



WEEKLY KSG Bulletin

17th –23rd August, 2024

PC Signing: Coalition of a Winning Team



Prof. Nura Mohamed, Director General of the Kenya School of Government (Centre) with Directors of the School, as they display signed contracts of their respective Directorates and Institutes. The PC signing for the Financial Year 2024/2025 was conducted at the Lower Kabete Campus on August 16, 2024.

BY FAITH MUSOGA, DAVID MUTURI & SONIA MBITHE

The public service is changing; and it is changing fast. Excellence, consistency, accountability and commitment are considered paramount and expected of all public servants. As such these were the principles set on full display during the Performance Contract signing ceremony on August 16, 2024, at the Kenya School of Government Lower Kabete Campus, a leading player in

the Public Service sector. The ceremony marked a significant stride in the School's journey toward reinforcing its commitment to exceptional service and the accomplishment of strategic objectives.

The Performance Contract signing ceremony was witnessed by the Director General Prof. Nura Mohammed in the presence of KSG staff including the Director Academic Affairs Dr. Josephine Mwanzia, Acting Director Finance and Administration Dr. Tom

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PC Signing: Coalition of a Winning Team

Wanyama, Directors from Embu and Matuga Campuses Dr. Ann Kang'ethe and Dr. Florence Kithinji respectively and Directors of KSG Institutes.

Led by the theme; Championing Excellence, Leading with Vision, the Lower Kabete Campus Performance Contracts of all directorates aim to more than double revenue generation for sustainability, revitalize and strengthen research and consultancy capacity, enhance evidence based policymaking and significantly advance competency development, conferencing services and international and local partnerships.

In his address, Prof. Mohammed emphasized the importance of the Performance Contract as a strategic tool for aligning the School's operations with its long term vision. "This performance Contract is a chance for KSG to redefine its capability in service delivery. It should enable us to reach our target mark of Ksh.6.5 billion revenue."

Moreover, he urged teamwork where colleagues ought to engage in co-creation activities if the School is to achieve and surpass the set targets for this Financial Year 2024/2025. "The School is able to generate sustainable revenue through commitment, rediscovery, taking advantage of opportunities such as

partnerships and collaborations and a positive attitude amongst all staff."

Of his vision, the DG spelt out that he intends to attain the highest standards of performance through human capacity development locally and internationally, taking advantage of the opportunities that arise for faculty and all staff, so that it can build in them the confidence that they need to deliver service to the public. Prof. Mohamed also intends to look into staff promotion using the right and approved staff instruments, therefore looking into the staff welfare.

While reflecting on the Performance Contract agenda, the DG also announced a planned set up of a one stop shop customer service center, aimed at enhancing the quality of customer service experience enabled through a Customer Relation Management (CRM) system.

Dr. Josephine Mwanzia, Director Academic Affairs acknowledged the importance of signing Performance Contracts at the start of this Financial Year. "It has been three weeks of negotiating and discovering ourselves on areas of improvement and opportunities for growth as a School," she said stressing on the need for increased levels of commitment if the School is to attain the set plans and

goals. Holding the core mandate of the School, the DAA has the task of raising a huge part of the revenue through training, consultancy and research functions and is therefore setting pace by aiming for an increase in consultancy services and, promotion of institutional research which she anticipates to deliver through much needed team work.

According to Ag. Director Finance and Administration, Dr. Tom Wanyama, technology is going to be a big factor in achieving the ambitious goals that have been set by the School for the Financial Year 2024/2025. "We must ensure that the School is fully digitized so that nothing affects performance and that all areas are taken care of. We are also encouraging the culture of productivity, where all staff will be sensitized on the workplace productivity strategy," he said adding that a customer centric attitude is key among all staff as it will help in retaining and attracting new clientele. He did not forget to speak to fact that the School must have excellent human resources that are well skilled, are passionate and supportive of each other so as to succeed in its operations.

The core of the event was the formal signing of the Performance Contract by the all Institutes and Directorates

PC Signing: Coalition of a Winning Team

namely the Security Management Institute, Institute of Devolution Studies, Institute of Gender and Social Studies, the E-Learning Development Institute, Directorates of Finance and Administration, Learning and Development, and the Academic Affairs where contracts outline specific, measurable objectives

that each would be responsible for achieving over the next fiscal year. Objectives were carefully crafted to align with the School's strategic goals, focusing on key performance indicators such as customer satisfaction, innovation and employee participation.

The success of the School depends on collective effort

relying on the contribution and responsibility of all staff. The contracts and work-plans are a clear indication that the KSG fraternity has set the stage for excellence and a clear vision for the future of the Public Service, the country and the region.



Finance and Administration team (left) and that of the Academic Affairs (right) display their signed Performance Contracts



Institute of Devolution Studies (left) and Security Management Institute (right) teams

PC Signing at Lower Kabete



Directorate of Linkages and Collaboration (left) and the E-Learning Development Institute (right) display their signed Performance Contracts



Staff members and a section of the KSG Choir follow the proceedings at the PC signing. This also served as the Director General's forum where Prof. Nura Mohamed got to address the Management and Staff of the School of his vision and plans to take the Kenya School of Government to the next level in regards to service delivery.

Communication and Leadership in Public Service



Principal Secretary for Internal Security and National Administration, Dr. Raymond Omollo pens his signature to the visitor's book at the Mombasa Campus. Looking on are Prof. Nura Mohamed, Director General of KSG and Dr. Rukia Atikiya, Acting Director of the Mombasa Campus.

BY GLENN LUMITI

KSG Mombasa Campus had the honor of hosting the Principal Secretary for Internal Security and National Administration, Dr. Raymond Omollo, who visited the ongoing Diploma in Public Administration (DPA) class. Dr. Omollo was accompanied by a delegation that included KSG Director General Prof. Nura Mohamed, Ms. Rhoda Onyancha, the Regional Commissioner for the Coast Region, Mr. Humphrey Mokaya, Director of KSG's Security Management Institute (SMI), and Acting Campus Director Dr. Rukia Atikiya, :

along with other key security personnel. The visit marked an important moment for the participants, providing them with valuable perceptions from top government officials.

Dr. Omollo, in his address to the class, highlighted the significance of the DPA program in fostering interaction among public servants from different regions and departments. "This program also gives you an opportunity to interact with some of your colleagues. You probably last met or were together in your earlier college days," Dr. Omollo remarked. He emphasized that the DPA program is not just about acquiring knowledge, but also

about building connections that can enhance public service delivery across the country.

One of the key themes of Dr. Omollo's address was the role of communication in governance. He referenced a recent admission by the President that the government had not communicated its programs effectively, leading to missed opportunities to engage the public. "As administrators, you must take note of this communication gap and work towards improving how you convey government programs to the public," Dr. Omollo advised.

He stressed that effective communication is important for gaining public trust and

Communication and Leadership in Public Service

ensuring that government initiatives are well understood and supported by the citizens. Dr. Omollo urged participants to take the lessons learned from the DPA program back to their respective workstations and apply them in their daily interactions with colleagues, other government officers, and the public.

The Principal Secretary also touched on the evolving nature of public administration, noting that the program's curriculum is designed to address the dynamic challenges faced by administrators. He encouraged them to maximize the learning opportunities provided by the program, particularly in areas such as leadership, strategic management, and public sector reforms. "It is not a mistake that you found yourself as part of

this class and course. It is my plea that you try as much as possible to maximize on this experience," Dr. Omollo stated.

KSG Director General, Prof. Nura Mohamed, echoed the PS's sentiments and elaborated on the importance of public service. Prof. Mohamed highlighted the dedication and sacrifice required to be an effective public servant, noting that it is a role that brings both challenges and rewards. "There are moments you are dreadful, but you continue doing the same because you know the importance of your role," he said. Prof. Mohamed emphasized that public servants have the power to make a difference in the lives of citizens, and it is this impact

that defines their legacy.

Prof. Mohamed also shared his thoughts on the significance of continuous learning and professional development for public servants. He mentioned the importance of the alumni network and the role it plays in maintaining a connection with past participants who have moved on to senior positions. "We are going to set up what you refer to as alumni follow-up, where we will be recognizing those who went through the KSG program and are now making significant contributions in their sectors," Prof. Mohamed announced.



Dr. Raymond Omollo, seated centre, with officials of the School; Prof. Nura Mohamed, Dr. Rukia Atikya, Mr. Humphrey Mokaya, Mr. Isaiah Omondi and officials of the County together with the participants of the Diploma in the Public Administration program. The PS paid the participants a visit in the course of their program.

Embracing Sustainability: The Role of KSG and Public Sector Innovations



Strategic Leadership Development Course class No. 432/2024 of Mombasa Campus during a tree planting session after completion of their Course. This is towards the presidents directive to plant more trees as one of sustainable measures

BY BETHSHEBA BOSIBORI

In an era marked by escalating environmental challenges, the call for integrating sustainability into every facet of society has never been more urgent. As the effects of climate change become increasingly apparent, adopting environmentally conscious practices is not just a strategic necessity but also a moral imperative. The public sector, in particular, holds a crucial role in leading this transformation. Among the vanguards of this shift is the Kenya School of Government (KSG), which is pioneering efforts to embed sustainability into public service management.

Sustainability has evolved from a buzzword to a fundamental principle that guides individual, organizational, and governmental actions. The

concept underscores the need to minimize environmental damage while advancing social and economic goals. For the public sector, this involves implementing practices that reduce waste, conserve resources, and promote green building standards.

One of the cornerstones of environmental sustainability is waste reduction. This involves minimizing single-use plastics, encouraging digital documentation, and establishing robust recycling systems. Transitioning to paperless transactions not only conserves natural resources like water and forests but also reduces the burden on physical waste management systems. By cutting down on paper use and waste, public institutions can significantly lower their environmental impact.

Sustainable procurement is another vital area where the

public sector can make a difference. This involves selecting products and services that are environmentally friendly, such as energy-efficient equipment. Organizations are increasingly recognizing the importance of partnering with suppliers who share their commitment to sustainability. Such collaborations help reduce the overall environmental footprint and enhance adaptability to shifting policies and market demands.

Kenya is advancing its sustainability goals through the adoption of green building standards. Initiatives such as those by the National Environmental Management Authority (NEMA), Leadership in Energy and Environmental Design (LEED), and the Building Research Establishment Assessment Method (BREEAM) are pivotal. These standards guide the development of eco-friendly infrastructure, ensuring that new

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buildings meet stringent environmental performance criteria.

The Kenya School of Government plays a pivotal role in shaping public service management, extending its influence to environmental sustainability. Through various initiatives, KSG is setting an example for integrating green practices within the public sector. KSG is committed to embedding sustainability into its curriculum, ensuring that future leaders are well-versed in environmental issues. Courses on green governance, climate change adaptation, and sustainable resource management are designed to equip public servants with the knowledge needed to prioritize sustainability. By instilling a culture of environmental responsibility in its students, KSG is preparing them to make informed decisions that benefit both people and the planet.

KSG's commitment to sustainability is reflected in its own operations. The school implements eco-friendly practices across its campuses, including energy-efficient lighting, water conservation measures, and waste reduction strategies. These efforts not only minimize the school's carbon footprint but also serve as a model for other public institutions.

Recognizing that addressing environmental challenges

requires diverse perspectives, KSG facilitates partnerships with environmental organizations and experts. These collaborations enhance the school's sustainability initiatives and foster knowledge sharing. By working together, various stakeholders can tackle complex environmental issues more effectively.

Education and awareness are crucial for effective environmental stewardship. KSG actively engages in public campaigns, workshops, and seminars to raise awareness about environmental issues. By educating the public and public servants alike, the school helps integrate sustainability into the broader public service agenda.

KSG also plays a significant role in supporting the creation and implementation of environmental policies. Through research and training, the school influences policy decisions and promotes sustainable practices within the public sector. Its contributions to environmental conservation research enrich the knowledge base and support informed policymaking.

The efforts of the Kenya School of Government highlight the critical role that public sector institutions play in promoting environmental sustainability. By adopting green practices, integrating sustainability into curricula, and supporting policy development, KSG is driving positive change within the

public service. This not only benefits current and future generations but also ensures that government operations are resource-efficient and environmentally friendly.

As society progresses technologically and economically, it is vital to remember that our lives are fundamentally sustained by the environment. Each individual, business, and organization has a role to play in preserving our planet. The power to heal and protect the earth lies in our hands. Embracing sustainability is not just a duty but a shared responsibility to ensure a viable future for generations to come.

Sustainability in the public sector is essential for advancing broader environmental and social goals. The Kenya School of Government's initiatives serve as a testament to how public institutions can lead by example, integrating eco-friendly practices into their operations and fostering a culture of environmental responsibility. As we navigate the challenges of the 21st century, let us all commit to making choices that support and sustain the health of our planet.

Curriculum Review for the Executive Women Leadership Program

BY LILIAN KIRIMI & MARGARET NDUNG'U

The Institute for Gender and Social Development (IGSD), a delivery unit of the Kenya School of Government (KSG) conducted a comprehensive one-day review of its Executive Women Leadership Program, reflecting the institution's ongoing commitment to nurturing transformative leadership among women in Kenya and beyond. The workshop was held on August 15, 2024, at KSG Lower Kabete.

At the opening of the Curriculum Review Workshop Director General, Prof. Nura Mohamed, offered insights into the workshop's objectives. The transformative aspect of the Program necessitates that it be designed as a continuous journey rather than a one-time event. Prof. Mohamed stressed the importance of addressing competency gaps identified through assessments, highlighting the role of coaching and mentorship in supporting the continuous development of participants.

Also present was Director Academic Affairs, Dr. Josephine Mwanzia, who spoke to the critical role this workshop plays in refining the curriculum to ensure it aligns with the current needs and challenges faced by women in leadership roles.

The review session aimed to align the program's curriculum with contemporary leadership gaps, emerging trends, and the specific challenges faced by women leaders in the public and private sector. The workshop drew participation from KSG faculty and senior influential women; Prof. Ruth Nduati- Professor of Paediatrics and Child Health, Ruth Emboyooga-Program Manager/Training



Ag. Director, of the Institute for Gender and Social Development, Ms. Lynette Otwori with KSG Directors and participants of the Review of the Curriculum Workshop. Amongst them was Commissioner, Dr. Leah Munyao of the Salaries and Remuneration Commission.

Coordinator - HEPI Program, Mary Mukindia- ICF Professional Coach, Vicky Karuga- Managing Director Profiles International and Talent, Dr. Fatuma Hirsia- Certified Executive Coach, Comm. Leah Munyao- SRC Commissioner and Elizabeth Ayoo- Council Member Maasai Mara University, who are cognoscente in matters Gender, Leadership and Development. The workshop was coordinated by Jane Mwangi, member of faculty.

The Executive Women Leadership Program needs to remain relevant and effective in empowering women leaders with the skills, knowledge, and confidence required to excel in the execution of their roles. Acting Director IGSD Ms. Lynette Otwori provided an overview of the program saying that the review comes at an ideal time to address current and future leadership demands, integrating best practices, and incorporating feedback from program alumni and other stakeholders.

The review process illustrates KSG's commitment to providing programs that cater to the training needs of women leaders and enhancing the impact of their leadership in all their areas of

operation irrespective of the profession. Additionally, by aligning the program with contemporary needs and integrating innovative learning methods, KSG anticipates a generation of leaders who are not only capable and conversant but also resilient and adaptable in the face of dynamic lifestyles and evolving challenges.

As the program advances, KSG remains dedicated to ensure that programs are at the forefront of leadership development. The ongoing feedback series from participants and stakeholders will play a role in maintaining relevance and effectiveness of the content as well the delivery methods assessing whether they meet the expectations of the different levels of the targeted participants.

Curricular reviews are an important step in the process of program development at the School. At a minimum, the program review process includes an assessment of the function of the program, evaluation from key stakeholders; and a final report including an overview of the review process, major findings and an action plan.

Promoting Road Safety in Kenya: A National Urgency

BY GLENN LUMITI

In response to the escalating road safety crisis in Kenya, the Kenya School of Government (KSG) Mombasa Campus recently hosted a public lecture featuring top experts from the National Transport and Safety Authority (NTSA). The lecture, which focused on the critical issue of road safety, was delivered by Mr. Samuel Musumba, Assistant Director of Road Safety Programs at NTSA. Mr. Musumba's keynote address highlighted the gravity of the situation and emphasized the urgent need for collective action to curb road fatalities nationwide. Representing the Campus Director, who was away on official duty, Mr. Cornelius Kimilu presided over the event, accompanied by the Head of Training, Mrs. Florence Bwire.

Opening his address, Mr. Musumba painted a grim picture of the global road safety landscape. He revealed that worldwide, road traffic accidents claim the lives of approximately 1.35 million people each year. "I wish this was about losing money," he remarked. "If I lose a million shillings, I wouldn't mind. But here we are talking about people dying, lives just going away." The stark comparison illustrated the enormity of the issue, with road accidents ranking as the 10th leading cause of death globally.

Mr. Musumba emphasized the daily toll of road accidents, equating it to the crash of ten jumbo jets every day. "Imagine



Aerial view of Mombasa Campus staff during the public Lecture by NTSA

if ten jumbo jets were to crash in a single day. The world would come to a standstill," he said. "Somebody would lose their job, or someone might even go to jail. But here we are losing 3,500 lives daily on our roads, and it's as if nothing is happening." The staggering figures serve as a wake-up call, highlighting the urgent need for more robust road safety measures.

Africa, particularly Kenya, bears a disproportionate burden of road traffic fatalities. According to Mr. Musumba, despite having far fewer vehicles than developed countries, low and middle-income countries account for 92% of global road deaths. "It's as if we are born to die on roads," he lamented. The situation is particularly dire in Kenya, where the number of road fatalities has been steadily rising. "Every year, we lose over 3,000 people on our roads, and now, from 2021 to the present, we are losing

over 4,000 annually. The number keeps going up," he added.

The demographics of those most affected by road accidents are also concerning. Young people, who should be the driving force of the country's future, are disproportionately represented among the victims. The loss of these young lives not only devastates families but also hinders national development. "If we do nothing," Mr. Musumba warned, "road deaths, currently the ninth leading cause of death worldwide, could rise to the fourth or fifth by 2030. It will be more serious than COVID-19, HIV, and malaria combined."

Despite the alarming statistics, there is hope. Mr. Musumba noted that significant progress has been made globally in reducing road fatalities. Over the past decade, concerted efforts by the United Nations and the World Health Organization (WHO) have led

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to a 5% reduction in road deaths, bringing the annual figure down to 1.19 million from the previous 1.35 million. "This reduction is encouraging, but much more needs to be done," he said.

Looking ahead to 2030, Mr. Musumba outlined the global vision of halving road deaths by that year. Achieving this ambitious goal will require the active participation of all stakeholders, including government agencies, the private sector, civil society, and the general public. "It is these steps that we are discussing here today that will help us get there, me and you, working together, can make this happen," he emphasized.

In Kenya, several factors contribute to the high rate of road accidents, including poor road infrastructure, inadequate enforcement of traffic laws, and

a lack of public awareness about road safety. However, Mr. Musumba pointed out that some progress has been made in recent years. The NTSA has implemented various initiatives aimed at reducing road fatalities, including the installation of speed cameras, road safety awareness campaigns, and stricter enforcement of traffic regulations.

Yet, the challenges remain significant. Kenya's rapid urbanization and increasing motorization have exacerbated the road safety problem. The country's roads are struggling to cope with the growing number of vehicles, leading to congestion, accidents, and fatalities. Moreover, the rise in motorcycle taxis, commonly known as "boda bodas," has introduced new risks, particularly for pedestrians

and cyclists. "Two and three-wheelers now account for 21% of road deaths globally," Mr. Musumba noted.

Mr. Musumba concluded his lecture by urging the public to take an active role in promoting road safety. He stressed that road safety is not just the responsibility of the government or NTSA but a collective responsibility. "Every one of us has a role to play in reducing road accidents," he said. "Whether it's by adhering to traffic rules, reporting reckless drivers, or simply being more cautious on the roads, we can all contribute to making our roads safer."

The public lecture at KSG Mombasa Campus served as a crucial platform for discussing road safety in Kenya. It highlighted the importance of a multi-faceted approach to tackling the issue, involving all sectors of society. As Kenya works towards its Vision 2030 goals, reducing road fatalities will be key to achieving sustainable development and ensuring the well-being of its citizens.

NTSA's efforts, coupled with increased public awareness and participation, offer hope that the tide can be turned in the fight against road accidents. With continued commitment and collaboration, Kenya can move closer to a future where road deaths are no longer a daily tragedy but a rare occurrence.



A section of staff follow proceedings during road safety lecture

Cooking with Passion, Living with Balance



Ms. Esther Mwaniki
Chef, Matuga Campus

In the demanding world of work, where deadlines loom and expectations run high, stress can be a constant companion, regardless of the industry one works in. Esther Mwaniki, a member of the Kenya School of Government's Hospitality Department, knows this all too well. In her years of experience, she has learned the importance of balancing the pressures of her role with her own well-being—a challenge familiar to professionals in all fields.

In this engaging interview, **VICTOR WAHOME** profiles Esther who shares her journey, and imparts her perception on stress management and maintaining health amidst the daily grind. Her story is a reminder that no matter your work environment, prioritizing well-being is necessary for long-term success and contentment.

Let us into your vocation:

My journey with the School began at the Lower Kabete Campus back in 2013 at the Catering Section. Later, I was

transferred to Matuga in 2019. I am a trained cook by profession and I have been able to express my art and ability through my work; a platform that has graciously been offered by KSG where we have been allowed to explore our talents in the culinary arts. I would describe it as a fulfilling experience, allowing me to grow both personally and professionally.

How do you manage the physical demands of your role, and what challenges do you face in maintaining your energy throughout the day?

Being a cook requires not only physical stamina but also mental strength as I am on my feet for hours, lifting heavy items, and constantly moving around the kitchen. To keep up with these demands, I focus on staying fit and eating right, which has greatly helped me adapt to the physical challenges of my work. Despite exhaustion and burnout being my greatest challenges, I always put on a brave face and push through. I have learned that getting enough rest is important in managing both physical and mental fatigue, and I make it a priority to recharge whenever possible.

What aspects of your daily tasks contribute the most to your stress, and how do you handle the pressure?

The kitchen is a fast-paced, high-pressure environment where every second counts. As a cook working on a tight schedule, ensuring timely production of high-quality meals for our clients can sometimes be stressful. Working in a hot kitchen, surrounded by sharp

knives and colleagues bustling around, adds to the intensity. To handle this pressure, I always plan ahead. I prepare everything in advance, a practice known as mise-en-place, which allows me to focus on cooking without unnecessary stress. This preparation helps me stay organized and calm, even when the heat is on.

How do your colleagues and supervisor support you in the catering environment?

They are incredibly supportive as we work together like a well-oiled machine. Teamwork is our motto, and it really shows in how we handle the day-to-day pressure. There is a strong sense of family here—we look out for each other, which makes the long hours much more bearable. Knowing that I have a team I can rely on, and that we all have each other's backs, makes a



Ms. Esther Mwaniki displaying her amazing work

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huge difference in managing stress.

Are there any tools, special equipment, or techniques you use to help make work interesting?

Absolutely, music in the kitchen is my go-to stress reliever. It not only alleviates stress but also creates a calm and enjoyable environment for me to work at maximum capability. It is amazing how the right music can transform the atmosphere, helping me stay focused and relaxed even during the busiest times.

What methods or activities do you engage in to unwind and relax after a demanding shift?

I love losing myself in a good book—it is a great way to escape and recharge my mind. I also

enjoy taking walks by the beach, listening to music, journaling, and occasionally taking road trips to explore new places. Dancing is another favorite activity of mine, as it keeps me fit and lifts my spirits. These activities help me decompress and find balance after the intensity of a demanding shift.

Parting Shot:

As our conversation draws to a close, Esther shares a piece of wisdom that has guided her throughout her career. "In this field, resilience is key," she says with a warm smile. "The kitchen can be a tough place, but with passion, teamwork, and a good sense of humor, you can make it through even the most hectic

days. Always remember to take care of yourself—physically, mentally, and emotionally. Find what relaxes you, whether it is a good book, or just some time to yourself, and make it a regular part of your routine. And above all, never forget why you started this journey in the first place. If you love what you do, that passion will carry you through the toughest times."

With these words, Esther leaves us with a powerful reminder that well-being is just as important as skill in the culinary world, and that maintaining balance is the secret ingredient to a fulfilling career.

TRAIN WITH US!



HOSPITALITY SKILLS DEVELOPMENT COURSE

Officers working in housekeeping; front office; food and beverage production and service; event management, and tour and travel operators, among other areas in the hospitality industry.

Sep 16-27,2024

113,666(Residential)
68,586(Non-Residential)

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The Art of Communication in Leadership

BY CHRISTINE RWAMBA

Effective leadership relies heavily on process communication, which serves as the linchpin for a leader's capability to influence, inspire, and guide their team. In the realm of leadership, process communication encompasses the intentional and methodical exchange of information, ideas, and feedback to ensure crystal-clear comprehension of goals, the establishment of expectations, and the alignment of team members with the organisation's vision. Let's delve into the pivotal role of process communication in effective leadership:

Clarity of Vision and Goals

Skillful leaders leverage process communication to eloquently articulate a clear vision and establish specific, measurable goals. Through consistent communication of the purpose and objectives of the organization or project, leaders aid team members in understanding their roles and how their work contributes to the bigger picture. This clarity significantly mitigates ambiguity, harmonizes efforts, and fosters purpose and motivation among team members.

Establishing trust

Dreamers trust leaders who are direct with them and who appreciate their unique insights into people and problems. Process communication lays the cornerstone for fostering trust within a team. Leaders who embrace transparent communication, active listening, and constructive feedback cultivate an environment of openness and mutual respect. Trust is cultivated through consistent and reliable communication, resulting in strengthened relationships and enhanced collaboration.

Feedback and Continuous Improvement

Leaders harness process communication to institute feedback loops, fostering an environment of continuous improvement. Regular engagement with team members enables leaders to identify challenges, address concerns, and acknowledge achievements. This reciprocal feedback underscores the creation of a culture where team members feel empowered to share their ideas and concerns, ultimately contributing to improved decision-making and innovation.

Conflict Resolution

Invariably, conflicts arise within any organisation, and adept leaders utilize process communication to effectively address and resolve these conflicts. By facilitating open dialogue, attentively listening to all involved parties, and mediating disputes, leaders prevent misunderstandings from escalating. Process communication ensures constructive management of conflicts, thereby upholding team cohesion and focus on shared goals.

Empowering and Motivating Teams

Process communication affords leaders the ability to empower their teams by delegating responsibilities, furnishing necessary information, and encouraging autonomy. Well-informed team members, cognizant of established processes, exhibit greater confidence in taking initiative and making decisions. Additionally, leaders can inspire their teams by consistently communicating praise and recognition, ensuring that individual and collective efforts

are duly acknowledged.

Adaptability and Change Management

During periods of change, whether stemming from organizational restructuring, market shifts, or unforeseen challenges, process communication becomes paramount for effective leadership. Leaders must adeptly communicate changes, address uncertainties, and guide their teams through transitions. By maintaining open lines of communication and remaining responsive to feedback, leaders facilitate their teams' smoother adaptation to new circumstances.

Decision-making and Problem-Solving

Leaders strategically employ process communication to facilitate informed decision-making and effective problem-solving. By garnering input from diverse stakeholders, critically analyzing information, and communicating decisions, leaders ensure a uniform understanding of key decisions while comprehending the rationale behind them.

Undoubtedly, process communication stands as the bedrock of effective leadership. It empowers leaders to articulate vision, build trust, resolve conflicts, motivate teams, and manage change. Mastery of process communication fuels the creation of an environment where team members are aligned, engaged, and empowered to collectively achieve organizational goals. In essence, robust communication processes elevate leadership, transcending mere management and propelling organizational success.

*Derived from the book;
Communication; The Key to Effective Leadership*

Strategic Resource Mobilization Pictorial



Just like many organizations, the Kenya School of Government (KSG) takes the matter of resource mobilization seriously. As such, the School is undergoing a training program on Strategic Resource Mobilization this week. Attended by the Directors, Deputy Directors, and Heads of Centers the program focuses on ensuring sustainable growth, enhancing funding opportunities, and building a robust capacity for the School to achieve its objectives effectively. The program is also keen on empowering leaders with the skills and knowledge necessary to navigate the complexities of resource mobilization. It will also prepare them to make informed decisions and cultivate lasting relationships with development partners and stakeholders. Speaking at the opening ceremony, KSG Director General emphasized the School's commitment to developing the capacity to manage all financial obligations efficiently and without difficulty. He highlighted the importance of strategic resource mobilization in ensuring the long-term sustainability and success of the School's programs and initiatives. The program is facilitated by Dr. James Njagu, CFRE, MKAFF, MEARMN.

Weekly Activities across Our Campuses



The Kenya School of Government was delighted to host Directors/Heads of human resource management and development in Ministries and State Departments for a workshop on compliance with the provisions of diversity policy in the public service. Principal Secretary for State Department for Public Service Mr. Amos Gathecha being the Chief Guest acknowledged the human resource management heads present for their good job in controlling the biggest resource in government.

The team was received at the School by Director General, Prof. Nura Mohamed, who gave his welcoming remarks at the function.



Prof. Nura Mohamed at a farewell luncheon in honor of the Chairperson Hon. Florence Kajuju and Commissioners of the Ombudsman Kenya. Taking stock of the six years of their tenure, the chair and commissioners have effectively championed administrative justice and access to information in Kenya. Kenya School of Government is, indeed, a proud partner of the Commission, working closely and jointly to ensure success of the access to information requirement in the public service.

Weekly Activities across Campuses



This week the School's Youth Innovation Center has had the opportunity to work together with World Food Programs (WFP) and Master Card Foundation in a week-long National Youth Dialogue Vijana in Kilimobizz to promote youth participation in agriculture. The forum aimed at provide networking opportunities, peer learning, and community leadership for inclusive participation. At the tale end the

Participants at the National Youth Dialogues Forum got the opportunity to learn through hands-on experiences by visiting farmers throughout Nakuru County. Additionally the Youths also presented their success stories, sharing insights and achievements from their regions. Finally the youth had roundtable discussion to explore strategies for bolstering food systems and boosting youth job opportunities in value chains.

The purpose of these discussions is to exchange strategies and experiences pertaining to the bolstering of young voices, improving corporate performance, and producing resilient food. With the help of this project, businesses and smallholder farmers will be supported, an atmosphere of opportunity will be created, access to finance and digitisation will be facilitated, employment creation will be enhanced, and local procurement will be encouraged. The forum will also highlight mentorship, creative partnerships, peer-to-peer learning, and grassroots youth platforms.

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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Leadership Lesson

The best way to find yourself is to lose yourself in the service of others

True leadership is not about power or authority, it is about serving others.

When leaders focus on the needs of their team, community or organization, they create an environment of trust and mutual respect fostering collaboration and commitment

~Mahatma Gandhi

Have your say



Ojode Lawrence

This a very good and great institution in Kenya 🇰🇪 I completed my VIP course am humbled God bless

Humour

"When I leave work, I'm gonna hit the gym, fold the laundry, get some cleaning done and cook food"

Me for 4 hours after getting home



Word of the Week

~Lamentations 3:21-23

But this I call to mind, and therefore I have hope: The steadfast love of the Lord never* ceases; his mercies never* come to an end; they are new every morning; great is your faithfulness

Baringo Campus

Strategic Leadership Development Program 431/2024(online)	24th June - 30th August, 2024
Diploma in Public Administration	20th May- 19th November, 2024
Senior Management Course (Online)	5th August-27th September 2024
Strategic Leadership Development Program	5th August-3rd September 2024
Senior Management Course	12th August- September 6, 2024
Strategic Leadership Development Program	5th August- 3rd September, 2024
Workshop (Laikipia University)	13th- 20th August, 2024

Embu Campus

Diploma in Social Work No. 44/2023	6th March – 7th March, 2025
Diploma in Public Administration – Ministry of Interior	20th May – 23rd August, 2024
Senior Management Course No.219/2024	8th July - 31st August, 2024
Senior Management Course No.220/2024	29th July -23rd August, 2024
Strategic Leadership Development Program No 436/2024	5th- 11th October 2024
Leadership for Road Safety-NTSA (Cohort I)	19th - 23rd August, 2024
Retirement Planning Program (State Department for Foreign Affairs)	19th - 23rd August, 2024
State Department for Broadcasting	14th - 26th Aug,2024
National Health Insurance Fund Workshop	12th - 16th August, 2024
Pre-negotiation and PC drafting- Samburu TVC	21st -23rd August, 2024

Matuga Campus

Diploma in Public Administration No. 1/2024 Ministry of Interior & National Administration	20th May - 23rd August, 2024
Senior Management Course No. 129/2024	29th July -20th September,2024
Supervisory Skills Development Course NO. 19/2024	19th August -13th September,2024

Mombasa Campus

Strategic Leadership Development Program No. 425/2024	3rd July- 19th August,2024
Senior Management Course	29th July - 20th September,2024
Senior Management Course (Online)	7th August- 2nd October 2024
Senior Management Course No. 187/2024	12th August- 6th September, 2024
Prevention & Control of Middle Level Officers	12th- 23rd August, 2024
Senior Management Course No187/2024	12th August - 6th September,2024
Crisis& Emergency Management Training	12th August - 16th August,2024
National Safety Authority (NTSA)	12th August-16th August,2024
Prevention & Control for Middle Level Officers	12th August - 23rd August,2024
National Irrigation Authority	13th August - 16th August 2024
SMACHS Foundation	7th August -10th August,2024
Nkabune Technical Training Institute	16th August -19th August,2024
Mombasa County	14th August,2024

Lower Kabete

Strategic Leadership Development Programme	19th August – 27th September 2024
Senior Management Course No. 424/2024	5th August- 27th September, 2024
PSC Legislative Supervisory Course (Parliamentary Service Commission)	19th August-7th September,2024
Diploma in Public Administration	20th May- 23rd August, 2024
Supervisory Skills Development Course No. 146/2024	12th – 23rd August, 2024
Senior Management Course No. 423/2024	5th-30th August, 2024
Supervisory Skills Development Course No 147/2024	12th-23rdAugust,2024
Induction Program for Public Service Officers (Council of Legal Education)	19th-23rd August, 2024
Induction Program for Senior County Government Officials (Siaya County Government)	19th-23rd August, 2024
Induction Program for Public Service Officers (Siaya County Government)	19th-23rd August 2024
Financial Management Course for Project Accountants	19th-30th August, 2024
Collective Bargaining (KPLC)	19th-23rd August, 2024
Training of Trainers Course (Ministry of Interior)	19th-30th August, 2024
Report Writing Training (Optimum Computer Systems Ltd)	19th-23rd August, 2024
Schemes of Work Development (KENGEN)	19th-23rd August, 2024
Capacity Building (KESSULO)	19th-23rd August, 2024
5th Research Conference (ICPAK)	21st-23rd August, 2024
Retreat for members of the Governance Organ (Kenya Methodist University)	22nd-23rd August, 2024
KSG Alumni Association (KSG)	23rd August, 2024
Meeting Staff Engagement	21st August, 2024
Teenagers Talk (KSG)	23rd August, 2024
Family Fun Day!!!! (KSG FAMILY)	24th August, 2024

TRAIN WITH US!

**KENYA SCHOOL OF GOVERNMENT
MOMBASA CAMPUS**

COACHING AND MENTORING IN THE PUBLIC SERVICE

Target Group

Equips heads of departments with competencies to institutionalize coaching and mentorship strategies

SEPTEMBER 16 – 20, 2024



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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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