority

Coliban Water

Dept of Land and Water Conservation

General Water Australia

Lachlan Catchment Management Auth

Port Philip/Westernport C M A

State Water Corporation (NSW)

Sunwater

Water Corporation (WA)