



KENYA SCHOOL OF GOVERNMENT

WEEKLY

KSG Bulletin

16th–22nd November, 2024

Advancing Public Service Excellence through Research



Director Learning and Development Dr. Rachel Ngesa giving her remarks during the Academic Forum at the School in Lower Kabete. The Forum was held on November 12, 2024 to present and critique concept papers by participants in the Strategic Leadership and Senior Management programs.

BY TABITHA KEMUNTO

Among its core mandates, the Kenya School of Government (KSG) endeavors to promote research to enhance public service delivery. As such, the Learning and Development Directorate organized an Academic Forum at Lower Kabete Campus on Tuesday, November 12, 2024.

The forum aimed to sharpen research skills, providing participants with an opportunity

to engage with ongoing work, critique it, and contribute valuable thoughts around various content.

Dr. Rachel Ngesa, Director of Learning and Development, reaffirmed KSG’s commitment to advancing research excellence. She has continuously encouraged participants to actively critique proposals, identifying strengths and areas for improvement, as part of fostering a culture of ongoing learning and innovation.

Ms. Purity Kagendo, a Research Fellow at KSG, in her presentation of the first proposal,

HIGHLIGHTS

- 3 KSG Baringo Records Milestone in SMC Delivery
- 4 Serve with impartiality, do not exclude anyone
- 5 Balancing Between Motherhood and Career Advancement
- 6 Mental Health at the Workplace
- 8 Weekly Activities
- 11 Ongoing and upcoming Courses
- 13 Editorial Team

Advancing Public Service Excellence through Research



A section of staff follow the proceedings of the Forum.

“Huduma Centres: Achievements, Lessons Learnt, and Scalability” explored the successes and challenges of Huduma Centres, a flagship initiative transforming public service delivery in Kenya.

Ms. Kagendo highlighted significant achievements in accessibility and efficiency while addressing limitations such as infrastructure gaps and regional disparities. Her proposal outlined strategies for scaling the Huduma model through mobile units and public-private partnerships to ensure equitable access to services across the country.

Another Research Fellow, Ms. Eunice Weveti, presented the second proposal, “Climate Change Mitigation via Green Mobility: A Case of Electric Cars in Kenya.” Her research examined the potential of electric vehicles (EVs) to reduce greenhouse gas emissions in Kenya’s transport sector.

While highlighting the promise of green mobility for environmental sustainability, she addressed challenges such as high

costs, limited charging infrastructure, and low public awareness. Her recommendations included tax incentives, infrastructure subsidies, and private-sector collaboration to accelerate EV adoption.

As a public service institution, KSG’s mission is to enhance governance and service delivery through training, research, consultancy, and advisory services. This forum exemplified KSG’s dedication to nurturing evidence-based solutions for public service

challenges while promoting professional growth and innovation. By addressing critical issues like efficient service delivery and sustainability, the

The increasing complexity in society compels the Kenya School of Government (KSG) to undertake research and provide expert consultancy services to government and private entities. Revitalization of research is priority in order for KSG to distinguish itself as a leading research centre on matters of governance and public service.

In its global reach, the School offers platforms for disseminating knowledge, ideas and experiences with stakeholders in all areas such as Public and Foreign Policy Analysis, International Political Economy, Security, Climate Change, and Agriculture among others for national transformation and meaningful livelihoods.



KSG Baringo Records Milestone in SMC Delivery

BY ELIAS MAKOKHA

A saying goes that a journey of a thousand miles begins with a single step, and this wisdom holds for the Kenya School of Government, Baringo Campus, as it celebrates a significant milestone in one of its programs: the Senior Management Course (SMC). This program has evolved substantially since its inception, establishing an impressive appealing while continually striving to enhance its influence on service delivery.

Initially created to bolster leadership and management within Kenya's public service, the SMC has witnessed remarkable growth, becoming one of the most sought-after courses for senior professionals. Year after year, its relevance and demand soar, showcasing its positive impact on public service delivery. The Kenya School of Government has worked diligently to update and refine the course, ensuring it meets the dynamic needs of governance and public administration.

Through continuous development and valuable feedback from participants and stakeholders, the program has evolved to incorporate modern principles, emerging trends, and practical tools. As a result, it equips senior public servants with the knowledge and skills necessary to lead effectively in today's work environment. To enhance accessibility, the School has introduced a blended version of the Senior Management Course, which consists of seven weeks of online learning followed



Baringo Campus Director, Dr. John Bii addresses participants of Senior Management Course Cohort 200/2024 during the opening session.

by one week of in-person learning on campus.

On Monday, November 11, 2024, KSG Baringo Campus welcomed the SMC No. 200, marking the start of a new chapter in the Senior Management Course legacy. The participants were warmly welcomed in an engaging opening ceremony by KSG Baringo Campus Director Dr. John Bii, who expressed his enthusiasm for the transformative learning journey ahead.

"We're thrilled to have you here. You are among the first to benefit from the recent updates to the senior management course. These revisions ensure our programs are continually improved to keep us aligned with current trends," Dr. Bii stated.

Over the next four weeks, the current participants would immerse themselves in advanced modules covering leadership, public sector finance, procurement, project management, and change management—each designed to empower them to excel in their

roles and bring about meaningful change within their institutions as they serve the public.

Speaking on behalf of the participants, Mr. Daniel Koech, the class president of SMC No. 200/2024 conveyed their eagerness to join the cohort and the hope to make a positive impact. "As participants, we look forward to engaging and interactive sessions as we embark on this journey. Coming from diverse fields, I am confident we will learn a great deal from one another, in addition to the insights provided by our facilitators," Mr. Koech shared.

As the School Campus reflects on this incredible journey, its success is attributed to the unwavering support of the KSG Management team, dedicated members of staff, and stakeholders. Their commitment has been instrumental in shaping the course, ensuring that future cohorts are well-equipped to tackle the complex challenges of leadership in Kenya's public sector.

Serve with impartiality, without exclusion

BY VICTOR MOCHACHE

Mr. Harrison Yogo, the Center Manager of the Huduma Kenya Mombasa branch, has called upon public servants to improve customer experiences in alignment with the constitutional principles of diligence and selflessness. He underscored the necessity of ensuring that all individuals are granted access to public services without any form of exclusion.

Mr. Yogo was the Chief Guest at an assembly held on Monday, November 11, 2024, at the KSG Mombasa Campus to welcome new course participants. He was accompanied by Mr. Isaiah Omondi, the Acting Deputy Director at KSG Mombasa Campus, along with several other senior officers from the campus.

In his keynote address, Mr. Yogo stressed the importance of a citizen-focused approach in all facets of public service. He highlighted that public service is fundamentally about the citizens and urged public officers to recognize that they are integral members of the communities they serve.

"Public servants need to cultivate the right attitude," he remarked. "When you have the right mindset, your commitment and dedication to service delivery will be clear to those who rely on you." According to Yogo, an attitude centered on service excellence nurtures passion and emotional intelligence, which are vital qualities for effective public service.

Mr. Yogo underscored the significance of citizen-centric service, urging participants to align their initiatives with the needs and expectations of the public. He articulated, "Citizens should be at the core of every service we provide."



Mr. Harrison Yogo, Center Manager of Huduma Kenya Mombasa branch delivering his keynote address during the joint course opening.

By adopting this citizen-centered approach, Mr. Yogo argues that public officials can bring about substantial advancements in the transformation of Kenya's public service landscape. He characterized this strategy as essential for promoting public sector reforms and improving the overall quality of service delivery.

Mr. Yogo, a former participant in the training programs at the Kenya School of Government Mombasa Campus, reflected on his experiences in both the Senior Management Course and the Strategic Leadership Development Program. He characterized these programs as invaluable contributions to his career and overall personal development. He assured participants that their decision to train at the campus would equip them with the skills and insights necessary to excel in their roles. Based on his observations, he noted that the institution is dedicated to cultivating high-caliber public servants who uphold the utmost standards of public service.

Speaking on behalf of the Mombasa Campus Director, Dr. Rukiya Atikiya, Mr. Omondi noted that the School works tirelessly to ensure the training syllabi reflect the changing job

environment and align with international standards of public administration while considering the unique needs of Kenya's public service.

"The School has integrated elements of customer service excellence in all its training programs to ensure that all officers, from entry-level to senior management and leadership, understand their responsibilities in creating a pleasant work environment where citizens receive the respect and dignity they deserve," stated Mr. Omondi.

Dr. Rebecca Kaguru, Head of Business and Marketing, pointed out that the courses are designed to address specific skill gaps in communication, public relations, and customer service. "We strive to ensure public servants excel and are articulate when they communicate with the public," Dr. Kaguru stated.

On that day, various courses commenced at the Campus, including Induction, Public Relations and Customer Care, Communication Skills for Public Service Officers, and Customer Service Excellence Training, alongside various workshops and seminars.

Balancing Between Motherhood and Career Advancement

There has long been a common belief, even among women, that motherhood can impede personal development and career growth. While this perception carries some weight, many mothers find it challenging to secure adequate childcare while juggling their careers and family responsibilities. Bulletin writers **Douglas Mochama** and **Cheryl Chemutai** spoke with Ms. **Monicah Lenanyokie**, the Principal Monitoring and Evaluation Officer at the Samburu County Government. Ms. Lenanyokie enrolled in the Senior Management Course No 138 of 2021, not fully aware of the hurdles ahead. Here is her account of the experience at the KSG Baringo Campus.

Describe your journey towards the Campus.

My journey was quite fascinating, albeit a bit long. I traveled from Maralal in Samburu through picturesque green grass and lush vegetation. We made a delightful stop at Tugen Hills before descending to Kabarnet town, where the campus is situated. The hills provided stunning viewpoints showcasing the magnificent landscapes of Lake Baringo and Lake Bogoria, among others.

What is your experience with the learning environment at the Campus?

The learning environment at Baringo is nothing short of exceptional. It is peaceful and serene, surrounded by breathtaking scenery. This tranquil setting made our stay comfortable, allowing us to dive into our studies without any noise or distraction.

Personally, my experience was fantastic as I attended with my young child. The campus offered great care for my son along with a nanny, which significantly enhanced my overall experience.

What is the impact of the program so far?

The program has equipped me



*Ms. Monicah Lenanyokie,
Principal Monitoring and Evaluation Officer
at the Samburu County Government*

with crucial skills that are valuable in my job, ultimately leading to improved performance. Furthermore, this qualification enabled me to earn a promotion at work. The course has not only contributed to my personal growth but also helped me develop a greater sense of professional etiquette. I genuinely believe it has transformed me, enhancing my relationships with colleagues and boosting my interpersonal skills.

Were your expectations met?

Yes, my expectations were met. When I enrolled in the Senior Management Course, I hoped to sharpen my leadership skills and become better equipped to handle challenges within my organization. I left the program motivated and ready to excel as a manager, which has significantly contributed to my department's success.

Was your welfare as a mother considered during the training?

As I mentioned, I attended with my toddler. The mothers' wing provided excellent care for us. I found the environment inclusive

and welcoming. It's commendable that the School has taken steps to address the specific needs of mothers, granting us the peace of mind we require to perform our duties effectively. I hope other organizations will look to KSG as a model for establishing facilities that support mothers and their children.

What attractions did you enjoy during your studies at the Campus?

On weekends, we occasionally visited Koriema, located a few kilometers from Kabarnet on the way to Nakuru. There, I enjoyed delicious goat meat, naturally seasoned by the herbs the goats grazed on—it didn't even need additional salt while roasting!

What else stood out during your training?

Attending the course at KSG allowed me to connect with peers from various backgrounds. This experience opened up new perspectives, facilitating ideas exchange and helping me build a valuable professional network. I have made it a point to maintain these connections even after graduating, often reaching out to classmates for advice on handling different work-related issues.

What advice would you give to mothers who are hesitant to attend courses?

KSG understands the diverse and evolving challenges some of its clients may face, which could impact their ability to attend courses. To help with this, the School has established a mothers' wing for participants who need to bring their little ones along.

What additional recommendations do you have for the School to make the learning environment even more conducive?

I recommend introducing more recreational facilities and playgrounds for children. This enhancement would make the campus even more appealing.

Breaking the Silence: Mental Health at the Workplace

BY KEFFAS MUTETHIA

In a powerful public lecture held recently at KSG Matuga, mental health expert Linus Otieno explored the often-overlooked issue of mental well-being in the workplace. His presentation revealed startling statistics, including the fact that 1 in 5 people will experience a mental health issue during their lifetime. However, mental health challenges are not universal—men are four times more likely to die by suicide than women, highlighting a disturbing gap in how mental health is perceived and addressed across genders.

At KSG Matuga, we believe that the workplace should be a supportive environment, yet for many, it can become a breeding ground for stress, anxiety, and burnout. This lecture delved deep into how workplace culture and stress can impact productivity, relationships, and overall mental health, shedding light on the importance of creating a balanced, understanding atmosphere for all employees.

Mental Health Beyond the Stereotype

Mental health is often misunderstood or ignored, seen as something that only affects those with visible conditions. In reality, it is a spectrum that affects every person, even those who appear to be coping well. The lecture emphasized that mental health is not just about the absence of illness, but the ability to cope with life's pressures, maintain relationships, and contribute meaningfully to society.

In the workplace, the pressure to perform can be overwhelming, and yet, the mental well-being of employees is often neglected. However, as Otieno pointed out, a positive, healthy work environment can

actually bolster an individual's mental health, making it an essential component of overall productivity. When employees feel supported, they are more likely to perform at their best, contributing to an organization's success. But when stress goes unchecked, it can lead to anxiety, burnout, and severe mental health issues that diminish performance and morale.

Stress: The Double-Edged Sword

One of the most compelling parts of the lecture was the discussion on stress—a term that is often used in the workplace but rarely understood. Stress is typically viewed as a negative force that hinders productivity, but moderate stress can actually be a catalyst for performance, creativity, and motivation. It's the right kind of stress, challenging but manageable, that drives us to innovate and succeed.

However, too much stress can be harmful. It can lead to burnout, absenteeism, and disengagement, which affects not only individual employees but the organization as a whole. Finding the right balance is crucial—too little stress leads to stagnation, while too much leads to a collapse in well-being. Understanding how to manage stress is not just about reducing pressure but finding ways to thrive under challenge, ensuring that stress remains productive and not destructive.

Managing Stress: Four Key Strategies

Otieno's lecture presented four vital strategies for managing stress in the workplace: Avoid, Alter, Accept, and Adapt. These simple yet powerful approaches give individuals the tools to handle their daily stressors effectively.

Avoid - Recognize and minimize unnecessary stress. Whether it's taking breaks, limiting interactions with negative influences, or saying no to extra responsibilities, avoiding stressors can help protect your mental

health.

Alter - Change how you approach stress by altering your reactions. Whether it's adjusting your attitude toward a challenge or seeking help when needed, altering your mindset can turn stressful situations into opportunities for growth.

Accept - Not all stress can be avoided or changed. In such cases, acceptance is key. Learn to acknowledge stressors that cannot be controlled and focus on how to manage your response to them.

Adapt - Building resilience is essential. Adaptation allows individuals to bounce back from challenges, turning difficult situations into learning experiences and opportunities for personal growth.

Building a Mental Health-Friendly Workplace

The lecture concluded with a powerful reminder that mental health is a shared responsibility, both within the workplace and beyond. Organizations that prioritize mental well-being foster an environment of trust, support, and open communication. By addressing mental health proactively, companies not only protect the health of their employees but also promote higher levels of engagement, productivity, and job satisfaction.

KSG Matuga is committed to implementing strategies that help maintain a positive, supportive environment for all its staff and students. We understand that mental health is not a "one-size-fits-all" issue, and creating an atmosphere where employees feel safe to express their concerns is the first step toward building a culture of care. As we continue to encourage open discussions and provide the resources needed to support mental health, we pave the way for more resilient, productive, and fulfilled individuals.

Weekly activities across our campuses



Prof. Nura Mohamed, Director General, Kenya School of Government, presided over the closing of the Internal Quality Audit Training Course at the Lower Kabete Campus.

The one-week training that commenced on November 11 to 15, 2024, brought together participants from across KSG campuses. These officers are now tasked with coaching and mentoring others to create an environment of learning and enhance service delivery



A momentous occasion as CHRP Florence Wanguku (2nd left) HR Manager at KSG presents a copy of her book, "The Ideal Supervisor" to the Director General -KSG Prof. Nura Mohamed. Together with them are Ag Director Finance and Administration Dr. Tom Wanyama and Dr. Prisca Oluoch, Director Linkages and Collaborations.



KSG Baringo Campus Director Dr. John Bii along with Mr. Francis Mutisya, the Director of Human Resource Management and Development at the state Department for Mining with participants of a week-long Induction Program for Ministry staff during an opening ceremony.

This training initiative is designed to equip officers with the necessary skills to effectively adapt to the changing work environment. As the public becomes more informed and exhibits complex needs, there is a corresponding rise in expectations from government entities. This program aims to empower officers to meet these challenges with professionalism and competence.

TRAIN WITH US!



Kenya School of Government
Empowering the Public Service

LOWER KABETE DECEMBER 2024 COURSES

TRAINING OF TRAINERS

Training practitioners, training managers, public officials, and private sector practitioners responsible for facilitation of programs.

Date: December 2-13, 2024

Cost: Kshs. 154,675 (Exec.Residential)
Kshs. 77,236 (Non-Residential)

REPORT WRITING COURSE

Officers responsible for preparation of reports

Date: December 2-6, 2024

Cost: Kshs. 79,576(Exec.Residential)
Kshs. 38,821(Std Non-Residential)

SUPERVISORY SKILLS DEVELOPMENT COURSE

Officers from the National and County Governments responsible for sections and service delivery units. They include officers in charge of front office, office administrative services, public communication, human resource sections, records management, accounts, finance, supply chain management, and any other first line supervisors and team leaders.

Date: December 2-13 2024

Cost: Kshs. 79,576(Exec.Residential)
Kshs. 38,821(Std Non-Residential)

Weekly activities across our campuses



Mombasa Campus hosted a Stakeholders Engagement Forum, bringing together leaders from key local value chains to interact with the BETA team. This forum provided an opportunity to share feedback with the public on the 5th Administration's BETA Scorecard and the implementation progress of the Economic Charter within Mombasa County. The session was led by Mr. Eliud Owalo, FIHRM, EGH, Deputy Chief of Staff in the Executive Office of the President, Performance and Delivery Management, who emphasized the government's commitment to accountability and collaboration with local stakeholders for economic development and impactful service delivery.

Staff from KSG Embu Campus show support to Mr. George King'ori, a driver at the Campus, during the burial of his late father, Mr. Daniel Kiago Mbai. The burial took place in Nyeri County on Friday, 15th November 2024. May the Almighty rest the soul of Mr. Kiago Mbai in eternal peace.



Leadership Lesson

Brave leaders are never silent around hard things

A true leader will always stand up for what is right and face a challenge head on. No matter how difficult or hard things become, stand up for what is right and be a leader. Leadership quote to inspire you to rise up and be brave.

– Herself, Brené Brown

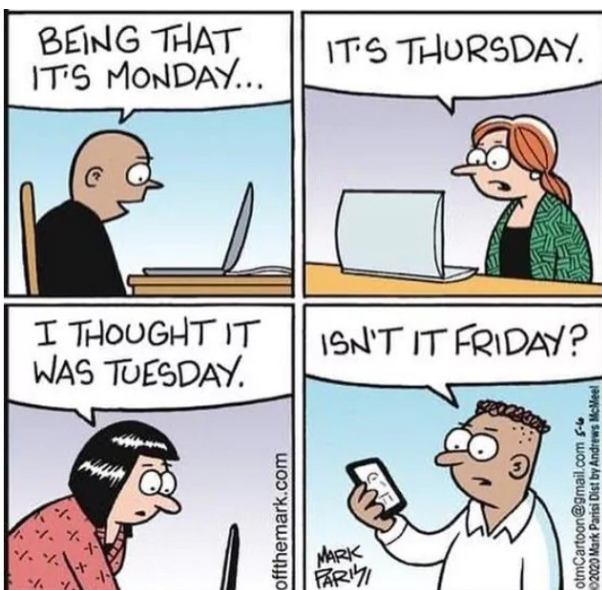
Have your say



Joseph Mayieka · Follow

Been lucky to be and visit all the KSG Campuses but truth be said, none beats Baringo! It's so cool, it's so serene. It was just meant for studies. Very little or no interference, the climate so friendly, the surrounding environment so beautiful and awe-striking, those staff members there have got angelic dedication to service.

Humour



Word of the Week

~Joshua 1:9

Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, for the LORD your God will be with you wherever you go

Baringo Campus

Diploma in Public Administration	30th September - 20th December, 2024
Senior Management Course No 200/2024	11th November-6th December,2024
Senior Management Course No 198/2024(Online)	7th October-29th November, 2024
Central Rift Valley Water Works Development Agency	6th-21st November, 2024
State Department for Mining Workshop	10th-22nd November,2024
Supervisory Skills Development Course	18th-29thNovember,2024
Public Procurement and Contract Management Course	18th-22nd November, 2024
Public Sectors Finance Management	18th November-13th December,2024
Skill Enhancement Course	18th-22nd November, 2024

Embu Campus

Diploma in Public Administration- Ministry of Interior	30th September - 30th December, 2024
Senior Management Course Online (SMC225/2024)	14th October - 6th December, 2024
Diploma in Social Work No. DSW 44/23	6th Mar - 7th March, 2025
Meru County Public Service Board	29th -30th November, 2024
Senior Management Course No.226/2024	4th - 29th November, 2024
Management Course for Office Administrators	4th - 29th November, 2024
Senior Management Course No.227/2024	18th November - 13th December, 2024
Public Relations & Customer Course	18th - 29th November, 2024
Supervisory Skills Development Course Online- Ministry of Lands	18th November - 13th December, 2024
Public Relations & Customer Course Online- Ministry of Lands	18th November - 13th December, 2024
National Government Affirmative Action	18th - 22nd November, 2024
IPOA Meeting by Independent Policing Oversight Authority	18th - 22nd November, 2024

Mombasa Campus

Strategic Leadership Development Program No.450/2024	4th November - 13th December, 2024
Management Skills Course	28th October - 22nd November, 2024
Project Planning & Management Course	28th October - 22nd November, 2024
Strategic Leadership Development Program No. 445/2024 (Online)	7th October - 13th December, 2024
Diploma in Public Administration	20th May - 28th November, 2024
Management Course for Office Administrators	18th November - 13th December, 2024
Senior Management Course No. 191/2024	4th- 29th November, 2024
Public Relations and Customer Care Course	11th- 22nd November, 2024
Communications Skills for Public Service Officers	11th- 22nd November, 2024
Sector Working Reports (Meru County)	11th- 22nd November, 2024
Supervisory Skills Development Course	11th - 22nd November, 2024
Retirement Planning	18th- 22nd November, 2024
Social Protection Policy & Legislation	18th - 22nd November, 2024
Audit & Risk Assurance (NTTI)	18th- 22nd November, 2024
Senior Management Online	17th - 20th November, 2024
Workshop- KENGEN	18th- 22nd November, 2024
Workshop - State Department for Broadcasting and Telecommunication	18th- 24th November, 2024

Lower Kabete

Senior Management Course No.429/2024	18th November- December 13th, 2024
Diploma in Public Administration-SMI	30th September – 20th December, 2024
Senior Management Course No.428/2024	28th October – 22nd November, 2024
Educate!	28th October–19th November, 2024
Strategic Leadership Development Program No.451/2024	4th November – 6th December, 2024
Strategic Leadership Development Program No. 446/2024	7th October- 13th December, 2024
Senior Management Course No.427/2024	14th October -6th December, 2024
Supervisory Skills Development Course No:151/2024	11th-22nd November, 2024
Job Analysis and Evaluation Course Ministry of Defence	18th-22nd November,2024
Induction program for audit Committee members -Meru County Government	18th-22nd November, 2024
Public Speaking and Presentation Skills	18th-22nd November, 2024
Supervisory Training Cohort 1-KENGEN	18th-22nd November, 2024
County Social Transformation Program –MKI	18th-22nd November, 2024
Corporate Governance Course –CPF	18th-22nd November, 2024
Board Performance Management and Evaluation program -CPF	18th-22nd November, 2024
Development of Strategic Plan –IPOA	18th-22nd November, 2024
National Assembly	14th-24th November, 2024
UCRD Consult	19th November,2024
Human Resource & Development Bill Validation Workshop -Ministry of Public Service	20th November, 2024

Matuga Campus

Strategic Leadership Development Program NO. 448/2024(online)	14th October- 20th December, 2024
Senior Management Course No.132/2024	4th-29th November,2024
Senior Management Course-Online No.131/2024(online)	14th October - 20th December, 2024
Diploma in Public Administration No. 2/2024	30th September, 2024 - 20th December, 2024
Supervisory Skills Development Course NO. 20/2024(online)	21st October - 22nd November, 2024
Supervisory Skills Development Course NO. 21/2024	18th November - 13th December, 2024

KAPAM INVITES YOU!



KAPAM

"To promote professionalization of public administration and management for enhanced service delivery in the public service."

Speaker:



John Kyanesa Musau
Deputy Director, Administration
KEMRI

Partner:



Register Here!

Webinar

**EMBRACING
RESEARCH AND
DEVELOPMENT
FOR PUBLIC
ADMINISTRATION**

Date: Tuesday, 19th November, 2024

Time: 10.00 AM - 11.30AM

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- Centre for Customer Service Excellence
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