



# WEEKLY KSG Bulletin

20th–26th July, 2024

## KSG Appoints Acting Finance Boss



The newly appointed KSG Acting Director Finance and Administration Dr. Tom Oundo Wanyama.

BY BETH MUIGAI

**K**enya School of Government Council has appointed Dr. Tom Wanyama as Acting Director Finance and Administration (DFA) effective July 9, 2024. The office was previously held by Prof. Nura Mohamed who is now Director General of the School.

Dr. Wanyama has taken this new role with great enthusiasm with the vision to accord the necessary support to realize the School's target and vision. He brings to this new role expertise in performance management and

leadership having served in the public service for over 20 years.

As Ag. DFA, he is taking up the key role of aligning financial and administrative functions with the School's overall strategic goals by ensuring sound financial management, robust administrative processes, and a focus on staff welfare and productivity, consequently ensuring high standards of service delivery to internal and external clients.

Dr. Wanyama says that he will work to ensure availability of adequate resources to ensure smooth running of KSG affairs. He will work closely with the

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# KSG's Appoints Acting Finance Boss

newly constituted Resource Mobilization Committee to develop a five-year mobilization strategy, which will be implemented upon approval by Council. This approach is set to ensure KSG's financial security, enabling it to effectively fulfill its mandate.

Dr. Wanyama further plans to see the mainstreaming of productivity at the School for sustainable growth and continuous improvement. He gives assurance of development of an Integrated Staff Performance Appraisal and Recognition System (ISPARS), a system that will help monitor performance, celebrate, and reward outstanding performance.

The Ag. DFA will also see to the strengthening of the Staff Welfare Committees formulated for the well-being, satisfaction, and overall productivity of employees within the organization.

He has served in different capacities in the Public Service since his career. He was in the Ministry of Home Affairs for 5 years before he was made lecturer under Directorate of Personnel Management at Government Training Institute Embu which later became KSG Embu Campus, since 2002 before he was made an Administrative Secretary coordinating and supporting the Administrative and Support Services.

Later he was appointed Deputy Director Academic Affairs at the Campus serving from 2014 to 2015, before being deployed to KSG Lower Kabete as one of the Directors that supported in the migration of staff from GTIs to the

*He will also see to the strengthening of the Staff Welfare Committees formulated for the well-being, satisfaction, and overall productivity of employees within the organization.*

newly formed KSG. During this time, he chaired several committees that would oversee the smooth transition of staff from GTI to KSG.

In 2017, he was appointed Director Mombasa Campus, a position he served until his redeployment back to Nairobi as Director Institute of Devolution Studies in 2023.

As Director of Mombasa Campus, Dr. Wanyama played a pivotal role in the Campus transformation. His leadership saw significant upgrade of facilities, including expanding self-contained hostels from a

capacity of 65 to 217. Under his direction, the Campus developed structures that strengthened and increased its service delivery establishing it as one of the most vibrant campuses.

Additionally, he strengthened human resources and enhanced customer service by founding a center dedicated to improving service delivery. His efforts were instrumental in fostering both growth and excellence at the campus.

While serving in the Institute of Devolution Studies he oversaw the development of concept note and papers for the operationalization of the Institute. Together with staff under his leadership, he was able to engage Counties, Development Partners and State Departments that are concerned with matters devolution.

With his experience and expertise, Dr. Wanyama is a proven leader equipped with the skills, strength, and commitment necessary to lead the Office of Director of Finance and Administration.



Dr. Tom Wanyama during this year's Africa Public Service Week held at KSG Lower Kabete.

# Mombasa Campus ushers in new FY in style

BY GLENN LUMITI

**A**s the new financial year 2024/25 begins, the Kenya School of Government is looking forward to a more engaging and fruitful year. Central to this objective is ensuring staff engagement and welfare by organizing events and activities that foster a sense of community.

In light of this commitment, the Kenya School of Government Mombasa Campus hosted an event aimed at providing an opportunity for staff to revel in each other's company and celebrate the collective achievements of the Campus.

The function was attended by KSG Director General Prof. Nura Mohamed, Mombasa Campus Acting Director Dr. Rukiya Atikiya, Campus Acting Deputy Director Mr. Isaiah Omondi, and the outgoing Acting Deputy Director Ms. Cecilia Mageto, along with staff from all departments.

Speaking at the event, Prof. Mohamed gave an inspiring account of his journey leading up to his recent appointment as



KSG Director General Prof. Nura Mohamed and Mombasa Campus Acting Director Dr. Rukiya Atikiya led staff in a cake-cutting session to celebrate Ms. Cecilia Mageto, who served as the Campus Acting Deputy Director until her retirement.

Director General, the highest management position at the Kenya School of Government. He recounted his story of resilience and determination, highlighting the various challenges he faced and overcame throughout his career in public service. From a young man growing up in Isiolo County to becoming the second person to hold the office of DG at

KSG since its establishment in 2012.

Prof. Mohamed's narrative was not only a testament to his tenacity but also a motivational tale for all attendees, emphasizing the importance of perseverance and dedication in achieving professional success.

"When I was appointed Acting Director General, I had moments when I doubted myself. But even then, I vowed to give the role my all. I believe I did and that is why I stand here today as the appointed DG of the School," he said.

He urged those in attendance to give all efforts, to given opportunities and embrace a life of prayer because it is God that enables individuals to do what they must. "Do not stop praying because it provides a clear roadmap. People may doubt you, but when the time is right, the Lord will make everything happen," he urged.

Prof. Mohamed further emphasized the importance of self-confidence and patience saying, "Never doubt yourself even in the



KSG Mombasa Campus Ag. Director Dr. Rukiya Atikiya (4th right) with staff members during the cocktail held in celebration of the new Financial Year

# Mombasa Campus ushers in new FY in style

face of opposition, because it is bound to arise. Keep working, and you will realize your goals despite the challenges."

Mr. James Tuva reiterated the words of the DG encouraging all present to strive for excellence and remain hopeful even in the face of adversity. "We must all strive to be the best versions of ourselves. Believe in yourself and focus on your goals. The journey may be tough, but the rewards are worth the effort," he said.

Dr. Rukia Atikiya recognized the collective achievements of the Campus and the innovative approaches that have propelled the institution forward. "We have made significant strides in creating a relaxed working environment that fosters creativity and innovation," she noted. Key is the transformation of the Hospitality Department to offering world class service that caters to participants from all around the World who have visited the Campus.

The event also served as a farewell celebration for outgoing Mombasa Campus Acting Deputy Director Ms. Cecelia Mageto, who is retiring after years of service at the School. Ms. Mageto was



Faculty member Ms. Evelyn Mathuki presents a gift to outgoing Acting Deputy Director Mrs. Cecilia Mageto at her farewell party at Mombasa Campus

appointed as Deputy Director in an acting capacity in October 2023 and has since supported the Schools vision in that capacity.

Dr. Atikiya celebrated Ms. Mageto as a pillar of strength and one full of wisdom as she executed her mandate at the Campus. "Ms. Mageto contributions have been invaluable and has made great impact here at Mombasa Campus. She will be dearly missed for her dedication to the

vision of the School," Dr. Rukiya celebrated.

The position is currently being held by Mr. Isaiah Omondi. In his remarks, Mr. Omondi highlighted the importance of teamwork and forward-thinking. "Despite the challenges, we have managed to achieve a lot. We must continue to be proactive and responsible to ensure that we meet our targets and achieve the best for our institution," he urged

This event underscored the importance of upholding hope, demonstrating steadfast resilience, and giving undivided dedication to realizing the vision of the Kenya School of Government.



Prof. Nura Mohamed is presented with a gift by Dr. Rukiya Atikiya to celebrate his recent appointment as Director General.

*'Do not stop praying because it provides a clear roadmap. People may doubt you, but when the time is right, the Lord will make everything happen'*

~ Prof. Mohamed

# Curriculum Development Needs Assessment Meeting

BY SARAH HEPWORTH

In today's rapidly evolving security landscape, collaboration and synergy between government agencies is proving to be critical. The National Counter Terrorism Centre (NCTC) and the KSG-Security Management Institute (SMI) continue to forge a strong partnership, through a recently renewed Memorandum of Understanding between the two agencies. This strategic alliance leverages the strengths and expertise of both organizations to create a safer and more secure environment for all citizens.

Adding to a long list of joint achievements is the recent co-option of KSG-SMI by NCTC to a global programme spearheaded by the United Nations Officer for Counter-Terrorism (UNOCT) on Countering Terrorist Threats against Critical Infrastructure and Vulnerable Threats. It is against this backdrop that several high-level consultative engagements have been held to establish best solutions for safeguarding Kenya's critical infrastructure and protection of vulnerable targets.

The agencies convened the first multi-stakeholder forum bringing together 26 government and private entities at the Kenya School of Government on May 29 to 31, 2023. As a result, a national roadmap was developed with recommendations to strengthen the capacity to protect vulnerable targets from terrorist threats in support of the implementation of UN Security Council resolutions. Subsequently, the NCTC co-hosted a follow up Strategic-Level



Participants from government and private entities at the multi-stakeholder forum held at the Kenya School of Government.

**Workshop on Protecting Vulnerable Targets against Terrorist Attacks: Towards Effective Strategy, Action Plan, Preparedness and Response, in Nairobi, Kenya on July, 9 to 11, 2024.** An important gap identified during these two engagements was the need for a framework to train and certify officers managing critical infrastructure. Given the complex, growing and dispersed security threats facing our infrastructure; it was considered dire that managers and operators of security have the standardized knowledge and skills necessary to implement security and resilience measures. To address this gap, NCTC with KSG-SMI and the United Nations Office for Counter Terrorism seek to design and deliver a national curriculum for officers managing security structures.

In light of this, NCTC and SMI held a half-day consultative

workshop on July 18, 2024 to thoroughly assess the training needs of those working to protect national infrastructure, vulnerable targets and implementing security resilience measures. The workshop was attended by representatives from various government and private agencies who contributed invaluable with insights on key areas for the upcoming curriculum development and training. The official opening was presided by the Director, Security Management Institute, Mr. Humphrey Mokaya and Chief Liaison Officer, NCTC, Dr. Ochieng and Head of Capacity Building for UNOCT, Mr. Alvarez.

*The writer is an officer at KSG's Security Management Institute.*

# Sampling the sumptuous Abaluhya meal

The rich culinary heritage of Kenya can be traced from the early human settlements in East Africa. Various indigenous communities introduced a wide array of traditional dishes, each characterized by unique preparation methods. These culinary traditions underwent further evolution through the influence of external cultures such as the Portuguese, Arabs, and Indians, who introduced new ingredients such as maize, bananas, spices, and wheat. The foreign influences have significantly contributed to the diversification and enrichment of contemporary Kenyan cuisine.

Recognizing and celebrating the cultural diversity that defines Kenya, the Kenya School of Government, through its hospitality department, has undertaken initiatives to highlight and honour various community-themed cuisines. As part of these efforts, School Campuses hold themed lunches simultaneously to showcase the culinary heritage of different communities.

This Wednesday (July 17, 2024) restaurants in the Campuses featured a Luhya-themed lunch prepared by the Hospitality Department. The menu included a variety of Luhya delicacies such as obusuma (ugali), ingokho (chicken), sucha (African nightshade), mrenda (jute mallow), omushenye (mashed potatoes and beans), and maremwa katekherwe (cooked banana), complemented with traditionally brewed tea, or 'ichai.' The ambiance was further enhanced with traditional 'isukuti' music playing in the background.

Reports indicate the existence of eighteen sub-Luhya dialects within the Luhya-speaking



A set up at the Margaret Kobia Dining Hall by the Hospitality Department in celebration of the Abaluhya Community

community. Despite the linguistic diversity, the Luhya perceive themselves as a cohesive community with distinct dialects and, to a lesser extent, culture. Historical accounts suggest that the Luhya sub-tribes originated from Egypt and later migrated to Western Africa, Congo, and Uganda, and eventually settled in the Western region of Kenya, where they interacted with neighboring groups such as the Luo, Teso, Kalenjin, and Maasai.

The Luhya people have a rich tradition of cultivating maize, cotton, and sugarcane as cash crops, and they also grow millet, sorghum, and vegetables for their own sustenance. They are known for their participation in trade and other activities around the great waterway of Lake Victoria. Additionally, many Luhya individuals have ventured to urban areas in search of employment opportunities.

The School is dedicated to creating unforgettable experiences for the customers through the organization of various events that showcase a wide array of culinary delights. The goal is to provide

participants with the opportunity to sample an extensive range of foods during their time at the School, allowing them to immerse themselves in diverse culinary experiences.

These experiences are designed to not only to taste buds but also to tell the stories and traditions of different communities, making KSG a true home away from home. Additionally, the events aim to foster an appreciation of Kenya's rich indigenous culture, promoting unity among the staff and nurturing positive staff-client relationships by cultivating a deeper understanding of the diverse tribes that make up our nation.

This week's Luhya-themed lunch was unforgettable! The staff and course participants couldn't get enough of the delicious food and traditional songs playing in the background. They remained in the dining area longer than usual, enjoying every moment of this unique experience.

By  
David Muturi  
&  
Sonia Mbithe

# Abaluyha Themed Lunch-Lower Kabete pictorial



## Pictorial: Abaluyha Themed Lunch at Baringo Campus



Staff and Course participants at Baringo Campus were also treated to a Luhya themed lunch prepared and served by the Hospitality Department of the Campus.

The Luhya community is one of the largest ethnic groups in Kenya and consists of several sub-tribes, each with its unique cultural practices and dialects. Its people are primarily found in the western part of Kenya, particularly in the counties of Kakamega, Bungoma, Vihiga, Busia, and parts of Trans Nzoia.

The School used themed luncheons as a way of recognizing and celebrating the cultural diversity that defines Kenya.

# Pictorial: Swahili Themed Lunch at Matuga Campus



Staff and course participants at KSG Matuga Campus were treated to a Swahili-themed lunch, complete with delicious Swahili cuisine, traditional music, and decor.

The Swahili people are found along the coastal regions of East Africa, particularly in Kenya, Tanzania, and the islands of Zanzibar and Pemba. In Kenya, they are predominantly located in the coastal counties of Mombasa, Kilifi, Lamu, Tana River, and Kwale.

The School used themed luncheons as a way of recognizing and celebrating the cultural diversity that defines Kenya.

# Keeping the Fire Burning

**B**eginning a season with prayers is a great way to reflect, express gratitude, and seek divine guidance for future plans. With this in mind, the Kenya School of Government Embu organized interdenominational prayer at the campus for staff and course participants on July 18, 2024 as the financial year 2024/25 kicks off.

While addressing the gathering, Campus Director Dr. Ann Kangethe underscored the values of unity, inclusivity, and spirituality, emphasizing the significance of fostering a sense of belonging, promoting spiritual growth, and advocating for collective prayer as the institution embarked on the new financial year. "A family that prays together stays together. It is because of our unwavering belief in unity that we commence this new financial year together, guided by God," she articulated. Following her address, the congregation joined in praise and worship, led by the Campus Choir.

The prayer session revolved around the theme "Keeping the Fire Burning," inspired by the Scriptures in Leviticus 6:8-12. Rev. Dr. John Mukundi from the Reigners Church Embu elaborated on



Staff and participants at KSG Embu joined together in prayer as they usher in the new financial year, 2024/2025

the significance of reigniting the flame within each individual in the new financial year. He outlined five key steps for achieving this; preparing oneself physically, mentally, and emotionally; eliminating

*Leviticus 6:12  
And the fire upon the altar shall be burning in it; it shall not be put out: and the priest shall burn wood on it every morning, and lay the burnt offering in order upon it; and he shall burn thereon the fat of the peace offerings*

unnecessary elements from one's life; maintaining consistent healthy habits; adding value to one's life; and making the necessary sacrifices.

"We need to revitalize ourselves and rekindle the fire that has dimmed within us. It matters not if we haven't met the resolutions we set for ourselves. It is never too late to reignite the fire that spurred us to set those resolutions in the first place," Rev. Mukundi encouraged.

The interdenominational prayers culminated in a profound intercessory prayer session by Dr. Mutinda, marking the beginning of another Financial Year.

By  
Christine Rwamba

# The Gen Z Workplace Shift



*Mr. Victor Wahome  
ICT Officer and Writer at the Matuga Campus*

**M**ove over Millennials, because Gen Z is here to shake things up in the workplace! Born between 1997 and 2012, this digital-native generation is transforming how we work with their unique blend of tech-savviness, social consciousness, and a fresh perspective on what work should be all about. Fasten your seatbelts as we delve into how Gen Z is turning the workplace upside down and bringing exciting changes that are hard to ignore.

Having grown up in a digital era, Gen Zs are adept with technology, bringing a level of comfort and expertise with digital tools and platforms that is unparalleled. Growing up with smartphones, social media, and the internet at their fingertips, they're fluent in digital tools and trends. A LinkedIn report reveals that a whopping 91% of Gen Z workers say technology influences their job choices, and 80% feel their tech skills give them an edge.

From mastering the latest apps to streamlining digital workflows, they are driving a tech revolution in the workplace.

Here rests the rigid 9-to-5 grind! This group is leading the charge for flexibility and work-life balance. A global survey by ManpowerGroup found that 40% of Gen Z employees crave a work environment that offers remote work options and flexible hours. This demand is prompting most companies to rethink their traditional work models and embrace flexible, results-oriented approaches. Whether it's working from an Uber, KFC or on their iPhones while attending maandamano, Gen Zs are making flexible work arrangements the new normal.

Gen Z's knack for innovation and creativity is breaking old molds and setting new trends. Their comfort with social media and technology means they are not just consuming content - they are creating it. From launching viral TikTok campaigns to spearheading creative marketing strategies, Gen Z's inventive spirit is reshaping how businesses approach marketing and problem-solving.

While salary is the most important factor in deciding on a job, Generation Z values salary less than every other generation: given the choice of accepting a better-paying but boring job versus work that was more interesting but did not pay as well, Gen Z was fairly evenly split over the choice. A study by Meta found that 80% want a job that allows them to explore and develop new skill sets, rather than focus on one skill while 53% say they consider workplace

benefits when looking for a new role - on average, Gen Z workers would be willing to take a 19% pay cut if it meant their non-salary needs were met.

Recent events have proven that Gen Zs are not just making waves in the workplace - they are making headlines with their activism. Protests led by the young group spotlighted their drive for change and their demand for a fairer, more transparent society. This activism is not confined to the streets; it is also making its way into the workplace. They are calling for fairness, ethical practices, and a seat at the decision-making table. Their insistence on transparency and accountability is pushing organizations to adopt more open and participatory management styles. The protests serve as a microcosm of Gen Z's broader impact on the workplace - they are not just passive employees but active participants shaping the future of work in Kenya and beyond.

Gen Zs are not just entering the workforce; they are redefining it. With their tech skills, commitment to diversity, demand for flexibility, and passion for purpose-driven work, they are bringing a fresh, dynamic energy to the workplace. As they continue to shape the future of work, businesses that embrace these changes will find themselves at the cutting edge of innovation and inclusivity. So, here's to Gen Zs - the game-changers who are not just adapting to the future of work but actively creating it!

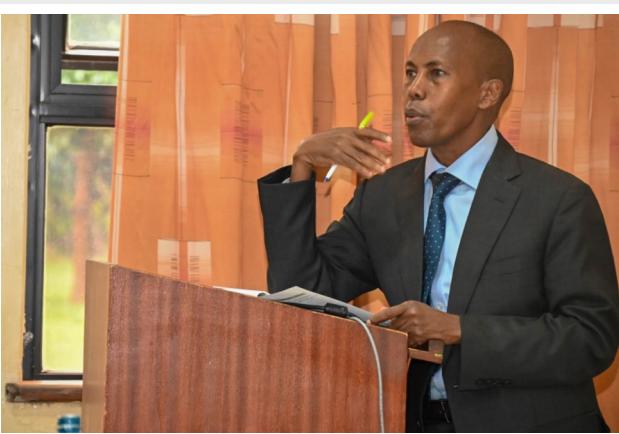
## Weekly Activities in Summary



**Advancing the Youth Agenda:** Director General Kenya School of Government Prof. Nura Mohamed, met with Executive Director Youth Network, Horn of Africa, Mr. David Momanyi. The two discussed the possibility of initiating joint youth programs aimed at empowering young people by involving them in decision-making processes and providing opportunities for leadership and development. The discussion focused on advancing the youth agenda through meaningful engagement and collaboration. This partnership will foster the mentoring of informed and proactive youths who can contribute to regional stability and growth.



Kenya School of Government Baringo Campus Director, Dr. John Bii, on Thursday, July 18, 2024, chaired a morning roundtable meeting with Campus Management to brainstorm plausible ways of attaining the strategic goals of the current financial year. He emphasized the commitment to ensuring the comfort and satisfaction of the course participants as they seek knowledge, share insights, and enhance their productivity



Director General, KSG Prof. Nura Mohamed met with interns stationed at various department at KSG Lower Kabete. The aim was to review and reflect on their work progress and taking feedback from them in respect to their deployment areas. He engaged the interns in a dialogue where issues were raised and suggestions given on the way forward.

# BOOK YOUR SLOT!

## 1<sup>st</sup> 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



asogconference@ksg.ac.ke



**Amelia Mwongera**

+254 724 899791

+254 734899791

**KSG Mombasa**

+254 743 178109

+254 758 825085



[ksg.ac.ke/regional-conference-for-africa-schools-of-government/](http://ksg.ac.ke/regional-conference-for-africa-schools-of-government/)



## Leadership Lesson

### The essence of strategy is choosing what not to do

Good strategy is not just about deciding what to pursue, but also about determining what to avoid or eliminate. By focusing on what not to do, organizations can better allocate resources, maintain focus, and differentiate themselves from competitors.

~ Michael Porter

### Have your say



Lawrence Aradi

Big up to madam HR Joy thanks so much for what you taught us during visit to your campus....from HR student Rift valley technical training institute Eldoret

## Humour

When you didn't get enough sleep and every little thing is annoying you



## Word of the Week

Proverbs 17:17

A friend loves at all times, and a brother is born for a time of adversity .

**Baringo Campus**

|   |                               |
|---|-------------------------------|
| Strategic Leadership Development Program (online) | 24th June - 30th August, 2024 |
| Diploma in Public Administration                  | 20th May- 19th November, 2024 |
| Senior Management Course                          | 22nd July-16th August, 2024   |
| Senior Management Course                          | 3rd June-26th July, 2024      |

**Embu Campus**

|   |                              |
|---|------------------------------|
| Strategic Leadership Development Program No. 428/2024   | 10th June-9th August, 2024   |
| Strategic Leadership Development Program No.429/2024    | 17th June- 26th July, 2024   |
| Diploma in Social Work No. 44/2023                      | 6th March – 7th March, 2025  |
| Diploma in Public Administration – Ministry of Interior | 20th May – 6th August, 2024  |
| Senior Management Course No.217/2024                    | 3rd June - 26th July, 2024   |
| Senior Management Course No. 218/ 2024                  | 1st – 26th July, 2024        |
| Supervisory Skills Development Course                   | 17th - 28th July, 2024       |
| Strategic Leadership Development Program No.432/2024    | 8th July - 17th August, 2024 |
| Senior Management Course No.219/2024                    | 8th July - 31st August, 2024 |
| Proficiency course for Clerical Officers                | 15th - 26th July, 2024       |
| NTSA Fundamentals to Road Safety- KSG Corporate         | 22nd -26th July, 2024        |
| Board Evaluation consultancy- RUJWASCO                  | 24th - 26th July, 2024       |
| OAG meeting-Office of the Auditor General               | 22nd - 26th July, 2024       |

**Matuga Campus**

|  |                              |
|--|------------------------------|
| Diploma in Public Administration No. 1/2024 Ministry of Interior & National Administration | 20th May - 23rd August, 2024 |
| Supervisory Skills Development Course No. 18/2024  | 8th July -2nd August, 2024   |
| Senior Management Course No. 128/2024  | 15th July - 9th August, 2024 |
| Retirement Planning Program No.19/2024   | 22nd - 26th July, 2024       |

**Mombasa Campus**

|  |                              |
|--|------------------------------|
| Strategic Leadership Development Program No. 425/2024                    | 3rd July- 19th August,2024   |
| Strategic Leadership Development Program No. 432/2024                    | 1st July– 9th August, 2024   |
| Senior Management Course No. 184/2024                                    | 3rd- 26th July,2024          |
| Diploma in Public Administration- Ministry of Interior                   | 20th May – 15th August, 2024 |
| Senior Management Management Course                                      | 8th July - 2nd August,2024   |
| Training on Prevention and Control of PCVE for Middle Officers (KSG SMI) | 15th July - 26th July,2024   |
| Proficiency Course for Clerical Officers                                 | 15th July - 26th July,2024   |
| National Council for Nomadic Education in Kenya                          | 23rd July - 26th July,2024   |
| Governance &Management of Urban Areas & Cities                           | 22nd July - 2nd August,2024  |

**Lower Kabete**

|   |                            |
|---|----------------------------|
| Strategic Leadership Development Program No. 433/2024                         | 1st July- 9th August, 2024 |
| Senior Management Course No. 422/2024   | 1st – 26th July, 2024      |
| Public Service Values and Ethics (County Government of Turkana)               | 15th- 19th July, 2024      |
| Conduct of Meetings and Minutes Writing                                       | 15th- 19th July, 2024      |
| Fundamentals to Road Safety   | 15th- 19th July, 2024      |
| Corporate Governance (Kenya Medical Practitioners and Dentists Council)       | 15th- 19th July, 2024      |
| Induction Program for Public Sector Boards (Veterinary Medicines Directorate) | 16th- 18th July, 2024      |
| Curriculum Review Workshop for Customer Service Excellence                    | 15th- 19th July, 2024      |
| Consultancy on Customer Care and Public Relation (KICC)                       | 18th-19th July, 2024       |

**Editor**

Faith Musoga

**Sub Editor**

Douglas Mochama

**Writers**

Ephline Okoth  
 Beth Muigai  
 Phyllies Muili  
 Glenn Lumiti  
 Tabitha Kemunto  
 Sonia Mbithe

Pauline Ngurukie  
 Sharon Ngina  
 Victor Wahome  
 Christine Rwamba  
 David Muturi  
 Aden Okello

**Photographers**

Walter Mikwa  
 Elias Makokha  
 Bosco Marangu

## GET IN TOUCH WITH US

**Kenya School of Government**

P.O Box 23030-00604, Lower Kabete, Nairobi-Kenya

Telephone: +254-20-2043339/2043344/2375340

Website: [www.ksg.ac.ke](http://www.ksg.ac.ke)Email: [directorgeneral@ksg.ac.ke](mailto:directorgeneral@ksg.ac.ke)Admissions: [info@ksg.ac.ke](mailto:info@ksg.ac.ke)**e-Learning and Development Institute**

P.O Box 30627 - 00100 Nairobi, Kenya

Tel: +254-20-3535873/4/+254-728-606991

Email: [director.eldi@ksg.ac.ke](mailto:director.eldi@ksg.ac.ke)Admissions: [info.eldi@ksg.ac.ke](mailto:info.eldi@ksg.ac.ke)**Baringo Campus**

P.O Box 91, Kabarnet-Kenya

Mobile: 0709252900

Email: [director.baringo@ksg.ac.ke](mailto:director.baringo@ksg.ac.ke)  
 admission.baringo@ksg.ac.ke

**Matuga Campus**

P.O Box 31-80406, Matuga

Cell: 0770 770 021

Email: [director.matuga@ksg.ac.ke](mailto:director.matuga@ksg.ac.ke)  
 admissions.matuga@ksg.ac.ke

**Embu Campus**

P.O Box 402-60100, Embu-Kenya

Tel: +254-(068) 231824/2231866/2231364

Cell: 0792718171

Email: [director.embu@ksg.ac.ke](mailto:director.embu@ksg.ac.ke)  
 admissions.embu@ksg.ac.ke

**Mombasa Campus**

P.O Box 84027-80100, Mombasa

Tel: +254-743 178109/758 825085

E-mail: [director.mombasa@ksg.ac.ke](mailto:director.mombasa@ksg.ac.ke)  
 admissions.mombasa@ksg.ac.ke

## 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

[communications@ksg.ac.ke](mailto:communications@ksg.ac.ke)

@KSGKenya



Kenya School of Government