

# Mastering collaboration in IWRM

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We are pleased to share our third newsletter with you. In this issue, you will find a short report on ENTIRE's ongoing activities, how our alumni are taking advantage of the trainings, and relevant actions towards improving water management in the Southern Mediterranean region. We also encourage you to share with the community your change initiative in the water resource management context and how you are implementing stakeholder dialogues.

**Enjoy the read !**

## Who are we?

Empowering regional civil society organisation networks to take an active role in Integrated Water Resource Management (IWRM) ENTIRE is a two year programme funded by the European Union's Neighbourhood Civil Society Facility. The main objective is to strengthen the role of civil society organisations in reforms, democratic changes and sustainable development of the water sector in the Southern Mediterranean region (SMR).

The Collective Leadership Institute (CLI), the Arab Countries Water Utilities Association (ACWUA), the Arab Network for Environment and Development (RAED), and the German Water Partnership (GWP) are equal partners of ENTIRE.

Currently, several countries of the SMR are undertaking water governance reforms. New management practices, identification of new

roles, responsibilities and priorities towards Integrated Water Resource Management (IWRM) are the most important challenges of the reforms. A strong emphasis is put on gender-balanced and poverty-oriented aspects of water management.

The ENTIRE-project works with organizations based in Algeria, Egypt, Jordan, Lebanon, Morocco, West Bank, the Gaza Strip, and Tunisia. ENTIRE's main goal is to develop, implement and institutionalize mechanisms to successfully involve stakeholders. It is the aim to support the SMR countries in the development of integrated water governance reforms under participation of all key stakeholders.

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## Activities of ENTIRE

### ***Where does change start. A brief report on ENTIRE's ongoing activities.***

#### **How to trigger change? How do we believe people change?**

These burning questions initiated a very passionate discussion on how people believe change happens. It helped to become aware of the different dimensions of change that need to be taken into consideration for Stakeholder Dialogues as an approach to societal and global change.

20 participants coming from Algeria, Egypt, Lebanon, Morocco, Palestine, Tunisia, and Jordan came together to learn and exchange experiences about Stakeholder Dialogues in Integrated Water Resource Management during a workshop held in Amman from 17th to 20th May, 2015. This was the last of three trainings that ENTIRE offered to build capacity of ACWUA's and RAED's member organizations on participatory stakeholder dialogue approach.

During the 4 days the Dialogic Change Model, center of the Collective Leadership Institute's approach, was introduced and applied directly to the participant's cases as a methodology to design Stakeholder Dialogues towards fostering engagement and collaboration in a system.

The latter was complemented with practical tools and exercises, such as the dialogic practices, initial process design, and process monitoring. The best practice exchange brought by the German Water Partnership experts related to the Project "Spree 2011" provided insights on how a complex initiative,

such as wastewater treatment to improve water quality of the Spree River in Berlin, copes with urban development and involves collaboration with 'big' stakeholders. The second best practice was related to the use of solar energy in Berlin for water supply.

According to the feedback provided by the participants, 93% of the respondents mentioned that the training will make a difference for their work with stakeholders in IWRM. The best practice exchange component of the training provided them with the opportunity to learn from each other's experience and to get new ideas. 100% of the respondents indicated likewise that they would consider adopting this training into the capacity building portfolio of their organizations, since a proven methodology for stakeholder collaboration and communications skills is necessary to complement their technical know-how to bring about change.

#### **What is next?**

In order to enable our partners' networks to deliver training programs for the implementation and monitoring of stakeholder dialogue processes, in August a Train the Trainer course will take place in Cairo, Egypt. For this purpose, at least 20 ENTIRE alumni will be invited to join and develop their skills further.

A **final networking event** will take place afterwards to socialize the project results. During this closing event some of our participants will have the opportunity to present their stories (change processes) applying the Dialogic Change Model.



## IWRM Open Zone

### **Pascale EL DIB**

An interview with our alumna Pascale EL DIB, who attended our third training on 'Working with Stakeholder Dialogues in Integrated Water Resource Management, held last May in Jordan. She currently works as Project Officer at the Lebanon Eco Movement\* and is Environmental Negotiations Expert with specialization in water, waste and climate change.

*- What is your change initiative about?*

Lebanon Eco Movement (LEM) is a large network of environmental organizations and associations joining around sixty NGOs from all Lebanon having a wide range of expertise in achieving positive change in the environmental field. It was established in 2012.

The LEM aims at preserving the Lebanese natural and cultural heritage through encouraging local communities to engage in preservation of natural resources and comply with international conventions and governmental agreements signed to date. They focus equally on raising environmental awareness and advocating on decision makers. LEM works with leaders and local society with the support of a scientific group.

Lebanon is one of the water-rich countries in the region; however, as a result of climate change, it is foreseen that the precipitation will decrease gradually in the Middle East in the coming years. This situation is pushing countries to work and develop strategies together in order to avoid water crisis.

The Lebanese government has taken the initiative and developed a strategy for water management identifying several solutions, which included dam projects.

The Lebanon Eco Movement has deliberately planned and started the implementation of an environmental project that tackles the interaction between water, waste and climate change. The overall goal of the project is, on the one hand, to empower civil society and municipalities towards increasing awareness and adapting sustainable ways to manage water and waste. On the other hand, it pursues to stop the construction of random dams and adopt sustainable solutions to fight future water scarcity, such as reusing home water in irrigation, collecting rain water and drilling underground water - among others.

*- Which challenges related to Stakeholder Collaboration are you facing currently?*

*The project implementation is facing several challenges since we interact with several stakeholders, mainly at the local level. The challenges are related to inclusiveness, ownership, credibility, engagement, and goal and process clarity, among which we can mention:*



1. *The absence of an effective role for local communities in some areas where the dams will be built, which does not help to constitute enough pressure to stop the construction of such dams.*

2. *Lack of awareness among local communities about the impact of dams.*

3. *Disrespect of and reluctance in implementing environmental laws.*

*Why do you think Stakeholder Dialogues are important for your initiative?*

We are targeting different local stakeholders and getting them involved is essential for a good dialogue. We are also aware of the importance of leveraging their interest and strengthen them with the methods and tools to influence decision making and authorities in the private and public sphere.

Expertise in stakeholder collaboration and skills for engaging others can make a big contribution to achieve these goals.

*How do you think the Dialogic Change Model can help you in your work?*

During the training I realized that there are several steps that we have taken already in our work that are also considered by the Dialogic Change Model. Though there are still some elements that we should consider in order to improve the outcomes, fulfill our main targets and, therefore, accomplish higher achievements to LEM in the future.

I am looking forward to attending the 'Training the Trainers' workshop to improve my knowledge on Stakeholder Collaboration as well as facilitation skills based on the Dialogic Change Model approach. This will have a positive impact in our network when transferring the knowledge and skills learnt.

\*To read more about the Lebanon Eco Movement (in Arabic): <http://www.lebanonecomovement.org/>

## Call for Best Practices

### **WE WANT YOUR PROJECT STORIES!**

ENTIRE is looking for best practices in implementing Stakeholder Dialogues in the Water Resource Management context.

Do you have an interesting or challenging case that you believe will help others advance their understanding in water resource management? Please share your experience with us.

***Since the participatory approach is crucial in performing IWRM, many water projects already involve bottom-up approaches and stakeholder dialogues.***

Our aim is to promote and explain step-by-step and phase-by-phase how a successful stakeholder dialogue takes place in the area of water resource management.

Project locations should be Algeria, Egypt, Jordan, Lebanon, Morocco, Palestine, Syria and/or Tunisia. It can be a small/ large-scale project or any other relevant project that you are interested or involved in.

Case topics:

- Integrated Water Resource Management,
- Water Governance,
- Participation in Water Resources Management,
- Water Dialogue and
- Water Conservation.



Tell us about the challenges you faced and successes achieved so far. Selected cases will be showcased on our website, which will be available in Arabic and English.

We encourage you to submit your case online:

<http://entire.collectiveleadership.com/sample-page/call-for-cases-survey/>

### **To apply:**

1. Simply fill in the online form
2. The provided information will be analyzed and we will contact you back
3. An interview will be conducted to deepen our understanding on your case and apply the Dialogic Change Model as tool for analysis
4. You agree on the final text and provide us with pictures and further information
5. Your project story is online!

### Arab Water Week

In January 2015, the 3rd Arab Water Week (AWW) celebrated 5 years of achievements for the Arab Countries Water Utilities Association (ACWUA) since the launching of its activities and the establishment of the Secretariat office in Amman, Jordan. The event, hosted by the Government of the Hashemite Kingdom of Jordan and represented by the Ministry of Water & Irrigation, focused on «Innovations & Sustainable Solutions for the Water Sector in the Arab Region».

The 3rd AWW was distinguished for the richness of content, diversity of participants and the variety of activities; the conference agenda included 28 specialized sessions presented by 98 selected speakers. The presentations were interspersed with discussions, exchange of knowledge, introduction to new solutions and technologies, and exposure to projects and experiences implemented in the region, for the aim of adopting and disseminating of best practices in the region. ACWUA, as the only representative for Arab water utilities in the region, established new partnerships with regional and international organizations

and signed strategic agreements during this event.

ACWUA's technical working groups (TWG) and task forces (TF) produced a significant number of reports, case studies and guidelines, as well as relevant publications. More activities included TWG meetings on: Public Awareness, Utilities Management, Utilities Reform, and Energy Efficiency. This in addition to 2-day training courses on Water Integrity by SIWI and on Ground Water Modelling in Arid Regions by DHI.

Several workshops on Regulatory of the Water Sector in the Arab Region, supported by the European Bank for Reconstruction and Development (EBRD), and a workshop on Non-Revenue Water by USAID ACWUA served as a regional platform for international exchange of knowledge to provide best practices and capacity building to staff utility members, experts and professionals.

To read more:

<http://www.acwua.org/news/arab-water-week-news-bulletin>



**Water and Development Congress:  
Water Security for Sustainable Growth**

Actions towards solving water security problems in each country of the Middle East and North Africa region could be the driver for greater regional cooperation and peace building efforts. Many of the water issues faced by the Arab World Region are experienced in countries around the globe.

From October 18th - 22nd 2015, the International Water Association will hold the Water and Development Congress & Exhibition in Jordan, bringing an international gathering of water professionals to the region to debate and explore water challenges and solutions.

The International Water Association (IWA) and the Arab Countries Water Utilities Association (ACWUA) signed a Memorandum of Understanding (MOU) establishing ACWUA as the IWA's partner organisation in Jordan.

Building on previous Water and Development Congresses, it is expected that over 1200 participants will gather in Jordan from more than 80 countries worldwide. The Congress will attract thought leaders from across the water sector, including researchers, technology companies, policy makers, financial institutions, non-governmental organisations, water utilities and business leaders.

The event focuses on cooperation around innovations that connect science, technology and practice. These efforts require different types of actors to work together, e.g. local governments working with NGOs, and private companies providing cutting-edge technical solutions; international NGOs working with national governments and policy advisors to propose updates

in institutional arrangements and regulations –among others.

***What is the water future we want to see by 2030?***

The Water Summit will challenge participants to answer some key questions facing our water future.

Joining diverse and dynamic roundtables of peers from different sectors and disciplines, participants will brainstorm opportunities for transformative water solutions that they will then pitch to the room.

Key topics for the Congress will include:

- From Water Conflict to Cooperation and Development
- Turning the Tide on Water Resources
- Rapid Urbanization as Driver for Sustainability and Resilience.
- New Business Models for Water and Sanitation Services
- Water & Cleantech as Opportunity for Growth and Development
- Growing Professional and Sector Wide Capacities

The event offers various ways to contribute, such as submitting a paper, becoming a strategic partner, exhibiting, sponsoring or joining the discussion as a delegate.

For more information on the Water and Development Congress & Exhibition please visit

[www.iwa-network.org/WDCE2015/congress/](http://www.iwa-network.org/WDCE2015/congress/) or [http://iwa-network.org/WDCE2015/wp-content/uploads/2015/08/IWA\\_Jordan\\_Registration\\_Brochure\\_pages\\_noform.pdf](http://iwa-network.org/WDCE2015/wp-content/uploads/2015/08/IWA_Jordan_Registration_Brochure_pages_noform.pdf)

## The Partner's Corner: GWP

### **Solutions to global water challenges – made in Germany**

The German Water Partnership (GWP) is a joint initiative of the German private and public sectors, combining commercial enterprises, government and non-government organisations, scientific institutions and water-related associations. The network is supported by five federal ministries: the Federal Ministry for Economic Affairs and Energy; the Federal Foreign Office; the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety; the Federal Ministry of Education and Research; and the Federal Ministry for Economic Cooperation and Development.

GWP is a central coordination and contact office of the German water sector serving foreign partners and clients. Its head office in Berlin collects and coordinates information about innovations, activities and services of its members. Currently GWP unites roughly 350 members from industry, research and politics. They are the central contact for all enquiries with the German water sector, covering all its fields: from research institutes over consultants, equipment manufacturers and construction companies to public utilities, private operators and associations.

The fundamental aim of GWP is to make the outstanding German engineering, know-how and experience in the water sector easily available to partners and clients all over the world. Within the framework of the ENTIRE Project, GWP is responsible for contributing to the workshops and networking events with best practice examples from the German water sector.

### **Background**

Germany has more than 150 years of experience in successful water management. Efficiency in plant engineering, consulting

and operation is complemented by unparalleled expertise in scientific research, education and training, and by high levels of institutional and administrative knowledge.

According to the German Engineering Federation (VDMA), Germany is the biggest exporter of water and waste water technology worldwide.

GWP looks forward to transferring this efficiency and high standard in water treatment and management to any region in the world that needs help solving the present and future water problems, including those caused or aggravated by climate change, population growth and desertification.

The German Federal Ministry of Economic Cooperation and Development (BMZ) supports German Water Partnership in a strategic partnership - through exchanging information and identifying joint fields of cooperation and action e.g. water scarcity in the MENA region.

Since 2011 the capacity of GWP has been strengthened to inform its members and local partners of GWP members about BMZ programmes supporting the private sector. The advisory service comprises offers from the BMZ and other German ministries as well as international institutions.

Cooperation with the private sector is a key element of the German Development Cooperation.

To learn more:

<http://www.germanwaterpartnership.de/en/gewp-allgemein/about-us/index.htm>