



LET'S TRAIN PROFESSIONALS BETTER!

Customer consultation skills for plumbers

TARGET GROUP ENTRY LEVEL

Plumbers (in buildings)
Vocational education in combination with the course Water efficient technologies for plumbers

DURATION PARTICIPANTS TRAINERS

2 days
16
South African and/or Dutch experts, certified by AquaDactics

INTRODUCTION

Water is scarce but vital for human wellbeing. Recent droughts became a severe threat to production of crops and supply of water. Due to old infrastructure, poor installation or insufficient maintenance of water utilities in buildings, water is spoilt unnecessarily. A plumber repairs leakages, but while doing so he/she can advise a customer on water saving behaviours and techniques. Water saving leads to a decrease of drinking water use, which is beneficial to both environment and water supply.

This course focusses on communication skills development. You will be trained on customer consultation, communication and advising on why and how to choose and to use water efficient technologies, such as rainwater harvesting and greywater reuse systems.

CONTENT

These topics are covered:

- Basics of water efficient technologies
- Relevant laws and regulations
- Health & Safety regulations
- Communication skills
- Advisory skills
- Promoting of using water efficient technologies

OUTCOME

After successfully completing this course you have experienced communication techniques. The combination of technical background and communication skills will make you more confident and proactive in your day to day communications with customers.

COURSE MATERIAL

Course book and hand-outs of the presentations.

TRAINING APPROACH

In addition to classroom presentations this course comprises interactive and innovative training methods. Role plays and scenarios are used to practice and experiment with your communication skills in a safe environment.

EXTRA

This course is the follow-up of the course Water efficient technologies for plumbers. The courses can be followed separately. After successfully

World Water Academy



LET'S TRAIN PROFESSIONALS BETTER!

completing this course, you will be awarded a certificate.