



WEEKLY

# Bulletin

20th-26th January, 2024

## KSG-Huduma to establish Customer Service Academy



KSG’s Director Finance and Administration, Prof. Nura Mohamed leads officials from KSG and Huduma Centre Services in deliberations on the establishment of the Customer Service Excellence (CSE) Academy

BY BETH MUIGAI

The Kenya School of Government is in the concluding stages of formalizing a Memorandum of Understanding (MOU) with Huduma Center Services, aimed at establishing the Customer Service Excellence (CSE) Academy. This initiative is envisioned as a pivotal training hub dedicated to nurture and improve excellence in customer service through capacity building.

According to the draft in discussion, the Academy will initially be set up at KSG

campuses with the prospect of expanding to shared institution through Public-Private-Partnership. The facility is planned to have a full-fledged state of the art hotel and recreational facilities set up at Lower Kabete.

The Academy will be jointly administered by both organizations, signaling commitment to enhance customer service standards within the public service, targeting a broad spectrum of participants, including managers, quality standard assessors, and front-office staff

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## KSG-Huduma to establish Customer Service Academy

across the public service sector through a curriculum tailored to instill the principles and practices of exemplary customer service.

By empowering participants with advanced skills and knowledge, the Customer Service Excellence Academy aspires to elevate service delivery standards across various echelons of the public sector. This initiative represents a proactive effort to cultivate a culture of professionalism, efficiency, and customer-centricity among public servants.

It is expected that the finalization and launch of the MOU will be complete on or before January 31, 2024.



Ms. Diana Fifi (right), of KSG's Margaret Kenyatta Institute with senior officers from Huduma Centre Services at the meeting.

## SAVE THE DATE!



The Kenya School of Government (KSG) together with the International Institute of Administrative Science (IIAS) will hold the annual IIAS-KSG 2024 Conference focusing on the theme of “International Collaborative Governance” The four day international Conference will take place at KSG Mombasa Campus from February 26- March 1, 2024.

About 300 local and international delegates from over 30 different countries have been invited to this forum bringing together a diverse group of professionals, academics and experts to share their insights, experiences and research findings related to international collaborative governance, providing a global platform for exchange of knowledge and practices between public administration and development professionals.

Notable partners for this Conference include African Association for Public Administration and Management (AAPAM) and the African Management Development Institutes' Network (AMDIN) .

Further information about the Conference and registration details can be obtained at <https://www.conftool.org/iias-ksg-mombasaconference2024/>



# Public Servants Begin New Chapter at KSG Mombasa

BY GLENN LUMITI

Excitement could be felt as the Kenya School of Government (KSG) Mombasa Campus welcomed its first batch of program participants for the year 2024. More than 200 public servants, representing various levels and departments, embarked on their journeys of professional development, eager to hone their skills and elevate their contributions to Kenya's public service.

The official inauguration ceremony was graced by the Acting Deputy Director, Ms. Cecilia Mageto, who warmly received the participants to the vibrant coastal city. In her address, she extolled the value of the training, emphasizing its potential to not only enhance individual capabilities but also forge a stronger, more interconnected public service workforce.

The incoming cohort comprises participants enrolled in four distinct programs: the Strategic Leadership Development Program, the Senior Management Course, the Supervisory Skills Development Course, and the Retirement Planning Course. Each program caters to specific needs and career stages, aiming to empower attendees with the tools and insights required to excel in their respective roles.

The Strategic Leadership Development Program, tailored for senior public officials, promises to cultivate strategic thinking, organizational acumen, and visionary leadership skills.



Ms. Cecilia Mageto, Ag. Deputy Director Mombasa Campus together with Ms. Evelyne Mathuki, and Ms. Ruth Nashipae at the opening ceremony of various programs at the beginning of the Year.

The Senior Management Course, meanwhile, focuses on honing the managerial competencies essential for effective team leadership, resource allocation, and decision-making.

For those aspiring to supervisory roles, the Supervisory Skills Development Course offers a robust curriculum in communication, motivation, performance management, and conflict resolution. And for those nearing retirement, the Retirement Planning Course provides practical guidance on financial planning, healthcare options, and navigating the transition into this new phase of life.

The Ag. Deputy Director highlighted the importance of continuous professional development for public servants. She expressed optimism that the

participants would not only gain theoretical knowledge but also practical insights that would advance their performance in their roles.

The participants, representing a cross-section of government departments and agencies, expressed their enthusiasm for the courses they are undertaking. Many see this opportunity as a stepping stone to enhancing their leadership capabilities, improving their managerial skills, and preparing to exit active service.

Accompanying Ms. Mageto at the opening ceremony were faculty members; Ms. Evelyne Mathuki, Mr. David Kagenyi, and Ms. Ruth Nashipae, who play a pivotal role in shaping the learning experiences at the Campus.

Ms. Evelyne Mathuki, spoke

# Public Servants Begin New Chapter at KSG Mombasa

about the unique learning experience at KSG. "Our approach goes beyond traditional classroom lectures. We incorporate case studies, group discussions, and practical exercises to ensure that participants develop a holistic understanding of the subject matter," she explained.

Mr. David Kagenyi emphasized the importance of

practical application stating that, "Our goal is not just to impart knowledge but to transfer this knowledge to augment their professional roles through practical application."

The serene coastal environment adds to the appeal of the Campus, providing a conducive atmosphere for learning and relaxation. Beyond the

curriculum, participants have the opportunity to engage in cultural immersion, as they experience the rich historical heritage of Mombasa.

The participants, embarking on diverse paths within the Campus, were united by a shared commitment to self-improvement and a dedication to serving the Kenyan public.



KSG Mombasa Campus officially welcomed the first cohorts of program participants, this year, to various programs. The Ag. Deputy Director, Mrs. Cecilia Mageto, officially welcomed the 256 participants who have been admitted to the Strategic Leadership Development Course, Senior Management Course, Supervisory Skills Development Course, and Retirement Planning Course. Mrs. Mageto highlighted the objective of the professional training, emphasizing the invaluable opportunity for public servants to connect, learn, and grow together. She was accompanied by faculty members Ms. Evelyne Mathuki, Mr. David Kagenyi, and Ms. Ruth Nashipae.



# Navigating Transition: Planning for Retirement

BY CHRISTINE RWAMBA

**A**re we really ever ready for retirement? Yet it marks a significant milestone in a one's life, representing the culmination of years of hard work; a time for one to step back from professional career and embrace a new chapter that could be filled with personal pursuits, and perhaps even new adventures.

While the prospect of retirement is sometimes met with excitement, it can also create a sense of uncertainty and trepidation. To ease this transition, many are turning to pre-retirement programs in an attempt to gain valuable insights, skills and knowledge that will help them make informed decisions and embrace this new chapter with confidence.

As such, the Kenya School of Government (KSG) through its core mandate in training has availed its presence for officers both in the private and public sector, to succor officers throughout their career stages from induction, through promotions to their exit from active service.

As 2024 begins, KSG Embu welcomed new attendees in the Senior Management Course, Supervisory Skills Development Course and the Pre-retirement Course. Speaking during a joint opening ceremony to usher in the course participants, the Campus Deputy Director Dr. Fredrick Mukabi took particular attention to speak about the Retirement Planning Course where he reiterated the importance of the Retirement Planning program to individuals both young and old. "This program is not only suitable for officers whose retirement is



Embu Campus Deputy Director, Dr. Fredrick Mukabi (center) with participants attending various programs at the Campus. Dr. Mukabi officiated the opening ceremony of the Senior Management Course, Supervisory Skills Development Course and the Retirement Planning Program.

near, but also for officers who have just joined the service. We all ought to be prepared to exit as soon as we make our entry into the corporate world," he said.

The Retirement Planning course offered at Kenya School of Government is designed to address the various aspects that revolve around retirement including financial, emotional and lifestyle considerations. This in turn provides participants with a comprehensive understanding of what to expect and how to plan effectively, ensuring a smooth and well-prepared transition.

Embu Campus Head of Business Development, Ms. Viola Cheruiyot lauded the young participants who are attending the one week program for their proactivity in planning for their future. "We all become aspiring retirees once we join the public service. And after our experience with the Covid-19

pandemic, we should be more alert to changes that occur suddenly, forcing us out of our jobs," she added.

The old cliché, planning to fail is failing to plan applies even in the case of exiting active service, after all, it is an unrealistic expectation to work throughout your life. It gets to a point when one has to slow down and get into the next phase of life that is retirement. This planning and preparation involves covering multifaceted aspects such as finances, health, social connections, lifestyle changes, as well as an emotional adjustment. All these would be more effective if retirement planning is carried out through the ages; as soon as we get into employment through to the actual retirement date.

# Tuboreshe huduma, tujihakikishie mafanikio bora

NA ELIAS MAKOKHA

**H**uduma kwa wateja mara nyingi inahusisha kutatua matatizo ya wateja ila, kwa kuweka matarajio sahihi na mteja na kujenga uaminifu, tunahitaji kukuza ujuzi wa mawasiliano yetu kila wakati katika utoaji wa huduma kwa wateja mbali mbali popote na katika hali zote.

Kulingana na ripoti ya hivi majuzi iliyotolewa na kampuni ya Microsoft, asilimia tisini na sita (96%) ya wateja ulimwenguni kote walionekana kuunga mkono swala hili kwamba huduma kwa wateja ni nguzo muhimu sana na linafaa kuzingatiwa pakubwa na watoaji huduma mbali mbali.

Kwa kawaida katika maisha yetu ya kila siku kwa namna moja au nyingine tumehijatajika kutafuta huduma mbali mbali kutoka sehemu tofauti kuanzia kwenye benki, hotelini na hata kwenye maduka ya jumla na tunavyohudumiwa mara nyingi ina ushawishi mkubwa zaidi katika uhusiano wetu na sehemu hizo.

Hebu itazame picha hii, wewe kama mtoaji huduma katika nafasi yoyote ile, mimi kama mteja niingie kwenye duka lako na kungoja kimya bila kulalama mpaka wewe muuzaji umalize mazungumzo yako ya kibinafsi.

Na hii je, kama mteja ninayehitaji huduma fulani, mfano mteja anayehitaji cheti chake kutoka kwa taasisi na anaelezea uharaka wake na cheti hicho, lakini halalamiki kwamba anapata tu baada ya wiki tatu za kungoja.

Mimi vile vile ni aina ya mteja anayeingia kwenye kituo cha mafuta na pasipo kutumia honi, anasubiri kwa uvumilivu mfanyakazi au mhudumu amalize kusoma gazeti lake.

Najua picha hizi tatu zitakuwacha ukifikiri mteja huyu ni mtu mkimya, mvumilivu na asiyesumbua kamwe, isikupotoshe, wateja wa aina hii mara nyingi hawarudi tena na hii ni kutokana na huduma mbaya waliopata mwanzoni.

Inasikitisha sana kuona mamilioni ya pesa yakitumiwa kila mwaka kwenye kila aina ya matangazo na kampuni mbali mbali kwa ajili ya kuwatafuta wateja ilihali wateja hao walipoenda huko mara ya

kwanza, walichopaswa kufanya ni kuwahudumia kwa wema kidogo tu, rahisi na wa bei nafuu.

Kuna bosi mmoja tu, na ni MTEJA. Mteja anaweza kumwachisha kazi kila mtu katika kampuni kuanzia rais mpaka mlinzi kwa kuchukua tu pesa zake na kuzitumia sehemu nyingine hali ambayo inaweza kuipelekea kampuni au biashara yoyote kutokomea na kutuacha sisi kama watoaji huduma bila kazi.

Katika kila nafasi, tuelewe fika kwamba mafanikio yote kibiashara yatatokana na huduma bora kwa wateja kuliko mtu mwingine yeyote na tuwape wateja wetu huduma bora zaidi.



Bi. Eddah Cheruiyot, Mhadhiri katika Chuo cha Mafunzo cha Serikali bewa la Baringo akitoa habari muhimu kuhusu huduma mbali mbali zinazotolewa na Chuo kwa wageni kwenye maonyesho ya kilimo yaliyofanyika mnamo Septemba, mwaka wa elfu mbili ishirini na tatu. (Picha/Maktaba)



# Healthy Work -Life Balance

BT YVONNELUCY WANJIRU

Today, work commands the involvement of our lives bringing about an obsession that has put us on a repeat cycle of work and sleep throughout our days. The 40 working hours per week have become below normal and we are now getting to 60 - 80 or even 100 hours of work per week. Furthermore, weekends have turned out to be like any regular working day leading to a decline in attending to other life elements such as family, social connections and relaxation.

If only we could apply the 8-8-8 Rule in our daily lives. Actually, developing good habits around the 8-8-8 Rule could be part of our resolutions in 2024 as a valuable tool for nurturing a sense of new purpose, engagement, and well-being in both our professional and personal lives. Taking time for yourself is underrated by many; and yet it is crucial to create life

and work balance regardless of the nature of your work environment or profession.

The 8-8-8 Rule provides structure, encourages mindfulness and productivity, as it prevents burnout. While it may not be feasible for everyone to strictly adhere to this schedule, it is still important to remember that taking breaks and unplugging from work is just as important as self-care activities and sleep for mental health.

A management strategy, the 8-8-8 Rule is designed to help you maximize performance by dedicating eight hours per day to work, eight to hobbies and leisure activities, and having eight hours of sleep. In essence, the 8-8-8 Rule encourages you to plan out how each part of your day will pan out. Doing this allows you to attempt to give appropriate attention to all areas of your life and ensuring as much as possible that no area is forgotten or neglected. It also helps improve efficiency as tasks can be allocated during times

when you are most productive for them.

How can working to the point where you feel like you are "reaching your limit" be anything but negative for your performance? To be on top of your game, be the kind of person who is intentional about your time, your output, and consequently your health. Thankfully, the Rule can easily be adjusted to suit the needs and preferences of each, and can therefore be performed with the positive mindset.

Good planning and discipline can enhance and make this Rule interesting to implement in your life by becoming aware of and managing distractions to help you stay on track and get more done, sometimes even more than you had anticipated to accomplish. Furthermore, it will help you put boundaries around your operations so that you do not get overwhelmed with too many commitments or lose sight of what is truly important.

Lastly, taking regular breaks throughout the day will help you refocus when your energy starts to wane. Scheduling time for physical or outdoor activities will also be beneficial as it gives your brain the much-needed oxygen-rich blood flow and enhances concentration levels. This year look after yourself- work on that work life balance, invest in yourself, and reflect and readjust where necessary.



Image: Shutterstock

# KSG Trains EACC Officers



The Kenya School of Government (KSG) in partnership with the National Integrity Academy (NIAca) has this week commenced training of Ethics and Anti-Corruption Commission staff members in Supervisory Skills Development and Senior Management courses at the School in Lower Kabete.

The team was led by EACC Deputy Chief Executive Officer Mr. Abdi Mohamud Ahmed and NIAca Director Dr. Josephine Monyi. They were received by KSG Director Finance and Administration Prof. Nura Mohamed.

The programs aim to build the capacity of participants with extensive knowledge and practical insights into effective management and leadership strategies across various organizational levels. The two courses are pivotal in building a cadre of skilled and ethical leaders within the EACC, contributing to the overall advancement of good governance and integrity in Kenya.



## Leadership Lesson

“The challenge of leadership is to be strong, but not rude; be kind, but not weak; be bold, but not bully; be thoughtful, but not lazy; be humble, but not timid; be proud, but not arrogant; have humor, but without folly.”

– *Jim Rohn*

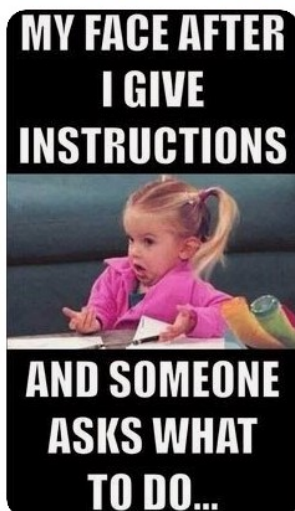
*Have your say*



Muscab Hareed

#KSG is one of the leading capacity building institutions in public service in Africa, especially East and central Africa. Kenya School of Government, Baringo Campus

### Humor of the week



### Word of the Week

Jeremiah 29:11

For I know the plans I have for you,” declares the LORD, “plans to prosper you and not to harm you, plans to give you hope and a future.

**Baringo Campus**

Strategic Leadership Development Program (Online)	6th November -12th January,2024
Senior Management Course (Online)	4th December- 26th January, 2024
Strategic Leadership Development Program	8th January – 16th February, 2024
Senior Management Course	8th January – 2nd February, 2024
Supervisory Skills Development Course	8th – 19th January, 2024
Public participation for affordable housing parliament bill	23rd January, 2024
Midrift Hurinet workshop	23rd January 2024

**Embu Campus**

Management Skills Course	22nd January - 17th February, 2024
Essential Computer Skills	15th January - 9th February, 2024
Senior Management Course No.203/2024	15th January - 9th February, 2024
State Department for Basic Education	23rd January - 4th February,2024
Strategic Leadership Development Program No.400/2024	22nd January - 1st March, 2024
Senior Management Course No.204/2024	15th January - 8th March, 2024
Diploma in Social Work No. DSW 44/2023	6th March - 7th March, 2025
Meru National Polytechnic workshop	23rd - 27th January, 2024
Supervisory Skills Development Course	15th - 26th January, 2024
State Department for Basic Education	17th-22nd January, 2024

**Matuga Campus**

Strategic Leadership Development Program No. 396/2023	13th November 2023 -9th February,2024
Senior Management Course No.124/2024	15th January - 9th February,2024
Workshop Ministry of Health	22nd -23rd January,2024

**Mombasa Campus**

Strategic Leadership Development Program No. 393/2023 (Experiential Learning)	23rd – 26th January, 2024
Induction Program for Taita Taveta County	23rd – 26th January,2024
Financial Management for Project Accountants	23rd January– 2nd February,2024
Public Sector Financial Management	23rd January – 16th February, 2024
Proficiency Skills Enhancement Course (National Treasury)	23rd January – 16th February, 2024
Supervisory Skills Development Course No 45/ 2024	15th – 26th January, 2024
Senior Management Course No. 176/2024	15th January– 9th February, 2024
Strategic Leadership Development Program	15th January– 9th February, 2024

**Lower Kabete**

Senior Management Course No. 411/2023	11th December 2023- 1st March, 2024
Customer Service Excellence Training (Huduma Kenya)	16th January -23d February, 2024
Induction and Training for Audit Associates (OAG)	15th January-23th February, 2024
Strategic Leadership Development Program No.399/2024	15th January – 23 February, 2024
Senior Management Course No.413/2024 (EACC)	15th January-9th February, 2024
Senior Management Course No.412/2024	8th January-2nd February, 2024
Project Planning and Development (GIZ)	8th January-2nd February, 2024
Induction Program (National Police Service Commission)	22nd-26th January, 2024
Induction Program for Public Sector Board (Eldoret Water and Sanitation Company)	22nd-24th January , 2024
Induction Program for Public Sector Boards (Kenya Accreditation Service)	2nd-24th January, 2024
Supervisory Skills Development Course No. 135/2024 (EACC)	15th-26th January, 2024
Supervisory Skills Development Course No.134/2024	15th-26th January, 2024
Cervical Cancer Prevention-Public Lecture and Medical Camp (MKI/Beyond Zero)	23rd January, 2024



# Train With Us




**Kenya School of Government**  
Empowering the Public Service

## Announcing Programs For Baringo

Program	Duration	Cost
Strategic Leadership Development Program	February 19 - March 29, 2024	Ksh.152,000
Senior Management Course	February 5 - March 1, 2024	Ksh. 120,000
Supervisory Skills Development Course	February 5 - 16, 2024	Ksh. 75,000
Public Relations & Customer Care Course	February 5 - 16, 2024	Ksh. 75,000
Strategic Human Resource Management & Development Course	February 12 - March 1, 2024	Ksh. 90,000
Social Impact Assessment in Project Management	February 12 - March 1, 2024	Ksh. 90,000
Human Resources Planning for County Governments Course	February 19 - 23, 2024	Ksh. 40,000
Management of Micro, Small & Medium Enterprises Course	February 19 - 23, 2024	Ksh. 40,000



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**Kenya School of Government**  
Empowering the Public Service

# REPORT WRITING COURSE

**Dates :** February 5 - 9, 2024

**Venue:** Embu Campus

**Cost:** Kshs. 26,600 (Residential)  
Kshs. 18,560 (Non- Residential)



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## CENTRES OF EXCELLENCE/ INSTITUTES

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