



WEEKLY

Bulletin

5th -11th October, 2024

KSG and Interior Ministry collaborate for a framework for capacity building of NGAO officials



PS for Internal Security and National Administration Dr. Raymond Omolo (Centre), and Director Security Management Institute Mr. Humphrey Mokaya (3rd right) among other senior officials during the retreat at Mombasa Campus.

BY GLENN LUMITI

The role of government administration in national development has been far-reaching since the country gained independence. National Government Administrative Officers (NGAO) act as coordinators of policy, program, and agenda on behalf of the government, playing a crucial role in executing government policies. The Kenya School of Government, as the successor of the Kenya Institute of

Administration (KIA), continues to build the capacity of these officers to enhance their effectiveness in delivering services.

The ongoing collaboration between the Kenya School of Government and the Ministry of Interior and National Administration demonstrates a sustained effort to develop curricula aimed at improving the coordination of government functions and providing government administrators with the necessary skills to lead government programs and projects effectively.

HIGHLIGHTS

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KSG and Interior Ministry collaborate for a Framework for capacity building of NGAO officials

Last week, the two entities held a retreat titled “Repositioning National Government Administration for Enhanced Service Delivery” at the Mombasa Campus of the Kenya School of Government. The retreat aimed to among others, create curricula for National Government Administration Officers that align with the directive by President H.E William Ruto to enhance the internal systems and procedures of NGAO, as well as to establish a framework for the capacity building of NGAO officials.

During the workshop, Dr. Raymond Omollo, the Principal Secretary for Internal Security and National Administration, emphasized the importance of strengthening the capacity of administrative officials through proper training to meet the evolving needs of service delivery in the 21st century. He acknowledged the collaborative efforts between the School and the Ministry in ensuring that the training programs remain relevant to the practical needs of the field.

“The overarching approach aims to reposition the sector, promote information sharing across all levels of administration, and optimize the use of resources to enhance efficiency in government coordination and ensure prompt service delivery to citizens.” He stated.

This workshop sought to implement progressively the directive of the president on revitalizing national government



PS Internal Security and National Administration Dr. Raymond Omollo, and Director Security Management Institute Mr. Humphrey Mokaya share a light moment

internal systems and procedures through among others the development of the framework for capacity building of NGAO officials.

Dr. Omollo highlighted the significant progress made in the reform journey, which began with a meeting between the President of Kenya and regional commissioners in December 2022. The engagement set the stage for subsequent interventions and mobilization of officers to attend the developed courses on the offing in a bid to empower government officers to better serve the citizens.

Mr. Humphrey Mokaya, the Director of the KSG Security Management Institute, reaffirmed the School’s dedication to maintaining high-quality program delivery and

emphasized its commitment to supporting the reform process.

“We are pleased to provide KSG expertise on this journey of transformation, renewal, and rejuvenation,” expressed Mr. Mokaya.

The retreat was attended by distinguished government officials, including the Deputy Inspector General (DIG) of the Administration Police Service (KPS), Mr. Gilbert Masengeli, the Principal Administrative Secretary (PAS), Mrs. Ann Ng’etich, the Regional Commissioner for the Coast Region, Mrs. Rhoda Onyancha and the Acting Deputy Director of the Mombasa Campus, Mr. Isaiah Omondi.

Lower Kabete Departmental PC Signing

The Kenya School of Government, Lower Kabete, has today signed Departmental Performance Contracts and Work Plans under the offices of the Director General, Director of Finance and Administration, and Director of Academic Affairs.

The Director General, Prof. Nura, officiated the exercise and urged staff to work together in synergy to ensure the School's mandate is achieved, while fully utilizing their potential, and talents and adopting a problem-solving attitude. He went ahead to encourage all managers and supervisors to have a winning spirit and one that is inspiring to those that they work with as this is the only way to nurture legacies and make a difference individually and collectively as departments.

Together with staff of the Departments were the Acting Director of Finance and Administration, Dr. Tom Wanyama, and the Deputy Director of Academic Affairs, Mr. Andrew Rori.

The PC and Work-plan signing was coordinated by Ms. Angela Mukiri, Head of the Department together with the staff of the Strategic Planning and Performance Management Department.



Left: Supply Chain and Procurement Department and *Right:* Strategic Planning and Performance Management Department sign their contract with Director General Prof. Nura Mohamed



Corporate Communication and Marketing and Internal Audit Departments at their PC signing with the DG.



ICT and Finance Departments sign their contracts with Director Finance and Administration Dr. Tom Wanyama

Lower Kabete Departmental PC Signing



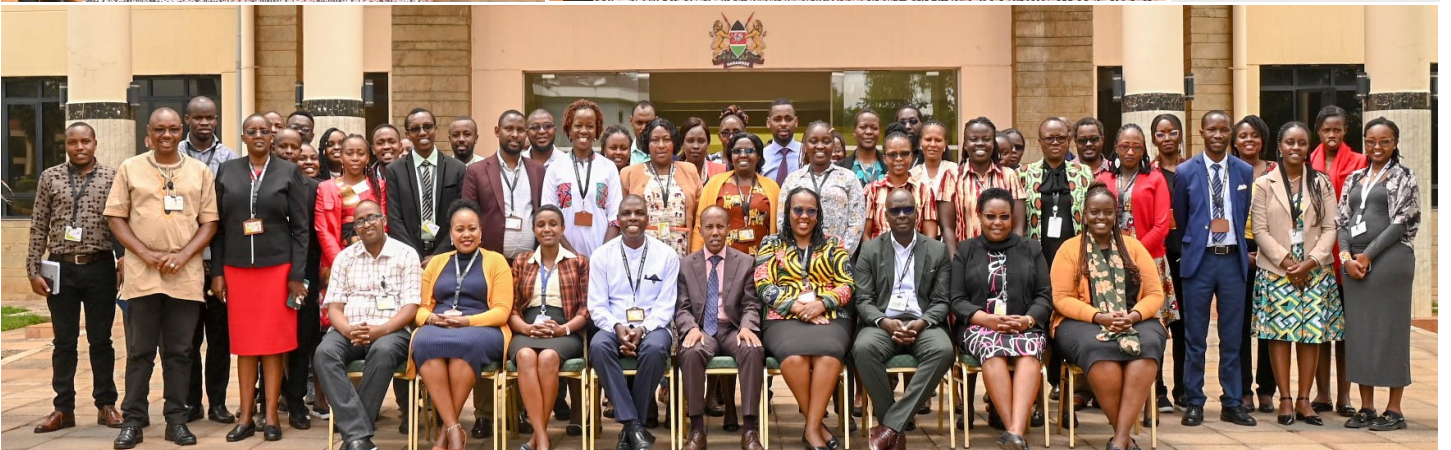
Left: The Hospitality and Right: Human Resource Departments sign their PC contracts and workplans.



Left: Administration Department with Dr. Tom Wamyama and Right: Centre for Research with Mr. Andrew Rori during the signing ceremony.



Left: Centre for Environment and Right: Library Department sign their contracts with Deputy Director Academic Affairs, Mr. Andrew Rori.



Cultivating Young Minds for a Brighter Tomorrow

BY PHYLLIES MUSYOKI AND
TABITHA KEMUNTO

In Kenyan history, many leaders developed their skills while in university, making it a crucial environment for nurturing leadership. To foster this, the Kenya School of Government (KSG) in partnership with the Kenya Universities Deans of Students Association (KUDSA) organized a national conference for student leaders from October 2-4, 2024, at KSG Lower Kabete.

The summit, themed “Youth as Partakers and Catalysts of the Digital Superhighway and Creative Economy,” brought together regional and national youth leaders to discuss their contributions and challenges. It aimed to amplify their voices, familiarize them with government mandates, and explore opportunities in the Bottom-Up Economic Transformation Agenda (BETA).

The event highlighted the importance of investing in young leaders, emphasizing their essential role in national development and public participation, as they will be the primary beneficiaries of future social and economic progress.

The bulletin writers spoke to Ms. Yvonne Mukami, one of the student leaders and a 4th year in Bachelor of Laws from the University of Embu and this is what she had to say:

Tell us about yourself and your student leadership journey.

I am currently a final year



Ms. Yvonne Mukami Female
Representative and a 4th year- Bachelor
of Laws:
University of Embu

student at the University of Embu, where I serve as the Female Representative. My journey in student leadership has been a transformative experience, helping me grow

both professionally and personally. It all began in my first year when a group of students recognized my potential and encouraged me to run for Female Delegate to represent the Kenya School of Law. Although I did not win that election, they continued to support and guide me, helping me nurture my leadership skills. I dedicated myself to learning more about leadership, and by my third year, I successfully ran for the position of Female Representative, a role that has truly been life-changing.

What motivated you to attend the East and Central Africa Youth in Public Management Summit?

I attended the Summit to gain fresh perspectives and innovative ideas in the realm of public management. I also sought to network with other student leaders and build valuable connections, especially with those who are ahead of me in their leadership journeys. The summit offered a unique platform to engage with experienced leaders, exchange ideas, and deepen my understanding of public management.

What has been the highlight of the summit for you so far?

The highlight of the summit has been the insightful presentations on civic engagement and public participation. One speaker, in particular, emphasized the importance of youth involvement in governance and called on us to be proactive in ensuring our voices are heard in the decision-making processes.

How do you see the role of youth in shaping public management in your

Cultivating Young Minds for a Brighter Tomorrow

country?

The Youth play a critical role in shaping public management by bringing fresh, innovative ideas to governance. Our involvement is essential for holding the government accountable and ensuring transparency. Youth participation helps nurture a governance system that reflects the needs and aspirations of the younger generation, which is vital for the future.

How important is networking with other young leaders to you?

Networking is incredibly important as it helps me build social capital and establish collaborative partnerships with other young leaders. Beyond professional growth, I have also formed meaningful friendships and networks that have opened doors to new opportunities. These connections are vital in shaping both my leadership and personal journey.

How has this Summit influenced your understanding of leadership and the public service?

This Summit has deepened my understanding of leadership as being primarily about service—servant leadership. True leadership is about making a lasting impact and driving meaningful change in the lives of the people you represent. It has reinforced my belief that leadership is not just a position but a responsibility of serve others.

How can young leaders better influence policy-making and governance in their communities?

Young leaders can influence policy-making by being vocal, proactive, and involved in public consultations and participation. It is important to raise awareness and educate people in our communities

about governance so that they too can engage with the process.

What steps do you plan to take after this Summit to implement what you have learned?

Following the Summit, I plan to become more active in public governance by participating in more consultations and public forums. I will also use my platforms to educate others about public participation, ensuring our voices are heard in shaping policies.

What advice would you give to other young people who aspire to become leaders?

To aspiring leaders, I would say: to pursue leadership not just for personal growth but for the opportunity to make a difference. Be prepared for the challenges that come with it, but remain resilient, as the rewards will eventually follow. Embrace the journey, both the highs and the lows, because every step will shape you into a better leader.

Who has been a significant influence in your leadership journey, and why?

My fellow students have been inspiring throughout my leadership journey. Since my first year, they have supported and encouraged me, believing in my potential long before I did. Their unwavering confidence pushed me to step up and pursue leadership roles, and I owe much of my success to their continued support.



KSG's Youth Innovation Centre together with the Young African Leaders Initiative (YALI), organized a three-day summit that attracted student leaders from universities across the country, accompanied by their deans of students.

Achieving Organizational Success through Employee Health

BY CHRISTINE RWAMBA

The changing nature of work due to digital advancements and emerging job strives has led to an increase in employees feeling overwhelmed. As a result, it has become crucial to integrate work and personal life with comprehensive healthcare. A proactive work culture characterized by regular exercise, balanced diets, mental well-being, and supportive relationships is now a necessity rather than a luxury. When an organization invests in its employees' overall health, it positively impacts every aspect of their work. Healthy employees are not only productive but also vital for an organization's long-term success.

Recognizing this, the management of KSG Embu Campus and Imara Hospital deemed it necessary to organize a free medical checkup for staff and course participants on Thursday, October 3, 2024.

The event aimed to provide essential services such as doctor's consultations, basic dental checkups, family planning consultations, prostate cancer awareness, random blood sugar testing, and general health assessments in the vicinity.

It featured the growing importance of integrating health initiatives into the workplace.

During the event, Mr. Dennis Lekaitau, the Senior Human Resource Officer at KSG Embu Campus, emphasized prioritizing health and well-



being in the human capital.

He stated, "By prioritizing health initiatives, we can significantly improve the workplace environment by offering access to medical care through insurance, office clinics, and wellness programs."

The event aimed to encourage employees to be health-conscious and seek advice from health specialists to ensure early treatment of ailments.

Patricia Kinyua, a clinical officer at the hospital, shared her experience, saying, "My role today was to conduct examinations, treat medical issues, and refer those in need of further treatment to appropriate facilities. Today's services have raised awareness of lifestyle diseases like hypertension and diabetes, which often go unchecked in routine healthcare."

She emphasized the prevalence of lifestyle diseases in most checkups. "Cases of

hypertension and diabetes are common. Awareness is key, especially in managing these diseases. Unfortunately, non-compliance with medical advice tends to worsen these conditions. By providing education of such conditions we can prevent complications."

The advice provided during the event included regular checkups, maintaining healthy Body Mass Index (BMI) levels, practicing good hygiene, and preventing respiratory infections. The collaboration between Imara Hospital and KSG Embu Campus was highly beneficial, particularly for employees who struggle to find time for regular checkups.

The event aimed to enhance staff productivity by reminding them of the need to prioritize healthcare. This initiative sought to provide convenient opportunities for staff members to prioritize their well-being and make informed decisions regarding their health.

Customer Service Excellence at Huduma Center: Insights from Mr. Yogo



Harison Yogo, the Centre Manager at Huduma Center Mombasa

BY GLENN LUMITI

Harison Yogo, the Centre Manager at Huduma Center Mombasa, has spent years overseeing the delivery of essential government services at one of the busiest Huduma Centers in Kenya. Ahead of the Customer Service Week, he shared key insights about how Huduma Center has developed customer service excellence and what other institutions, including Kenya School of Government (KSG), can learn from their practices. Yogo's experience, coupled with his strategic development training at KSG, provides a wealth of knowledge on public service transformation, effective customer service, and innovation in government service delivery.

Prioritizing Customer Service Excellence

Huduma Center's mandate is clear: to transform public service delivery by ensuring efficient, effective, accessible, and citizen-centric services. Yogo expounds that Huduma Center has developed a comprehensive strategy to achieve this, focusing on training, core values, and

digitization.

Training and Continuous Learning:

The staff at Huduma Centers must undergo intensive training programs during induction and regular refresher courses. These programs cover key areas such as communication, customer feedback management, emotional intelligence, and mental health awareness. "Training is the cornerstone of our approach to service excellence," Yogo says.

Core Values:

Integrity, transparency, and innovation are the foundational principles at Huduma Center. Yogo highlights the importance of adherence to these core values, which are integral to creating a dignified and respectful customer experience. "We ensure that all services are delivered in a clean and dignified environment, where customers feel valued," he adds.

Digitization and Automation:

To streamline processes and improve service efficiency, Huduma embraced digitization. Automation of key services has eliminated duplication and delays ensuring that government services are more accessible to citizens. Yogo mentions that innovations such as the **Service by Appointment (SBA)** system and the **Track My Service (TMS)** tool have transformed service delivery.

How about enhancing Employee Skills and Team Collaboration?

Yogo points out that staff at Huduma are at the heart of service delivery, and their continuous development is priority. Monthly meetings allow employees to share challenges and collaborate on solutions. Performance Improvement Teams (PITs) are also in place to foster

specialized skills in areas such as human resource management, communication, and branding.

Employee Welfare and Engagement:

"Once you take care of your staff, they will, in turn, take care of your customers," Yogo asserts. Our CEO, Mr. Ben Kai Chilumo encourage Centre Managers to put the welfare of our staff as priority in order for them to deliver to our customers. Huduma has invested heavily in staff welfare, recognizing that motivated and satisfied employees are essential for excellent customer service. Training programs are designed not only to enhance job-related skills but also to address employee well-being, with modules on mental health, emotional intelligence, and cyber security. This holistic approach prepares employees to handle demands of their roles while maintaining a positive attitude towards customer service.

Addressing Challenges in Public Service Delivery

Huduma Center Mombasa serves an average of 2,400 customers daily, presenting unique challenges. High customer expectations, demand for faster services, and reluctance among some citizens to embrace digital platforms have all been hurdles. However, Yogo and his team have addressed these challenges by conducting consistent research to understand customer needs and staying ahead of their expectations.

Service by Appointment (SBA): One key innovation has been the introduction of the SBA system, which allows customers to book appointments for specific services and be served promptly without queuing. This system not only

Customer Service Excellence at Huduma Center: Insights from Mr. Yogo

reduces wait times but also enhances the overall customer experience. Yogo notes that customer feedback on this system has been overwhelmingly positive, as it provides convenience and minimizes the time spent at the center.

Customer-Centric Innovation: Another standout initiative is the **Track My Service (TMS)** tool, which allows customers to receive notifications when their documents are ready for collection. This reduces unnecessary visits to the Center. "By integrating technology into our operations, we have managed to improve both efficiency and customer satisfaction," Yogo says.

Integration of Services for Greater Accessibility

Huduma Center operates as a one-stop shop for government services, providing citizens with a single point of access to a wide range of services and various channels developed to reach citizens, including; *Huduma Mashinani* that takes government services to remote areas where there are no Huduma Centers, improving access for citizens in underserved regions; *Call Center* operating 24/7 allowing citizens to inquire about services, lodge complaints, and receive assistance via phone; and *Contact Center* where Customers can access services by dialing 1919, a hotline that offers support for various government services.

These channels have not only improved service accessibility but have also improved transparency and accountability in government service delivery. Yogo emphasizes the importance of collaboration with other stakeholders, including local government and non-governmental organizations, in order for services to reach all

citizens.

Lessons Learned for Improving Customer Service

When asked about the key lessons KSG and other institutions can learn from Huduma Center's experience, Yogo highlights several points:

1. Focus on Customer Feedback: "Feedback is the breakfast of champions," Yogo quips. Huduma places great emphasis on collecting and acting on customer feedback. Automated feedback systems allow for real-time data collection, enabling the center to identify areas of improvement quickly.

2. Leverage on Technology: The use of technology in service delivery has been a game-changer. From automated appointment systems to real-time tracking of services, technology has not only improved efficiency but also seen that services are more accessible and transparent.

3. Employee Motivation: Recognizing and rewarding employees for their contributions is essential for maintaining high morale and service standards. Huduma Center has a reward and recognition program that acknowledges employees' efforts, which in turn motivates them to continue delivering excellent customer service.

Adaptability and Continuous Improvement:

Public service delivery is ever-evolving, and institutions must be agile in responding to changes. Yogo points out that consistent research and engagement with customers have allowed Huduma Center to stay ahead of their needs and exceed their expectations. He suggests that other institutions adopt a proactive approach to identifying challenges and implementing solutions.

Harison Yogo's insights into the operations of Huduma Center Mombasa offer valuable lessons in customer service excellence, particularly in the context of public service delivery. Through a combination of strategic training, innovative technology, and a customer-centric approach, Huduma Center has set a high standard for government services in Kenya. By prioritizing employee welfare, leveraging feedback, and continuously adapting to the needs of citizens, Huduma Center has become a model for efficient and effective public service. Institutions can learn from these practices to enhance their customer service operations and contribute to the broader goal of transforming public service delivery in Kenya.

Towards this, it is worth noting that KSG and Huduma Kenya launched the Customer Service Excellence Centre and Customer Service Excellence (CSE) Training Framework at the Kenya School of Government Lower Kabete.

This marks a significant step towards enhancing service provision among public servants in line with the Constitutional requirement of diligence and selflessness.

The newly established Customer Service Excellence Centre at the Kenya School of Government Lower Kabete held the first class for Executives rolled out for a buy-in from the leadership of organizations to be cascaded to all other levels of staff. Through comprehensive training on customer service excellence, public servants would be empowered to serve customers with delight, dignity, and kindness.

Government Protocol ,Etiquette and Events Management



Baringo Campus Deputy Director, Mr. John Napoo giving his address during the Protocol ,Etiquette and Event Management Course closing

BY ELIAS MAKOKHA

Etiquette provides the criterion for expected social behaviors within workplaces, groups, and societies. Regardless of one's expertise, social grace can significantly impact initial perceptions. Demonstrating good grasp and application of etiquette is highly valued in the professional realm. Additionally, displaying good manners at work signifies kindness and respect to colleagues. Failure to adhere to

these norms may bring an organization into disrepute and cause unnecessary conflicts and misunderstandings among colleagues and the public.

The Kenya School of Government aims to promote excellence in public service by imparting a deeper understanding of public service values and professional conduct to course participants. This enables them to comprehend and uphold protocol and etiquette. The goal is to nurture long-lasting business relations and

foster a respectful and amiable work atmosphere.

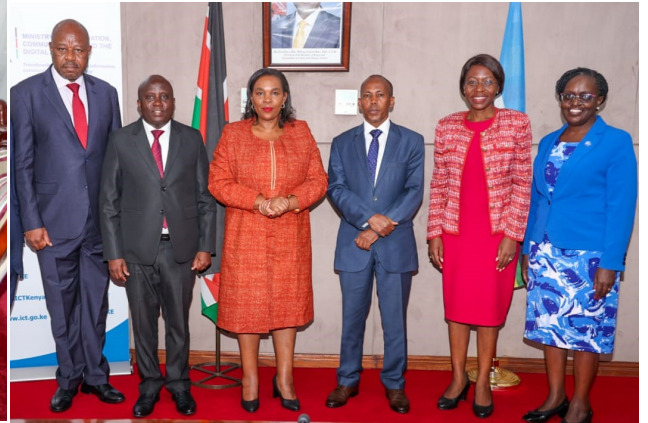
Today marks the graduation of 43 public officers who have completed a weeklong protocol, etiquette, and event management course. The course brought together public officers from the Turkana County Government and intended to provide them with essential skills for navigating formal events and representing their organizations professionally. It accorded significant attention to the need to adhere to proper conduct when interacting with dignitaries, senior officials, members of the public, and colleagues to enhance affability, reputation, and professional conduct in public service.

The closing ceremony was presided over by the Campus Deputy Director, Mr. John Napoo, accompanied by the Head of Training, Dr. Vincent Bosire, and other faculty members.

Below: Course participants of the Protocol, Etiquette and Event Management program together with Mr. John Napoo and Dr. Vincent Bosire upon completion of the training.

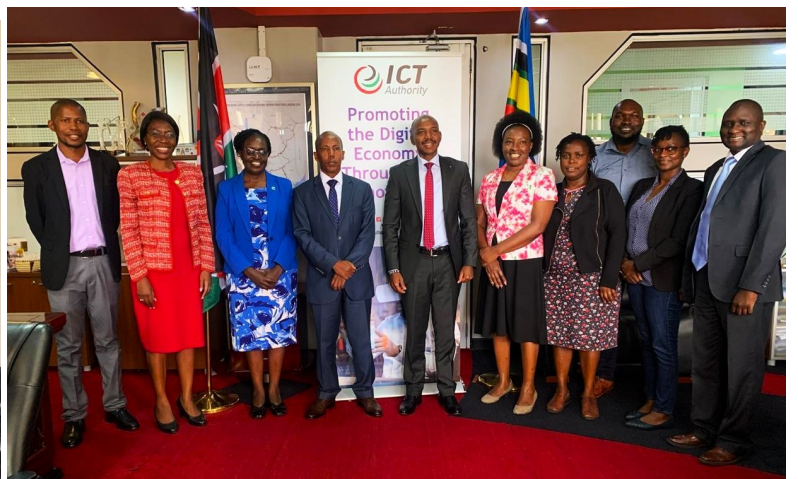


Weekly activities across our campuses



KSG Director General Prof. Nura Mohamed during his visit to the Cabinet Secretary Ministry of ICT and Digital Economy, Dr. Margaret Ndung'u, on the progress of KSG MoICT collaborative efforts to drive digital transformation in the public service.

Deputy Director e-Learning and Development Institute, Ms. Vera Obonyo, Director Linkages, Collaborations and Partnerships Dr. Prisca Oluoch among other senior officials were present at the meeting.



KSG Director General Prof. Nura Mohamed held productive discussions with Mr. Stanley Kamanguya, Chief Executive Officer at ICT Authority, focused on potential collaboration in key areas to enhance digital skills and literacy within the public service.

These were aimed at exploring on how to leverage technology's Big Data, AI, Internet of Things and how it can create efficiency in the Public Service

Weekly activities across our campuses



KSG through the E-Learning Development Institute collaborated with Cyberpro Global and the University of Nairobi, Department of Computing and Informatics to host Cyber Week Africa 2024. The three-day international conference aligned with the Global cyber security awareness month, a worldwide campaign conducted to enhance public awareness about the critical importance of cybersecurity.

Director Eng. Joseph Ndung'u gave the opening remarks on behalf of KSG Director General while Deputy Director Ms. Vera Obonyo was among the keynote speakers during the Conference.



The Governor of Bungoma County, Hon. Ken Lusaka, presided over the official opening ceremony of the Induction Programme for County Chief Officers held at the KSG Mombasa Campus. The program, tailored to equip the newly appointed chief officers with essential skills and knowledge, focuses on enhancing governance and service delivery in Bungoma County. During his address, Governor Lusaka underscored the critical role of effective leadership, transparency, and accountability in driving the county's development agenda and ensuring sustainable progress. He highlighted the need for collaboration among the county's leadership team, encouraging the officers to work in synergy to meet the county's strategic objectives. The induction program also aims to align the chief officers' roles with key governance frameworks, ultimately improving service delivery and addressing the needs of Bungoma's residents. Governor Lusaka expressed confidence that the initiative would contribute to more efficient operations and a higher standard of governance within the county.

Weekly activities across our campuses



Regional Class for Financial Management Course a World Bank Sponsored Project was hosted by eLDi ,the one week course had participants from Somalia.



Lower Kabete staff gathered in support of Ms. Phyllis Mukonyo during the burial of her late father, Mr. Thomas Kioko Nzuki, on Tuesday, September 17, 2024, in Muthwani Village, Kawethei Location, Machakos County. The team was joined by former Director General, Prof. Ludeki Chweya.

We pray for the family of Ms. Mukonyo and may the Almighty rest the soul of Ms. Thomas Nzuki in eternal peace.

Leadership Lesson

Don't find fault, find a remedy.

what's more valuable in any situation is finding ways to improve or resolve difficulties rather than merely pointing out what's wrong.

~Henry Ford

Have your say



Harley De

God bless you Prof.

Thank you for your unwavering dedication to guiding and mentoring young people. Your wisdom, patience, and support are a true inspiration, and the impact you make in shaping the future generation is immeasurable. You are a beacon of hope and a source of strength, not just to those you mentor but to everyone who witnesses your commitment. Your work is changing lives, and I am deeply grateful for the time and energy you invest in helping others grow and succeed.

Humour



Word of the Week

Isaiah 41:10

So do not fear, for I am with you; do not be dismayed, for I am your God. I will strengthen you and help you; I will uphold you with my righteous right hand.

Book Your Slot!

1st Africa Schools of Government Conference

Theme: Advancing Africa's Public Service Excellence: United in Pursuit to Realize Capable Institutions and Transformed Leadership



July 16- 19, 2024



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Baringo Campus

Strategic Leadership Development Program No. 444/2024	30th September - 8th November, 2024
Senior Management Course No. 197/2024	30th September -25th October, 2024
Supervisory skills development course	30th September -11th October, 2024
Public relations and customer care course	30th Sep tember -11th October, 2024
Diploma in Public Administration	30th September - 20th December, 2024
Senior Management Course No 195/2024 (Online)	5th August - 11th October, 2024
Strategic Leadership Development Program No 439/2024(Online)	2nd September - November 8th, 2024

Embu Campus

Diploma in Social Work No. DSW 44/23	6th Mar - 7th March, 2025
Strategic Leadership Development Program Online No. SLDP436/2024	5th August - 11th October, 2024
Senior Management Course Online No. SMC222/2024	26th August - 18th October, 2024
Strategic Leadership Development Program No. SLDP440/2024	9th September - 15th November, 2024
Senior Management Course No.SMC223/2024	16th September - 11th October, 2024
Diploma in Public Administration	30th September - 8th November, 2024
Diploma in Public Administration- Ministry of Interior	30th September - 30th December, 2024
Grant Proposal Writing- Kiambu Institute of Science &Technology	30th September - 4th October, 2024
Workshop- The Co-operative University of Kenya	30th September -4th October, 2024
Training on HRIS- System-State Department for Devolution	30th September - 4th October, 2024

Matuga Campus

Diploma in Public Administration No. 2/2024	30th September - 8th November, 2024
Senior Management Course No. 130/2024	23rd September -18th October, 2024
Supervisory Skills Development Course No. 19/2024	2nd September - 27th September, 2024
Supervisory Skills Development Course NO. 20/2024	7th October - 1st November, 2024

Mombasa Campus

Diploma in Public Administration	30th September - 8th November, 2024
Strategic Leadership Development Program No 443/2024	30th September - 8th November, 2024
Communication Skills For Public Service Officers	30th September - 11th October ,2024
Seminar/Workshop	30th September - 18th October,2024
Diploma in Public Administration	20th May - 28th November,2024
Senior Management Course (Online) No 189/2024	23rd September - 15th November,2024
Strategic Leadership Development Program No. 441/2024	16th September - 25th October,2024
Senior Management Course No 186/2024	16th September - 11th October,2024
Strategic Leadership Development Program No 445/2024	7th October - 13th December 2024
Senior Management Course -No 190/2024	7th October - 1st November 2024
Supervisory Skills Development Course	7th - 18th October 2024
Government Protocol, Etiquette &Event	7th - 11th October 2024
Public Policy Formulation, Implementation and Analysis	7th - 11th October 2024
Strategic Leadership Development Program No 435/2024	7th - 11th October 2024
Workshop -State Department Devolution	7th - 11th October 2024
Workshop-BRITAM	7th October, 2024

Lower Kabete

Senior Management Course No.426/2024	30th September - 25th October, 2024
Diploma in Public Administration	30th September - 8th November, 2024
Induction Program (Office of the Data Protection Commissioner)	30th September - 25th October, 2024
Strategic Leadership Development Programme No.442/2024	23rd September-1st November, 2024
Senior Management Course No.424/2024	5th August- 11th October, 2024
Workshop (The National Treasury e-GP)	30th September- 10th October, 2024
Workshop The National Treasury e-GP	30th September - October 10th, 2024
ISO workshop training -Capital Markets Authority	7th October, 2024
HRIS Training - State Department For Devolution	7th-11th October, 2024
Strategic Leadership Development Program No. 446/2024	7th October - 13th December, 2024
Financial Management -eLDi	7th-18th October, 2024

Happy New Month!



Kenya School of Government
Empowering the Public Service

Hello

October

“If you want to be happy, set a goal that commands your thoughts, liberates your energy, and inspires your hopes.”

~ Andrew Carnegie

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CENTRES OF EXCELLENCE/ INSTITUTES

- Centre for Public Service Values, Ethics and Integrity
- Centre for Public Finance and Audit
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- 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

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Kenya School of Government