

KSG Campuses

- Baringo
- Embu
- Matuga
- Mombasa

Institutes

- e-Learning and Development Institute
- Security Management Institute
- Margaret Kenyatta Institute

KSG Centres of Excellence

- Centre for Devolution Studies
- Centre for Public Service Values, Ethics and Integrity
- Centre for Public Finance Management
- 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

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*Weekly Bulletin**Published by the KSG Communications Department***KSG Continues to Invest in Staff Empowerment**

Principal Hospitality Officer Mr. Bernard Rajwais facilitates a session at KSG Mombasa. The two day inaugural staff sensitization seeks to enrich staff productivity and enhance client satisfaction.

BY GLENN LUMITI

Workforce productivity simply means the effectiveness of the employees; their output in a task, a project and in their daily responsibilities. It is in a sense a culture that is created in organizations that results in improved work spaces, cost reduction, quality client service, identification and restoration of weak areas among others that

consequently brings about positive publicity, brand building and decent profits.

Seeking to enrich staff productivity and enhance client satisfaction, Kenya School of Government Mombasa Campus has kicked off a series of refresher sensitizations on client service excellence, for staff in the Hospitality Department.

The two day inaugural sensitization was conducted by Principal Hospitality Officer, Mr. Bernard Rajwais who sought to improve staff skills and knowledge in offering services to the required industry standards and for the benefit and gratification of the service recipients.

Speaking at the opening of the forum, Campus Director Dr. Tom Wanyama motioned

KSG Continues to Invest in Staff Empowerment

that it is necessary that each employee understands the tenets of their industry for expert delivery; as is required of them.

“An expert has to appreciate and understand what the field entails and what they should possess in regards to competencies,” said the Director adding that the essence of the training would be visible when they embark on their responsibilities.

He went on; “Every day brings with it a new idea that you must be willing to learn from. This sensitization will gain its objective if you take it as a pillar of upgrade to your career goals in the industry.”

“Staff who work towards meeting the needs with urgency, impress positively upon guests who are more likely to be repeat visitors to the organization creating loyalty as pay back hence more revenue for that entity,” said the Director.

The facilitator, Mr. Rajwais articulated his experience in hospitality which spans many years. In his presentation, he explained that it is important to recognize service as a strategic characteristic of an employee in the hospitality sector. It is also necessary to analyze service approaches that satisfy the needs of clients while applying techniques that increase client service and satisfaction. He then sought to guide staff on how to utilize strategies for complaint resolution.

Mr. Rajwais reminded the staff that “In the hotel industry, employees are the first and most crucial link to guests, forming public perception of your company”. He believes that having a suitable team that guarantees client satisfaction is a sure way of growing an institution.

Ms. Gaudencia Amwayi of the Campus expressed her

delight, “Staff training certainly plays a huge role in motivating employees to be more industrious, innovative and creates great fulfillment in their work life. The session should be a game changer in how we handle our clients; both internal and external,” she said.

Customer satisfaction is a broad field that demands the employee to listen, convey respect, pinpoint solutions as well as be empathetic. The sensitization comes at an opportune time when the Campus is exponentially expanding in service after the completion of the Ultra-Modern Conference Complex, a capital project that is a focal point and a strategic venue for public servants and an array of government activities such as training, meetings, workshops, and conferences. This also opens up the region’s economic activities as well as elevates the School’s positioning locally and internationally.



Staff of the Hospitality Department follow proceedings during the sensitization

Self –Motivation Towards Actualization

BY YVONNE LUCY

The Kenya School of Government (KSG) has over time responded to capacity needs in the public sector by providing training to officers in the public and private sectors thus contributing to the transformation of the workforce and general performance of organizations.

Eliud Wekesa who has vast professional experience in the insurance industry has worked in the private sector since his first employment. He previously attended the Senior Management Course at KSG Embu Campus and is currently undertaking the Strategic Leadership and Development Program. The words of Nelson Mandela, “Education is the most powerful weapon which you can use to change the world” have been the motivation behind his tireless investment in knowledge with zeal to contribute to the transformation of the country.

Mr. Wekesa who hails from Trans-Nzoia County pursued a Degree in Project Planning and Management from the University of Nairobi and later a Master’s degree in Monitoring and Evaluation from Maseno University. Along his career path, a friend encouraged him to undertake the Senior Management Course from Kenya School of Government as it would position him better in his cadre.

Mr. Wekesa acknowledges having gained a refined and integrated skillset that enhanced his decision-making ability and increased the synergy whenever working in a team. He termed investing in knowledge as wisdom because once it is gained, it can never be lost even after using it or



Eliud Juma Muse Wekesa (right) graduate of SLDP No. 333/2022 receives his certificate from Dr. Fredrick Mukabi, Deputy Director, Kenya School of Government, Embu Campus.

even sharing. “As quoted, investing in knowledge pays the best interest, one will always be reaping returns. The Course has cultivated a self-evaluation culture which has enabled me to perfect my communication skills and understand my roles as a team leader. I finally got that guidance and knowledge that I had long sought,” he said.

Affirming his friend’s perception of KSG, Mr. Wekesa added that he established a professional network while at the School. “As a result, I decided to participate in SLDP in the actualization of the passion I had developed,” he disclosed.

Today, he is part of the SLDP cohort that is engaging in Values and Character Development sessions at the Campus. Part of the lessons that he takes with him is creating a vision and realizing it, inspiring team members to achieve the vision,

and task, building trust, and appropriately handling any conflict.

Reflecting back, when he was employed by Red Cross Kenya in the Emergency Plus Medical Services Pioneers in 2010, he was the Business Development Executive officer and was unsure of how to handle targets and pressures in the Non-Government Organization. If I had the knowledge I have today, handling these duties would have been easier.

Continuous improvement is better than delayed perfection. Mr. Wekesa pushes himself to give the best as he still believes that those who say it is impossible should not interrupt those doing it because one’s struggles develop strength which does not come by winning.

Cervical Cancer Screening: Saving One Life at a Time

Worldwide, there are an estimated 604,000 new cases of cervical cancer and more than 341,000 women die from cervical cancer-related deaths each year, nearly 90% of whom resided in low- and middle-income countries (LMICs).

In sub-Saharan Africa, Central America, and southcentral Asia, cervical cancer is a leading cause of cancer-related deaths among women.

Despite its increasing burden, cervical cancer is largely preventable and treatable, if detected and treated early.

In many low-resource settings, access to health information and preventive services – including vaccination, screening, and pre-cancer treatment – are not routinely available, leaving girls and women vulnerable to this disease.

In November 2020, the World Health Organization (WHO) launched its Global Strategy to Accelerate the Elimination of Cervical Cancer. The three pillars of this strategy – the first-ever global plan to eliminate cancer –

are as follows:

- Vaccinate 90% of girls against human papillomavirus (HPV) by 15 years of age;
- Screen 70% of women between ages 35 and 45 years, with a high-performance test; and
- Ensure that 90% of those women in need receive treatment for cervical disease.

Achieving these ambitious milestones will require a significant scale-up of services, particularly where access to routine preventive services and accurate information about HPV and cervical cancer remains limited.

The Margaret Kenyatta Institute for Gender and Social Development (MKI) was established to support the Government of Kenya to address issues and concerns affecting the well-being of its citizens. The Institute's three key results areas outlined in the Strategic Plan are also consistent with the Kenya School of Government (KSG's) mandate for capacity development for public servants; as well as community awareness through outreach programs that

respond to critical issues affecting our community

The objective of the Cervical Cancer Outreach and Medical Camp is to commemorate Cervical Cancer Month in January and World Cancer Day on 4th February; as well as increase informed demand for cervical cancer prevention services including screening and preventative treatment for cervical cancer. Ultimately, it is to support the Government's efforts in raising awareness and driving action to accelerate the elimination of cervical cancer in Kenya.

Why Cervical Cancer:

- Cervical cancer is the leading cause of cancer-related deaths in Kenya.
- At least nine women die every day from cervical cancer.
- Early detection and timely treatment save a life.
- Cervical Cancer is preventable through routine screening for women of reproductive age.

Free Services offered will include screening for breast, cervical, and prostate on Friday 3rd February 2023 from 8 am – 5pm.



FREE CANCER Screening

for breast, cervical and
prostate for men

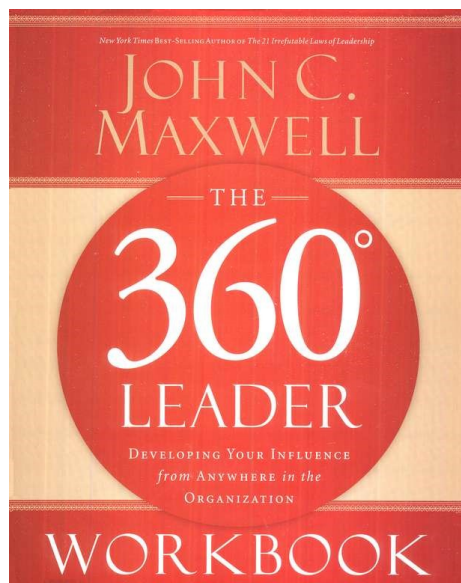
Time: 8am- 5 pm

Venue: Conference Centre Parking

3 FEBRUARY, 2023



Good leadership is about results, not position



Are leaders born or made? How else would they have come to this world if not born? Do they learn through continued mentorship or delegation of responsibilities? The initial question has become commonplace during management and leadership training with the same question posed to participants at leadership seminars, a contentious question of discussion during my Political Science undergraduate studies. Over time, have you concluded that leadership is circumstantial, situational, and never innate or static?

In this column, DOUGLAS MOCHAMA will give extracts of select books to consider reading this year. This week, the writer starts the column with ideas from Section One of *THE 360° LEADER* by JOHN C. MAXWELL, an American author and speaker who has written many

books on how to develop your influence from anywhere in the organization. The writer will also share a glimpse of classroom discussions and topics at the School that converge with the Sections of the book highlighted in this column.

Section one: THE MYTHS OF LEADING FROM THE MIDDLE OF AN ORGANIZATION, brings to the fore the 7 Myths; according to the author, every leader in the middle faces – these are position, destination, influence, inexperience, freedom, potential and the all-or-nothing.

One day, after she heard that the Secretary of Labour had resigned, a housekeeper for President Woodrow Wilson approached him, recommending the vacant position be given to her husband. According to her, the husband knew well about labour. She expressed that the husband was fit for the job and understood the plight of labouring people as he had been a labouring man for decades. Listening to her, President Wilson explained that the Secretary of Labour is an influential position and those who can work with impact are needed for the job. The housekeeper had misconceived that once the husband sits on that chair, he becomes influential automatically.

People with no leadership experience tend to overestimate the importance of a leadership

title. That was the case for President Wilson's housekeeper. She thought that leadership was a reward that someone of importance could grant. To demystify this ignorance, Maxwell says that influence does not work that way. Instead, he says that good leadership is about action and how one treats followers, not the position. Although Maxwell alludes to the fact that one has to be entrusted with a position, he says he cannot be accorded authentic leadership; instead, he must earn influence, which is the distinguishing factor between able and poor leadership. This realization explains why without leaders to make things happen, businesses would find it nearly impossible to drive growth and remain profitable. Examples are rife where boards in some corporations have had to make unprecedented movements for the total overhaul of leadership to restore the performance of an organization fiscally.

According to Maxwell, someone has to set the right direction, make intelligent decisions, and lead the way for everyone to achieve strategic goals. And that is the reason a corporation has to bring in someone to set the right direction, make intelligent decisions, and lead the way for everyone to achieve strategic goals. Maxwell, in this Section,

Good leadership is about results, not position

avers that being effective as a leader is not about being liked; however, it is a culmination of results, not attributes.

Maxwell cautions that authentic leadership is not being "on top." He says that this is why those who aspire for positions end up sitting on the periphery, hindering the organization from the main course when their ambitions flop.

Recently the writer had the chance to witness a classroom discussion on what it takes to be a

leader in a Senior Management Course at KSG Baringo Campus. The session was moderated by Senior Lecturer Michael Ang'anyo. During the discussion, it became absolutely clear that everyone in an organization has a role in ensuring activities are finished economically. An example was given that if an activity was not done as required, the team members would have failed due to a lack of prudence and integrity in handling resources, adding that leadership is not about sitting at

the ivory tower expecting results from the ground; a leader has to roll up their sleeves and be part of the solution on the ground.

If THE 360° LEADER is new to you, just be sure you are in for a treat. It will change your view of leadership. As you read, you will be encouraged and inspired to lead ably. Next week we move to Section Two of this excellent c o m p e n d i u m : T H E CHALLENGES 360° LEADERS FACE, according to the renowned author.



Women in Political Leadership Course

Date:
February 20-24, 2023

Cost:
Non-Residential - KSh. 29,000
Residential - KSh. 52,200

Campus:
Lower Kabete



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Weekly Activities in Summary



The 19th Ordinary Session of the Intergovernmental Budget and Economic Council (IBEC) took place at KSG Lower Kabete presided over by H.E Deputy President Rigathi Gachagua who is also the Chairperson of the Council. In attendance were Governors, Cabinet Secretaries, the Council of Governors and other officials from County Governments.



Governor of Vihiga County, Dr. Wilber Ottichilo with KSG Director General Prof. Ludeki Chweya following the closing of the 19th Ordinary Session of the Intergovernmental Budget and Economic Council (IBEC) Session.

Weekly Activities in Summary



Chief Officers of Busia County, attending an Induction Program at Mombasa Campus that was graced by the Director General Prof. Ludeki Chweya and Campus Director Dr. Tom Wanyama.



Ms. Lynette Otworu, Director MKI (Centre) Dr. Prisca, Director Linkages & Collaboration (4th left) and Isabella Mutinda, CEO, MYO (3rd left) with other officers after deliberations on collaboration in the fight against harmful cultural practices such as FGM and Gender Based Violence.



Director General Prof. Ludeki Chweya led staff of KSG at the befitting send off of the late Stanley Laikera, father to Ms. Agnes Laikera who is the Administration Manager of the Kenya School of Government.



Staff of Lower Kabete condole with Mr. Albert Njoroge, following the burial of his daughter, the late Maryann Wangari Wanjau. Mr. Njoroge is a Records Management Officer at KSG. May the Almighty Rest the Soul of Marynne in Eternal Peace.

Leadership Lesson

A leader's action speaks louder than a thousand words

“What you do has a far greater impact than what you say.”

– Stephen Covey

Have Your Say



Martin Gicinga Macharia

This was a wonderful and timely session. Much appreciation to the lecturers and facilitators for the well researched and delivered course. To the entire [Kenya School of Government, Baringo Campus](#) family, thanks a lot for your hospitality.

Humor of the week

That overly cheerful coworker waiting for you every morning:



Quote of the Week

“Listen with curiosity. Speak with honesty. Act with integrity. The greatest problem with communication is we don't listen to understand. We listen to reply. When we listen with curiosity, we don't listen with the intent to reply. We listen for what's behind the words.”

— Roy T. Bennett

Baringo Campus

Strategic Leadership Development Program	9th January- 17th February, 2023
Government Protocol, Etiquette and Events Management (Baringo County)	31st January- 3rd February, 2023
Senior Management Course	9th January- 3rd February, 2023
Workshop (NASCOP)	31st January- 3rd February, 2023
Workshop (KALRO)	2nd February, 2023

Embu Campus

Strategic Leadership Development Program No. 342/2023)-Meru County Assembly	23rd January - 3rd March, 2023
Senior Management Course No.182/2023	16th January - 10th February, 2023
Senior Management Course Online No. 183/2023	16th January - 10th March 2023
Strategic Leadership Development Program Online No. 340/2023	16th Jan to 10th March, 2023
Supervisory Skills Development Course No. 87/2023	16th to 27th February, 2023
Induction Program (County Government of Bungoma)	30th Jan to 10th Feb, 2023

Matuga Campus

Senior Management Course No.112	16 January -10 February, 2023
Induction Program for Budget & Economic Forum No.1 (Kwale County)	30th January - 3rd February, 2023
Senior Management Course NO. 113	30th January -24th March, 2023
Induction Program for Officers in the Governor's Office No. 2 (Kwale County)	30th January - 3rd February, 2023

Mombasa Campus

Strategic Leadership Development Program	23rd January - 3rd March, 2023
Senior Management Course No.161	9th January - 3rd February, 2023
Strategic Leadership Development Program No 337	9th January - 17th February, 2023
Customer Care Skills Course (Makueni County)	30th January - 3rd February, 2023
Induction Program for Busia County Assembly Service Board	30th January - 3rd February, 2023
Human Resource Advisory Committee Training(KEMRI)	30th January - 3rd February, 2023
Workshop (Probation and Aftercare Services)	30th January - 3rd February, 2023
Workshop (Kenya Power)	30th January - 3rd February, 2023
Workshop (Kenya Ports Authority)	2nd January, 2023
Workshop (National Health Insurance Fund)	30th January, 2023
Culture Change Management (Unclaimed Financial Asset Authority)	30th January -3rd February, 2023

Lower Kabete

Strategic Leadership Development Programme No.341/2023	23rd January -3rd March, 2023
Public Sector Financial Management Course (Isiolo County)	30th January-24th February, 2023
Data Protection Program (KUCCPS)	30th January -1st February, 2023
Induction Workshop (Border Control And Operations Coordination Committee)	30th January, 2023
Youth Climate Action Symposium (KIPPRRA)	2nd-3rd February, 2023

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