

WEBINAR

TAPPING TALENT

HOW TO ATTRACT AND RETAIN A QUALIFIED WORKFORCE IN
THE WATER SERVICE SECTOR OF THE DANUBE REGION

11 October 2023, 13:30 – 14:45 (CET)

Register now!

Target Audience:

Water policy makers and regulators, water utility managers, water sector professionals, researchers, interested stakeholders

Description:

The Danube Water Program “KnowNow” webinar series focuses on up-to-date topics relevant for the water sector in the Danube region. Many water utilities are facing human resources shortfalls, but the challenge to retain experienced staff is equally significant. Many leave to take higher paid jobs in other sectors, but the loss of skills and knowledge due to retirement without suitably qualified replacements is a serious issue faced by utilities worldwide. Simultaneously, the level of expertise required for operation and maintenance keeps increasing as water technologies become more complex and the industry turns to more automated processes. How is the water sector in the Danube region affected by brain drain and what actions are needed to ensure a workforce with the appropriate skills and experience? The webinar will raise awareness, highlight best-practice examples, and allow to discuss approaches to attract and retain talent in the water service sector.

Learning Objective:

The learning objective of this webinar is to increase the understanding and knowledge around the workforce situation in the Danube region and to share best-practice examples how to manage the situation. During the webinar it will be possible to post questions to the presenter and panelists in order to

deepen the understanding and to learn from the knowledge developed and experiences gained for potential follow-up action under individual specific circumstances.

Presenter:

- ▶ **Ms. Sarah Keener**, Senior Social Development Specialist, World Bank, US

Panelists:

- ▶ **Ms. Louise McSorley**, Strategic Resourcing and Skills Manager, Scottish Water, UK
- ▶ **Ms. Fjolla Lasku**, Head of WWTP, RWC Gjakova, Kosovo
- ▶ **Mr. Florian Kretschmer**, Senior Scientist, University of Natural Resources and Life Sciences, Austria

Moderator:

- ▶ **Ms. Sarah Keener**, Senior Social Development Specialist, World Bank, US

Agenda:

- 13:30 - 13:35:** Welcome and introduction
- 13:35 - 13:50:** Presentation by Ms. Sarah Keener, World Bank, US
- 13:50 - 14:10:** Reactions from Panelists
- 14:10 - 14:40:** Moderated discussion including questions from the audience
- 14:40 - 14:45:** Wrap-up and closing of the webinar