



WEEKLY KSG Bulletin

21st-27th September, 2024

First Masterclass for PSs sets pace for Customer Service Excellence



Hon. Justin Muturi, EGH, CS Ministry of Public Service and Human Capital Development with Principal Secretaries and CEO Huduma Kenya CPA Ben Kai Chilomo as well KSG DG Prof. Nura Mohamed. Together with them are officials from KSG and Huduma Kenya.

BY TABITHA KEMUNTO

On September 20, 2024, the Kenya School of Government in collaboration with Huduma Kenya organized and rolled out the First Masterclass for Principal Secretaries that sets the pace for Customer Service Excellence in Public Service.

The collaboration between the two organizations is set to revolutionize public service delivery, ensuring every Kenyan receives timely, efficient, and respectful services.

The event brought together Principal Secretaries from various ministries and was opened by Hon. Justin Muturi, EGH, Cabinet Secretary, Public Service and Human Capital Development.

This program which was first launched on June 13, 2024, targeted the PSs as the pioneer class as Heads of their State Departments. It is anticipated that once they are inducted on the importance of the program they would be able to mobilize and release their officers to undertake the various training programs in Customer Service targeting various cadres and professions.

In his speech that was delivered on his behalf by Principal Secretary for Public Service, Mr. Amos Gathecha, the Chief of Staff and Head of Public Service Mr. Felix Koskei underscored the critical role that the CSE project will play in raising the quality of public service delivery in Kenya. He

HIGHLIGHTS

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First Masterclass for PSs sets pace for Customer Service Excellence



Hon. Justin Muturi, EGH (2nd right), PS Amos Gathecha, 'ndc' (K) EBS, Prof. Nura Mohamed, EBS, and CPA Ben Kai Chilomo arrive for the MasterClass for the First Masterclass for PSs for Customer Service Excellence in Public Service at the Kenya School of Government.

stated that the CSE Training will establish a public service that is skilled, professional, and compassionate in its treatment of citizens.

Indeed in today's rapidly evolving public service landscape citizens increasingly expect government agencies to provide the same level of responsiveness, efficiency, and professionalism that they encounter in the private sector. To meet these demands, public officers must be empowered with competencies, skills and knowledge necessary to offer the highest quality of service. There is no two way about it!

To realize the full potential of this transformative journey, Mr. Koskei issued two key directives: First, that the Customer Service Excellence Training be mandatory training for all employees of Government.

Principal Secretaries are expected to plan and allow officers to attend this training that

will enable them gain skills required to serve citizens with the highest standards of professionalism.

Secondly, that all Ministries, Departments, and Agencies (MDAs) will continuously allocate the necessary budget for the CSE training. This investment is central for empowering public servants to deliver exceptionally.

Mr. Koskei stressed that by championing the CSE principles, public servants will contribute to a responsive, accountable, and excellent public service, ultimately playing a critical role in Kenya's Bottom-Up Economic Transformation Agenda (BETA).

Hon. Justin Muturi, Cabinet Secretary, Ministry of Public Service and Human Capital Development, emphasized the importance of the CSE effort in the larger context of changing public service delivery. He emphasized that this initiative is an important part of the government's efforts to align public services with the BETA agenda, ensuring that public servants are well-equipped to support economic activities, streamline service delivery, and foster an environment conducive to growth and development.

Hon. Muturi added that, despite continued austerity measures, investing in the CSE program is necessary. "Skilled public servants are the foundation of efficient governance, and training is essential for preserving service quality," he said,



First Masterclass for PSs sets pace for Customer Service Excellence



Participants at the Masterclass held on September 20, 2024.

emphasizing the value of CSE training for all government personnel, regardless of cadre, in order to attain consistency and quality in service standards.

Mr. Amos Gathecha, Principal Secretary for Public Service, is keen on the CSE training that will cultivate a culture of accountability and service quality. He admitted that the program's success is dependent on the Principal Secretaries' leadership and dedication to upholding the principles specified in Article 232 of the Constitution of Kenya, which focuses on integrity, efficiency, responsiveness, and accountability in public service.

Mr. Gathecha encouraged Principal Secretaries to set a good mood and standards in promoting CSE ideals, ensuring that every engagement with citizens has a positive and lasting impact. "Providing public services not only meets Kenyans' wants but also contributes to the country's economic change by increasing faith in government institutions" he noted.

KSG Director General Prof. Nura Mohamed and CPA Ben Kai Chilumo, CEO of Huduma

Secretariat gave the overview of the Huduma-KSG CSE Training Framework. Prof. Mohamed provided the background of the coming together of the two organizations to institutionalize the CSE training framework. He also outlined the programs offered that include CSE Program for Executives; CSE Program for Senior Managers; CSE Program for Quality Standard Assessors; CSE Program for Technical Officers and CSE Program for Frontline Officers.

He said that these programs are offered at different durations targeting various cadres that should in general prepare organizations to embracing customer service excellence, and embed it as an organizational culture; and also equip officers with attitudes and ability to

ensure compliance with customer service excellence standards.

The Master Class appreciated the content and knowledgeable facilitators that were carefully selected with a combination of scholarly knowledge and practical senior level public sector experience such as Mr. Joseph Choge, Chairman, Institute of Customer Experience on Customer; Dr. Wale Akinyemi, A renowned facilitator and motivational speaker who talked about the Kenya Public Service Culture Transformation; Dr. Milton Otwoma, Management Consultant and Dr. Fatuma Hirsi Mohamed CBS, FPRSK, Communication Specialist and Certified Executive Coach.

With this Master Class having set the pace in Customer Service Excellence, it is anticipated that the other programs will provide officers that care about uplifting the Public Service; ensuring remarkable and practical implementation, cultivate skills for adept task execution, and promote professional integrity, ultimately fostering public trust and institutional pride. The Programs aim to cultivate a citizen-centric attitude and promote professional objectivity.



Officers at registration desk at the Masterclass held at the School

Customer Service Excellence – First Masterclass for PSs



"Excellence is never an accident. It is always the result of high intention, sincere effort, and intelligent execution; it represents the wise choice of many alternatives - choice, not chance, determines your destiny."

-Aristotle.

President Ruto Meeting NGAO- Nairobi Region



H.E. President William Samoei Ruto, accompanied by Deputy President H.E. Rigathi Gachagua, presided over the adoption of a multi-agency approach for implementing the Climate WorX programme, aimed at enhancing efforts to restore the environmental ecosystem. The goal is to ensure that Nairobi, as both the capital city and the world's environmental headquarters, remains green, clean, and leads in conservation efforts. The meeting was held at the Kenya School of Government in Lower Kabete.

Official Launch of the NPS Reforms Strategic Framework



H.E. President William Samoei Ruto, officiates the launch of the Strategic Framework for the Implementation of Reforms in the National Police Service, Kenya Prisons Service, and National Youth Service at the Kenya School of Government, Lower Kabete. The initiative aims to reform, equip, and motivate law enforcement officers, ensuring a professional and integrity-driven security service capable of safeguarding Kenya's security.

Capacity Building for Regulatory Agencies Concludes with Calls of High Expectations



Course participants of the three day Capacity Building Program for Chairpersons, Board Members, and CEOs of Regulatory Authorities and Agencies together with facilitators from the Kenya School of Government.

BY GLENN LUMITI

As the curtains closed on the three-day Capacity Building Program for Chairpersons, Board Members, and CEOs of Regulatory Authorities and Agencies, participants left with renewed insights and strengthened commitment toward advancing the public service.

The program, held at the Kenya School of Government (KSG) Mombasa Campus, marked a significant milestone in the continuous professional development of senior officials tasked with overseeing key regulatory bodies in Kenya.

In attendance at the program were: Dr. Linda Musumba, Head of Audit, Legal, and Regulatory Compliance at the Office of the Chief of Staff and Head of Public Service, and Dr. Rukia Atikiya, the

Acting Campus Director of KSG Mombasa. Together, they emphasized the importance of collaboration, resource mobilization, and monitoring and evaluation in improving regulatory functions, with the ultimate goal of transforming service delivery in Kenya.

Her remarks, Dr. Atikiya reflected on the purpose of the program and the broader agenda of enhancing the Kenyan economy through sound regulatory practices. She explained that this training was part of a strategic vision spearheaded by the Head of Public Service Mr. Felix Koskei together with Professor Nura Mohamed, Director-General of KSG. The goal, according to Dr. Atikiya, is to "rethink how we prepare and turn around this economy in line with Kenya Kwanza's BETA plan." Regulatory authorities play a

functional role in shaping the country's economic landscape and driving development through effective service delivery, it is therefore pressing to embrace resource mobilization as a key element of their operations, especially given the financial constraints many face. To address this, KSG has developed a specialized five-day Strategic Resource Mobilization Program for leaders of public institutions to generate additional resources beyond government allocations.

Additionally, Dr. Atikiya hinted at plans to conduct a survey, to assess any capacity gaps within agencies. These insights would then guide interventions and form the basis for discussions at a larger conference planned for April the following year.

In a visionary statement, Dr. Atikiya expressed her hope that Kenya's regulatory bodies would

Capacity Building for Regulatory Agencies Concludes with Calls of High Expectations

aspire to follow in the footsteps of global leaders such as Singapore and China, whose economies have flourished due to efficient governance structures.

Dr. Atikiya closed by inviting participants to attend the inaugural Schools of Government Conference, scheduled for October 2024, which will bring together representatives from the region. The conference aims to explore how schools of government across the region can contribute to economic transformation and governance excellence.

Dr. Linda Musumba, representing the Office of the Head of Public Service conveyed a message from the Head of Public Service, which centered on five key points that would shape the direction of Kenya's regulatory framework going forward.

It was underscored that every agency has a critical mandate that contributes to the welfare of Kenyans. "Our work should be evident and visible; the people of this country have high expectations from the Kenyan fund administrator." This statement was a reminder that public trust and confidence in government institutions hinge on their effectiveness and transparency.

Focusing on leadership within these institutions, Dr. Musumba emphasized the need for continuous mentorship and collaboration among Boards and senior executives to foster a culture of harmony and efficiency. "It is essential to work



Dr. Linda Musumba of the Office of the Head of Public Service.

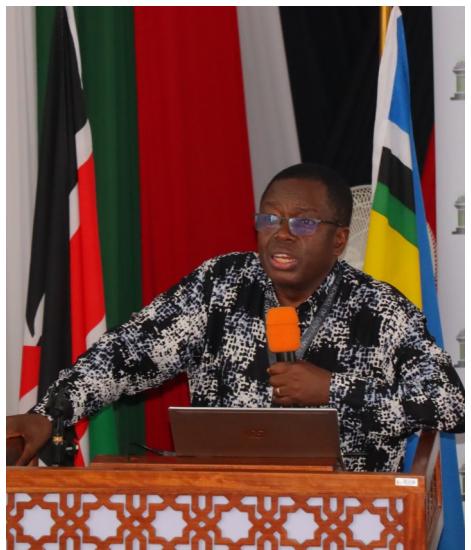
together to deliver results collectively, while also mentoring the younger generation within organizations," she said. This approach would create a sustainable leadership pipeline that could support the long-term goals of regulatory bodies.

As the program came to a close, it was evident that the three days had not only provided valuable training but also sparked conversations around the future of Kenya's regulatory framework.

Collaboration between KSG and the Office of the Head of Public Service is expected to continue, with both institutions offering ongoing support to regulatory authorities through capacity-building programs, mentorship initiatives, and strategic resource mobilization efforts. The upcoming Schools of Government Conference presents yet another opportunity for further partnership, knowledge exchange, and professional development.

With strong leadership, clear mandates, and a shared commitment to the whole-of-

government approach, Kenya's regulatory bodies are poised to play a pivotal role in driving the country's economic transformation. The Capacity Building Program may have ended, but the journey towards building a more efficient and effective regulatory environment has only just begun.



Mr. Simon Angote of KSG facilitating a session at the Capacity Building of the Regulatory Agencies

Capacity Building for Regulatory Agencies



Right: KSG Director General Prof. Nura Mohamed follows proceedings of the Capacity Building for Regulatory Agencies while on the left Mr. Andrew Rori, Deputy Director Academic Affairs facilitates a session.



Right: Ms. Susan Chesang, a KSG facilitator with course participants after the training Left: Dr. Rukia Atikiya, Ag. Campus Director of KSG Mombasa.



KSG Mombasa Choir were there to entertain guests during Capacity Building for Regulatory Agencies that was held at the Campus.

From Intern to Director General: KSG Shaped Me

BY SHARON NGINA

Meet Mr. Mustafa, the Director General of the Ministry of Interior, Local Governments, and Reconciliation (MOLGR), who attributes his success to the training he received at the Kenya School of Government.

The Bulletin Team had a chat with him, and this is his journey

Tell us about your professional journey.

I started as an intern in a program by the UN Joint Programme on Local Governance, which allowed me and other Somali youth to volunteer, with the possibility of being considered for a job upon completion of the program. I was seconded to the Ministry of Interior, where I am currently.

Later, I became the Departmental Director at the Ministry of Finance. In 2018, I became the Director General at the Ministry of Constitutional Affairs, and I am now the Director General at the Ministry of Interior.

When did you first engage with KSG, and what training have you undergone so far?

In 2017, I attended a one-week course on Public Financial Management. In 2018, I took part in a two-week course on Public Administration and returned the same year for a general course on Public Ethics.

In 2023, I completed the 6-week Strategic Leadership and Development Program.

How did the training at KSG shape your approach to governance and public service?

The training significantly changed my attitude toward being a public servant. I learned that it is not just about doing the job well; rather, serving the people is the core of the role. I gained valuable insights into training my team, the art of delegation, and ensuring that the office functions smoothly even in my absence. I also learned the importance of institutionalizing processes rather than personalizing work.

What are some of the challenges you faced in your professional journey, and how did you overcome them?



Mr. Mustafa, Director General of the Ministry of Interior, Local Governments, and Reconciliation - Somalia

I come from a context where clan influence is significant, and there are various political dynamics at play. The training I got shaped me professionally and empowered me with the knowledge that I could share with my community. Over time, they began to accept some of the reforms I proposed and started supporting me. As the reforms proved effective, their confidence grew, and they returned for more insights. The programs taught me how to navigate these challenges and the different approaches to take in addressing them.

What are some of the valuable lessons you gained?

Critical thinking; how to think outside the box, and the ability to translate what I have read into actionable steps without merely copying others' styles. I also embraced patriotism, which involves making the best of my circumstances and maintaining a positive attitude. Additionally, I developed skills to tackle the challenges that come with this position.

Were there any administrative strategies you learned that you have implemented in the Ministry of Interior?

Yes, many. I have implemented the Standard Operating Procedure, Organizational Strategy, Communication Strategy, and Strategic Transformative Leadership.

Notably, our gender mainstreaming efforts have resulted in 10 out of 21 positions being held by women in the South West State.

Do you feel that the curriculum at KSG is relevant to the challenges faced by government officials, especially in Somalia?

One of the strengths of KSG is that its curriculum is highly relevant to many African countries, as the challenges we face are often similar. This connection makes it easier to implement the training and apply it flexibly throughout one's professional journey. The constant review of the curriculum ensures that it stays current in terms of content and the challenges being addressed, making it relatable to almost everyone.

For example, the Ministry of Interior in my state encounters challenges similar to those faced by the Kenyan Ministry. As a leader, I also gain from other leaders in different regions.

Did your time here help you build a network of professionals?

Yes! I have forged lasting friendships and connected with fellow professionals whom I consult regularly. I also receive invitations to various professional events, including the Africa School of Government Conference in October, organized by KSG. Once you attend KSG, you become part of a family; regardless of the specific training you undertook, we all bond over the time we spent at the School.

Would you recommend KSG training to others?

Yes, I would recommend it not only locally but also internationally. I am currently sourcing donors to collaborate with so that we can secure funding for capacity building and curriculum review to be conducted by KSG.

Parting shot:

Find a good boss, not just a good job. A supportive boss will empower you and help you grow while challenging you to improve. In today's evolving world, digital skills are essential – don't get stuck in the analog era. Good interpersonal skills are crucial for maintaining your position, and, lastly, strengthen your relationship with God.

Choose KSG Matuga; Try out the Dongo Kundu Express



A section of the hostels at the Matuga Campus.

By KEFFAS MUTETHIA NYAMU

We would not tire extending an invite to you at the Kenya School of Government (KSG) Matuga Campus that is located in the heart of Kwale County on Kenya's scenic south coast. KSG Matuga offers more than a traditional classroom experience—it's a holistic learning destination that merges training, research, consultancy, and advisory services with the natural beauty of the region, superb hospitality, and exciting coastal adventures.

Wherever you go, people like accessibility that is convenient and for this Matuga is reachable through air, water, rail and road through the new Dongo Kundu Bypass. As such, reaching KSG Matuga has never been so easy, multiple routes now make travel both flexible and useful. A key

development is the newly opened Dongo Kundu Bypass, which significantly shortens the journey from Moi International Airport and the SGR Mombasa Terminal, offering a seamless route to Kwale. The bypass eliminates the congestion from Mombasa town, giving you a

smooth, scenic drive directly to Matuga.

For air travelers, Ukunda Airport provides quick access, with Diani Beach nearby and a short drive to the Campus. Moi International Airport also serves both local and international flights, enhancing convenience for participants from around the globe.

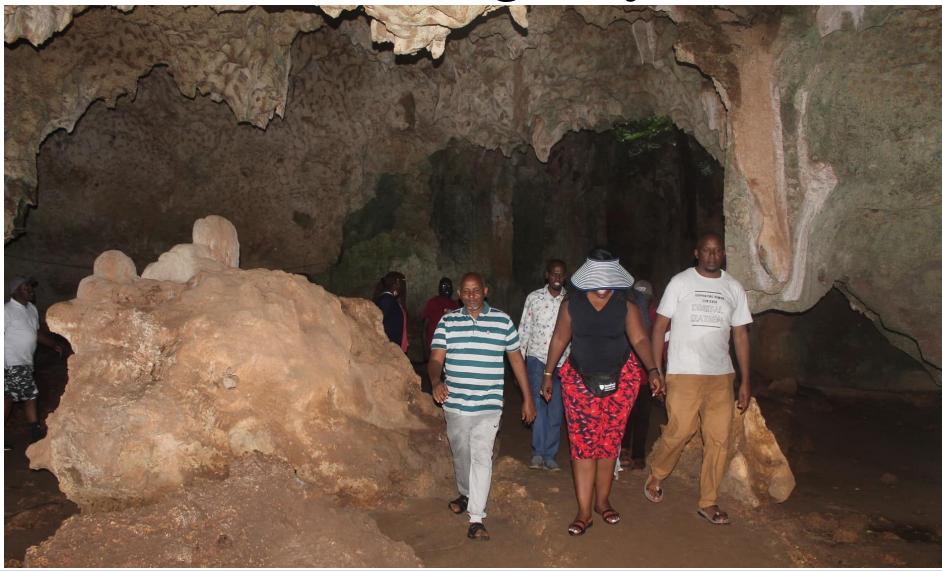
While the Dongo Kundu Bypass is a modern marvel, do not overlook the Likoni Ferry; a scenic option that remains a choice for many. Traveling by ferry offers magnificent ocean views and a relaxed, refreshing pace that connects participants to the coastal environment before they even reach Campus.

Those traveling by rail will enjoy a ride in the Standard Gauge Railway, which offers comfort and spectacular landscapes filled with the wild animals and the hills and varied lands of Kenya. It is now also easy to connect to Matuga



The Dongo Kundu Express Way.

Choose KSG Matuga; Try out the Dongo Kundu Express



Participants from a past cohort visiting the Shimoni Caves in Kwale.

from the Miritini Railway via the new bypass.

Whichever option you choose, your journey to KSG Matuga is part of the unforgettable experience.

The Campus is a sanctuary where learning takes place amidst lush greenery and towering trees and the proximity to Diani Beach means that the Campus enjoys a constant flow of cool, refreshing ocean breezes, enhancing comfort throughout the year.

This blend of nature and academic life allows for a better learning experience. The green surroundings and fresh air not only refresh the mind but also create a sense of peace that enables deeper concentration and reflection. It is indeed a place, free from the distractions of urban life, making it perfect for immersive learning.

Furthermore, at KSG Matuga, learning extends beyond the walls of the classroom. Participants have the opportunity

to embark on enriching excursions to Kenya's coastal treasures. One highlight is a trip to the Wasini and Shimoni Islands, where crystal-clear waters, coral reefs, and dolphin sightings await. These excursions offer a perfect balance between relaxation and exploration, giving participants a chance to recharge while discovering Kenya's hidden natural gems.

For history enthusiasts, a visit to Fort Jesus in Mombasa provides a deep dive into the

region's past. As you walk through the ancient fort's corridors, you feel connected to the historical forces that shaped Kenya's culture and identity. These excursions are designed to broaden perspectives, making your time at KSG Matuga a journey of both professional and personal growth.

KSG Matuga offers more than just academic advancement as it provides a full, enriching experience that blends top-tier training with the coastal charm of Kenya's South Coast. Once at Matuga, you will experience the outstanding hospitality, natural beauty, and opportunities for adventure create a learning environment and your time at KSG Matuga will leave you with lasting memories. Choosing KSG Matuga means choosing to grow not just professionally, but personally, in an environment designed to nurture your mind and soul. It is for sure a destination where every moment contributes to your success.

Welcome to KSG Matuga!



A section of dishes served during the Kikuyu Cultured themed lunch.

Book Your Slot!

1st Africa Schools of Government Conference

Theme: Advancing Public Sector Excellence through Capable Institutions and Transformed Leadership in Africa

 October 22-25, 2024

 KSG Mombasa

Fees in USD:



Kenyans- 400

Non-Kenyans- 500

Ph.D candidates - 200

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Change for Organizational Development and Strategic Growth



By Elmi Bashir

Change is not event; it is a process

- Cheryl James

Change is inevitable; growth is optional

- John Maxwell

There is nothing permanent except change

Heractilus

These and more quotes illustrate that change in life is the one constant that must be anticipated. In an organization for example, it is not only limited to human resource and job restructuring, it is far reaching and a desired process since without change there cannot be strategic growth.

Let us focus on the organization; It is good to note that, that change may appear to be disruptive in nature, it also serves as a tool for progression, means for achieving compliance to new standards set by government and regulatory institutions and as a source of consolidating existing but divergent resources such as our human resources in to a single source synergy that spurs and accelerate organizational development for strategic growth and also tap into emerging and

new innovations in the sectors we operate within. As a matter of fact, change may not happen in a vacuum and no one operates in a vacuum in this contemporary world.

Change is important and needed. The purposes for new change serves as a compliance tool to meet current institutional demands and ideals harmonize existing policy frameworks and act as a catalyst for the development of new strategies to meet evolving and dynamic targets.

Contrary to popular belief, change does not happen as a random phenomenon, but is actively sought by those in authority and the leadership in control. It is at the epicentre of leadership to make certain that missions, visions and strategic goals are achieved in the most efficient, effective and sustainable matter. The relevance of the modern leader is in his or her ability to use change as a tool of management.

Though the leadership may understand the pivotal role of change as a tool of management, the vast majority of employees may not be able to grasp the logical and practical part of it, due to the fact that change triggers the inherent fear of losing the "status quo"; an irrational emotional response not aligned with the logical and consequential need for change.

A pragmatic and open mind-set is needed to understand the fundamental principle of change at an organizational level.

The management in place must always be eager to demystify negative speculations about the intended changes, give assurance to employees about the cumulative benefit of the changes

and train the staff on how to manage any new roles or expectations brought about by the changes.

An organization is a going concern which means it must operate like a sustainable project and must be forward-moving in nature. Therefore, change acts just like the gear levers in a car for it to be moving forward as a system within a larger ecosystem.

The accrued benefits from internal changes may include; productivity, synergy, effective cost to benefit ratio, increased employee motivation and remuneration, enhanced policy making processes, good governance and ethical conduct and compliance with national and international standards.

The true element of leadership is also seen during changes since a pragmatic leader is one who uses his or her power and influence to wield change as a tool for charting new territories and taking the organization and the employees in to a new horizon of possibilities in terms of productivity, revenue growth, proper linkages, shared prosperity and strategic expansion.

As a diligent employee, one is expected to give the leadership and management the support needed to make the change implementation process seamless and less costly in terms of negative publicity associated with the changes. It is the duty of a patriotic employee to safeguard the reputation and credibility of his/her organization.

In conclusion, change is imperative and understanding that change is constant but is not always linear is also key part in the process of change management.

Weekly Activities across our Campuses



The Ag. Director General of the Foreign Service Academy (FSA) Amb. Paul Ndung'u and his team today paid a courtesy visit to the Director General of the Kenya School of Government (KSG), Prof. Nura Mohamed. The visit aimed to explore potential partnership opportunities between the two institutions, focusing on enhancing the capacity of diplomatic personnel. KSG Director Academic Affairs Dr. Josephine Mwanzia, Director Linkages & Collaborations Dr. Prisca Oluoch, and Deputy Director Learning and Development Dr. Robert Ng'ang'a were present at the meeting.



Activities across our Campuses



A delegation from Wuhan University of Science & Technology, People's Republic of China, visited the Kenya School of Government and met with Director General Prof. Nura Mohamed. The discussions focused on potential collaboration in research and staff exchange programs. The delegation was led by the university's president, Mr. Xu Yanbing. From KSG, along Prof. Mohamed were; Dr. Prisca Oluoch, Director Linkages and Collaboration, Dr. Julia Ameru, Manager Library Services and Ms. Njoki Gichuru, Researcher at the Linkages and Collaborations.



Dr. Rachel Ngesa, Director Learning and Development, Lower Kabete (1st seated from right) at the TRIINK project workshop at Weston Hotel for a two day forum. It was organized by the Frontier Counties Development Council (FCDC). It seeks to improve equity in development and service delivery in marginalized regions.

The School at Kabarnet Agricultural Society of Kenya Show



The School has scooped two awards at the just concluded Kabarnet Agricultural Society of Kenya Show.

The Governor, Baringo County, H.E Benjamin Cheboi, awarded the trophies to the School alongside other institutions that won in different categories.

During the exhibition, KSG emerged position one overall as the best tertiary level education institution stand other than university. The School also ranked position two as the best Education and Research institution that interpreted the current show theme. Special thanks to our team led by Deputy Director Mr. John Napoo for showcasing our services and educating members of the public about the mission of the School which is to contribute to the transformation of the public service by inculcating national values and developing core skills and competencies for quality service delivery.



Leadership Lesson

Effective leadership is putting first things first. Effective management is discipline, carrying it out.

leadership is about setting the right priorities, while management is about ensuring those priorities are achieved through discipline and execution.

Both are essential for success.

Stephen Covey

Have your say



Masinde Luke NdewaMoh

Competency is a key component in the workplace, since it encompasses the skills, knowledge, and abilities required to perform tasks effectively in correct ratio. Competent employees contribute to higher productivity, better team dynamics, and improved overall performance. Blessed Friday.

Humour

When the client wants to combine options 1 and 2



Word of the Week

Isaiah 12:2

Surely God is my salvation; I will trust and not be afraid. The LORD, the LORD himself, is my strength and my defense ; he has become my salvation.

Baringo Campus

Senior Management course No 195/2024 (Online)	5th August -27th September, 2024
Strategic Leadership Development Program No 439/2024(Online)	September 2nd -November 8th,2024
Induction Course for Newly Recruited Immigration Officers 001/2024	26th August-18th October, 2024
Senior Management course No 195/2024 (Online)	5th August - 27th September, 2024
Strategic Leadership Development Program No 439/2024(Online)	2nd September – 8th November, 2024
Induction Course for Newly Recruited Immigration Officers	26th August - 18th October, 2024
Strategic Leadership Development Program-No 431/2024 (Online)	23rd - 27th September, 2024

Embu Campus

Senior Management Course No.223/2024	16th September - 11th October, 2024
Senior Management Course Online No.222/2024	26th August — 18th October, 2024
Diploma in Social Work No. 44/2023	6th March – 7th March, 2025
Management Course for Office Administrators	2nd - 27th September, 2024
Management Course for Office Administrators	2nd - 27th September, 2024
Complaints Handling in an Automated Environment-NTSA	16th - 27th September, 2024
Strategic Leadership Development Program No 436/2024	5th – 11th October 2024
Government Protocol Etiquette & Event Management (The Judiciary)	23rd – 27th September, 2024
State Department for Diaspora Affairs workshop	23rd -27th September, 2024
The Judiciary Workshop	23rd-27th September, 2024
Web Design and Development workshop	23rd -27th September, 2024
Sensitization on Irrigation reforms	23rd & 24th September, 2024

Matuga Campus

Senior Management Course NO. 130/2024	23rd September -18th October, 2024
Senior Management Course NO. 129/202	12th August – 4th October, 2024
Supervisory Skills Development Course NO. 19/2024	2nd September – 27th September, 2024

Mombasa Campus

Senior Management Course (Online)	7th August- 2nd October 2024
United States Geological Survey Training	25th August – 30 September, 2024
Seminar/ Workshop Kenya National Examination Council (KNEC)	9th - 27th September,2024
Strategic Leadership Development Program No. 441/2024	16th September - 25th October, 2024
Senior Management Course No 186/2024	16th September - 11th October,2024
Senior Management Course - Online No 189/2024	23rd September - 15th November,2024
Public Speaking and Presentation Skills Course	23rd - 27th September,2024
African Association for Public Administration and Management (AAPAM) Workshop	24th- 27th September,2024
Braamolyness Company Limited Workshop	23rd- 27th September,2024
Ministry of Interior/Security Management Institute Workshop	23rd- 27th September,2024
KSG Security Management Institute Workshop	26th-27th September,2024

Lower Kabete

Strategic Leadership Development Programme	19th August – 27th September 2024
Senior Management Course No. 424/2024	5th August – 27th September, 2024
Senior Management Course No. 425/2024	2nd-27th September, 2024
Supervisory Skills Development Course	16th-27th September, 2024
Regional Program for Accountants of World Bank funded projects	16th-27th September, 2024
Supervisory Skills Development Course	16th-27th September, 2024
Regional Program for Accountants of World Bank funded projects	16th-27th September, 2024
Strategic Leadership Development Programme No.442/2024	23rd September-1st November, 2024
Financial Management Course	23rd September - 4th October, 2024
Corporate Governance Program for Public Sector Boards	23rd-27th September, 2024
Training of Trainers	23rd September - 4th October, 2024
Capacity Building Program for Regulatory Authorities and Agencies	23rd-25th September, 2024
NHIF Workshop	23rd September 2024
Law Enforcement Course (National Integrity Academy)	23th-27th September, 2024
State Department for Housing and Urban Development Workshop	23rd September, 2024
Office of the Controller of Budget	23rd-27th September, 2024
State Department for Higher Education Launch	24th September, 2024
Africa Cybersecurity and AI Foundation (ACAIF)	27th September, 2024
Procurement Department Sensitization (The National Assembly)	27th- 30th September, 2024

TRAIN WITH US!!!



Kenya School of Government
Empowering the Public Service

LOWER KABETE SEPTEMBER 2024 COURSES



SENIOR MANAGEMENT COURSE

Middle level managers in the public service typically in Job Grades K and their equivalent in private sector.

Date: September 30-October 25, 2024

Cost: Kshs. 255,316 (Exec. Residential)
Kshs. 132,288 (Non-Residential)

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GET IN TOUCH WITH US

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CENTRES OF EXCELLENCE/ INSTITUTES

- Centre for Public Service Values, Ethics and Integrity
- Centre for Public Finance and Audit
- Centre for Leadership and Public Policy
- Centre for Advanced Training and Consultancy Services
- Centre for Research and Advisory Services
- Centre for Environmental Governance and Climate Change
- Centre for Customer Service Excellence
- e-Learning Development Institute
- Security Management Institute
- Margaret Kenyatta Institute for Gender and Social Development
- Institute for Devolution Studies

We welcome your feedback



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