

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

Inside this issue:

Social Protection conference	4
Call to Action	5
Kenya Coordinated Border Management Program concludes its 7th cohort training	6
Embu Campus Trains Her Hospitality Staff	7
Weekly activities	9
Humor and Quote	10
Weekly Programs	11

*Weekly Bulletin**Published by the KSG Communications Department*

Social Protection: Kenya on track



The President of Kenya, H.E. Dr. William Samoei Ruto is welcomed by KSG's Director General, Prof. Ludeki Chweya, during the Kenya Social Protection Conference. Chair of the Council of Governors, Hon. Ann Waiguru, CS. Florence Bore of the Ministry of Labour, Social Protection and Senior Citizens Affairs and PS. Joseph Matarara, State Department for Social Protection also received the President at the School.

BY BETH MUIGAI

Kenya School of Government had the honor of hosting Kenya's President, His Excellency Dr. William Ruto, on Tuesday, April 3, 2023, for the opening ceremony of the 2023 Kenya Social Protection Conference held at the School in Lower Kabete campus.

Organized by the State Department for Social Protection and Senior Citizens Affairs, and the World Food Program among other partners, this year's

Conference themed "Accelerating Inclusive and Integrated Social Protection System in Kenya: Strategies for Expansion of Coverage and Improved Shock Responsiveness" was aimed at charting the way towards inclusion and expansion of social protection of all Kenyans by providing opportunities for the sector to advance the agenda with a view to ensuring increased coverage access.

Hitherto, social protection has experienced

limited coverage by segments of the population, including children, older persons, persons with disabilities, youth and women, minority groups, workers, migrants, refugees, the unemployed, and those in the Jua Kali sector. But now, the Conference offered a platform to discuss and address these gaps and work towards better protection for marginalized groups.

President Ruto emphasized the Government's commitment to ensure that diverse groups

Social Protection: Kenya on track

of individuals have access to development, even as the objective of economic progress is realized.

"Our philosophy of development is people-centered. We must empower people to actualize their potential by taking full advantage of economic opportunities and to have capacity to optimally benefit from development," he said. "We are confident as a government that we can simultaneously pursue rapid economic transformation and social protection at the same time and ultimately we shall achieve both."

The Head of State recognized that Social Protection is key to development and has to be addressed early even as the country is geared towards the attainment of the Vision 2030. "The standard of social protection is a good measure for sustainability and the promise of shared prosperity. Development achieved at the expense of social protection will be hollow and fragile" he stated.

Currently, 16% of the Kenyan population lives below the poverty threshold, with 8.9 million individuals experiencing poverty, especially following the COVID-19 pandemic. Furthermore, 26% of Kenyan children aged below five years are stunted and malnourished, which slows their growth and development, and ultimately deprives them of their full potential.

Over the past couple of years, the country has faced numerous shocks necessitating intervention for social protection. These include extended periods of drought, flooding, inflation, and economic challenges stemming from the Russia-Ukraine war. The vulnerable groups suffer the effects of such shocks as they have limited access to resources from the onset.

The President further announced that based on this information, Cabinet has approved the release of funds for vulnerable populations before the payment of public servants' salaries from June 2023. "The instructions that I have given and Cabinet and Treasury has undertaken is that on June 1, this year, before salaries for civil servants are given, the money for the vulnerable shall be dispersed," he declared.

Earlier, Prof. Ludeki Chweya, Director General of KSG, revealed that the School is ready to utilize its core mandate of Training, Research, Consultancy, Policy Advisory and Outreach for capacity building in social protection. In his presentation delivered by Director Academic Affairs Dr. Josephine Mwanzia, the DG assured stakeholders of the expertise and commitment of the School to develop and execute programs that are specific to social protection and fit-for-purpose to address knowledge gaps for the

polymakers, designers, and implementers, and also complement the government's ongoing efforts in improving the reach of services to those who need them most.

KSG signed a Memorandum of Understanding with the State Department for Social Protection with the view to develop capacity of practitioners to effectively deliver social protection services. The two organizations further rolled out a training program for practitioners that will enable them develop, review and implement policies and legislations, design and implement social protection programs, effectively coordinate Social Protection Programs, good governance and accountability particularly in the utilization of resources, to utilize monitoring and evaluation evidence to make decisions among other skills.

The program targets social protection practitioners, technical officers and administrators at National and County Governments, Development partners, Private Sector Agencies and Community Leaders.

Social Protection is one of the Sustainable Development Goals under people, planet and prosperity. It is also provided for in the Constitution of Kenya in the Bill of rights Article 43 (1) (a) which guarantees each Kenyan citizen the right to access the highest attainable standard of health including reproductive health care.



President William Ruto with delegates at the opening ceremony of the Conference.

Social Protection Conference



Social Protection Conference



Kenya Social Protection Conference Call to Action



Partners from various agencies led by CS. Florence Bore (Centre) launched the Call to Action at the end of the four day Conference that began on April 3– 6, 2023.

BY FAITH MUSOGA

The 2023 Kenya Social Protection Conference that took place from April 3 – 6, 2023 culminated in a Joint Call to Action by all leaders and stakeholders that participated in the forum at the Kenya School of Government.

In a speech delivered by Ministry of Labour, Social Protection and Senior Citizens Affairs, CS. Florence Bore, on behalf of Prime Cabinet Secretary, Hon. Musalia Mudavadi read: “The Government will follow up on the commitment of increasing coverage of Inua Jamii beneficiaries from the current 1.2 million to 2.5 million over the next two years”.

On her part CS. Bore, called upon all leaders to guarantee that the value of the Conference translates to positive results in improving the livelihoods of the people that they serve.

WFP lauded the Government of Kenya on its commitment to scale up Social Protection coverage. “There is need to push for joint shock responsive social protection,” said Lauren Landis, Country Director.

FAO Representative in Kenya, Amb. Carla Mucavi was thankful to the Kenyan Government for convening the Conference that highlighted the need to accelerate inclusive and integrated through expansion of coverage and improved shock – responsiveness for the most poor and vulnerable in the rural and informal economy.

“We have come to a new era where we are leaving no one behind. It is time for systems to transform rural and informal economies,” she said.

Shaheen Snilofer, UNICEF Country representative said, “I congratulate the Government of Kenya. The critical support that social protection such as regular

and predictable cash transfers, provides for the most vulnerable can save & transform children's lives.”

Ms. Snilofer delivered the Joint Call to Action to:

1. Increase funding for increased Social Protection coverage;
2. Expand nutritional sensitive Social Protection;
3. Expand health insurance to the uncovered;
4. Secure cabinet approval for draft Social Protection Policy 2023
5. Incentivize private sector players to support Social Protection system; and
6. Promote use of the Enhanced Single Registry to build linkages to other MISs.

The Joint Call to Action was launched by the State Department of Social Protection, WFP, World Bank, UNICEF Kenya, ILO, FAO, UNHCR and the Kenya School of Government amongst other partners.

Kenya Coordinated Border Management Program concludes its 7th cohort training

BY PAULINE NGURUKIE

Border Management Secretariat and the Kenya School of Government's Security Management Institute provide an array of short-term and long-term training, and technical assistance to border management officials.

The Principal Administrative Secretary (PAS), Ministry of Interior and National Administration, Ms. Anne Ng'etich, has underscored the responsibility of the officers at the point of entry and point of exit (PoE) to ensure legitimate trade and travel flows unimpeded, promoting cooperation between border agencies, eliminating silo mentality, and fostering healthy working relationships among them. "I challenge the 7th cohort to push boundaries in extraordinary service, and be innovative while executing your respective mandates," she said.

Indeed, we live in a rapidly changing world where change is the only constant. Rather than resisting change, the Border Management Secretariat and the Kenya School of Government's Security Management Institute came together to create the Kenya Coordinated Border Management Program, embracing these changes and the opportunities they present.

"The Kenyan Government has partnered with agencies that have positively responded by providing assistance; special thanks to the International Organization for Migration (IOM) for their willingness to work with us. Our achievements have been due, in part, to such support of our partners to our border operators," she said.

For Border Management Secretariat (BMS) Secretary, Mr. Kennedy Nyaiyo, the success of the training is credited to dependable partnership between KSG and its partners, and the relevance of the curriculum developed jointly that aims to end the silo mentality, and instead enhance knowledge sharing and management.

Mr. Nyaiyo highlighted that



SMI Director, Mr. Humphrey Mokaya delivers his speech during the graduation ceremony of Cohort 7 training on Kenya Coordinated Border Management Program.

feedback from the previous 6 cohorts has been useful in the plans for review of the curriculum it to make it more suitable for current and emerging issues in border management. The 8th and 9th cohorts are scheduled to take place before the end of this Financial Year.

Security Management Institute's Director, Mr. Humphrey Mokaya expressed his pride in the program that has attracted a class of engaging and inquisitive officials, who demonstrated a thirst for knowledge throughout the intense 10-day training program.

Mr. Mokaya appreciated the Border Coordination and Operations Coordinating Committee for providing continued visionary oversight and policy direction in this important course of border coordination, control, and operations. He also acknowledged development partners who have supported various cohorts in the past, including USCBP, UNODC, and IOM.

The Director has urged government MDAs to support subsequent cohorts, to enable the School to continue in its mandate to develop programs that address performance procedures and emergent global challenges that public officials encounter.

Course co-coordinator, Ms. Sarah Hepworth, pointed out that the Kenya Coordinated Border

Management Program (KCBM) is a prestigious program that harnesses capabilities, encourages inter-agency coordination, and limit border threats, including smuggling, human and drug trafficking, and trade in counterfeits.

The program is diverse and covers topics such as Government Structure and Functions Regulatory Framework of Border Management, Models of Border Management, Coordinated Border Management in Kenya, Border Operational Environment, Practicum on Border Management, and Field Study of Points of Entry and Exit. These carefully crafted units provide participants with hands-on skills to limit border threats and better understand the complexities of border management.

On the ninth day of training, participants had an opportunity to visit the JKIA PoE as a vital component of the learning process to bridge the gap between theory and practice. This visit enabled participants to experience the realities of work environments and identify gains and challenges of PoE systems, structures, processes, and operations.

The KCBMP participants are from different border agencies provided with an opportunity to network and enhance their understanding of other agencies through formal and informal interactions, in the spirit of a multi-agency approach.

Embu Campus Re-trains Hospitality Staff

BY MARY NJENGA

Process Improvement. Staff Empowerment. Staff Training and Retraining. All these and more mean a lot, especially to an institution seeking to compete effectively, seize opportunities, remain adaptable to the changing environment and respond to unexpected problems that have become rife in the new world order.

Perhaps Stephen Covey, the author of *The 7 Habits of Highly Effective People*, is one who is renowned for aptly stating that organizations need to “Sharpen the Saw”.

According to Covey, sharpening the saw means preserving its greatness; the saw being human resources. Building your capacity through training is one way of enhancing this greatness.

Aware of this, the Kenya School of Government has made unprecedented moves to ensure the system and the employees are in sync.

This continuous process entails empowering staff with modern knowledge to cultivate the attitude of triumph, quality service provision, citizen focus, and result-orientedness.

KSG Embu Campus recently mounted a refresher course for hospitality staff as they seek to meet their obligations.

Delivering his address, Dr. Fredrick Mukabi, the Campus Deputy Director, termed the course necessary to establish systems for extraordinary customer experience in all service delivery portfolios.

“Our focus is on etiquette and decorum that is tantamount to incredible service. We seek to identify

gaps and suggest remedies to satisfy our responsibilities,” Dr. Mukabi said.

The program incorporates Citizen Service Delivery Charter, Values, Quality Management Systems (QMS), and Customer Feedback, among others.

Principal Hospitality Officer, Mr. Bernard Rajwais, elucidated the prominence of ethics and professionalism in the hospitality industry, as being able to distinguish between right and wrong and having the integrity to make wise and informed decisions.

“Staff unethical behaviour mainly causes distrust and disrepute. The outcome is negative publicity and loss of opportunities,” he expounded.

During the training, staff were urged to uphold the professionalism, character and mannerisms that every hospitality officer must possess.

Mr. Paul Mwangi, a waiter at the Campus, was grateful for the training that, according to him will help them identify scenarios that could impede service delivery, with negative perceptions about the Campus being one of them.

“It usually, difficult to take blame when clients express discontentment instead of giving an apology. We should reverse this as we value client their feedback. Guests must not be handled casually but with a combination of courtesy and friendliness. Consider these magic words that seem obvious but make all the difference when you converse with customers: Please, Excuse me, Thank you, and Sorry.” Mr. Mwangi posited.

In his recommendation, Mr. Mwangi said the refresher course is critical to all the employees for healthy interaction, especially with the internal customer.

Ms. Milkah Akoth of the Housekeeping Section the training shed light on aspects usually forgotten; etiquette, protocol, and grooming are fundamental rubrics that cannot be ignored.

“We have certainly been doing our best in delivering our duties. Today’s learning is an eye opener. We hope to improve,” Ms. Akoth vowed.



Dr. Fredrick Mukabi, Embu Campus Deputy Director, joins the Catering and Housekeeping teams during their refresher training.

Weekly Activities in Summary



H.E. Deputy President Hon. Rigathi Gachagua at the NEDI Leadership Consultative Forum at the Kenya School of Government: "Kenya Kwanza Administration's promise for social equity for all Kenyans remains steadfast as we address critical infrastructure and development in the North and North Eastern Region," he said reaffirming Government's commitment to create social equity and uplift livelihoods.



Director Generals; Prof. Ludeki Chweya of the Kenya School of Government and Dr. Charlene Mulindahabi of the Rwanda Management Institute after the signing of cooperation MOU between the two institutions during the State visit of Kenya's President H.E. Dr. William Samoei Ruto at the 9th Joint Permanent Commission of Cooperation between Kenya and Rwanda that took place on April 1 -5, 2023 in Kigali.

Embu Campus celebrates Worlds Day of Physical Activity



KENYA SCHOOL OF GOVERNMENT
Empowering the Public Service

Happy
Easter
Holiday

Contact: 0727 496 698 | Email: info@ksg.ac.ke | www.ksg.ac.ke

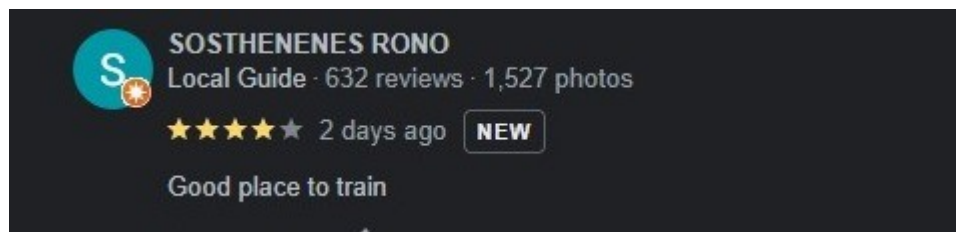
Leadership Lesson

If we develop concern for other people's welfare, share other people's suffering, and help them, ultimately we will benefit.

If we think only of ourselves and forget about others, ultimately we will lose. The more we care for the happiness of others, the greater our own sense of well-being becomes.

-Dalai Lama

Have Your Say

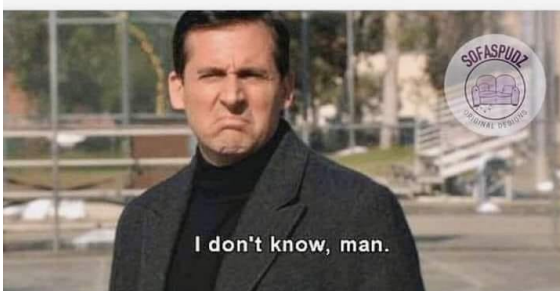


Humor of the week

Computer: *autosaves file*

Me: Aww thanks! Where is it?

Computer:



Quote of the Week

“The religion of tomorrow will be less concerned with the dogmas of theology and more concerned with the social welfare of humanity”.

-Tommy Douglas

Baringo Campus

Strategic Leadership Development Program	3rd April - 12th May, 2023
Senior Management Course	3rd - 28th April, 2023
Supervisory Skills Development Course	3rd - 14th April, 2023
Public Relations and Customer Care	3rd - 17th April, 2023
Minutes writing Course	10th - 14th April, 2023
National Council of Churches of Kenya (NCCK) Workshop	12th - 13th April, 2023

Embu Campus

Strategic Leadership Development Program No. 349/2023	6th March - 28th April, 2023
Project Planning and Management PPM 10/2023	3rd - 28th April, 2023
Senior Management Course outreach No. 186/2023	3rd - 28th April, 2023
Senior Management Course No. 187/2023	11th April - 5th May, 2023
Senior Management Course No. 188/2023	11th April - 2nd June, 2023
Supervisory Skills Development Course SSDC 90/2023	11th - 21st April, 2023
Management Skills Course	11th April - 5th May, 2023
State Department for Social Protection	10th - 14th April, 2023
Embu Water & Sanitation Company (Workshop)	11th - 19th April, 2023
Locust Response (Program workshop)	14th April, 2023

Matuga Campus

Senior Management Course No. 115/2023	27th March - 21st April, 2023
---------------------------------------	-------------------------------

Mombasa Campus

Strategic Leadership Development Program No. 351/2023	20th March - 28th April, 2023
Senior Management Course No. 165/2023	10th April - 2nd June, 2023
Commission for University Education	11th - 14th April, 2023
Kenya Education Management Institute/ Aga Khan (Workshop)	11th - 15th April, 2023
Senior Management Course No. 164/2023	3rd - 28th April, 2023
Management Course for Office Administrators	3rd - 28th April, 2023
Management Skills Course	3rd - 28th April, 2023
Public Procurement & Contract Management Course for Practitioners	11th - 21st April, 2023
Office Administration Skills Course	11th - 21st April, 2023

Lower Kabete

Strategic Leadership Development Program No. 350/2023	13th March - 21st April, 2023
Strategic Leadership Development Program No. 346/2023	13th March - 19th May 2023
Strategic Leadership Development Programme No. 354/2023	11th April - 19th May, 2023
Strategic Leadership Development Programme 352/2023	27th Mar - May 5th 2023
Senior Management Course No. 397/2023	3rd - 28th April, 2023
Senior Management Course No. 398/2023	3rd - 28th April, 2023
Training of Trainers Course	11th - 21st April, 2023
Retirement Planning Program	11th - 14th April, 2023
Garissa County Government Workshop	3rd - 21st April, 2023
Nairobi City County Housing and Urban Renewal Sub Sector Workshop	11th - 12th April, 2023
Special Economic Zones Authority	11th April, 2023
Privatization Commission Workshop	11th - 13th April, 2023
Office of the Data Protection Commissioner	12th - 13th April, 2023
State Department of Public Service	14th April, 2023
Salaries Review Commission Workshop	14th April, 2023

Kenya School of Government
P. O. Box 23030 - 00604
Lower Kabete, Nairobi
Tel: +254 2 4015000
Mobile: 0727496698

Matuga Campus
P.O. Box 31-80406,
Matuga - Kenya
Tel: +254-0770770021
Email: info.matuga@ksg.ac.ke

Mombasa Campus
P.O. Box 84027 - 80100,
Mombasa - Kenya
Tel: +254 41 3122785, 22227113,
2228800, +254 41 2227105
Email: info.mombasa@ksg.ac.ke

Baringo Campus
P.O. Box 91, Kabarnet - Kenya
Tel: +254-053 22325
Email: director.baringo@ksg.ac.ke

Embu Campus
P.O. Box 402-60100,
Embu - Kenya
Tel: +254- 068-31351, 068-31364
Email: info.embu@ksg.ac.ke



www.ksg.ac.ke

Editor

Faith Musoga

Sub-Editors

Douglas Mochama
Ephline Okoth

Writers

Pauline Ngurukie
Daniel Ngeti
Mary Njenga
Beth Muigai
Sharon Ngina
Phyllies Muili
Yvonne Lucy
Glenn Lumiti

Photographers

Walter Mikwa
Elias Makokha
Bosco Marangu

For news items, information and comments kindly email:
communications@ksg.ac.ke