

19th -25th October, 2024

Chief Executives Empowered through KSG Training



Chief Executive Officers from various organizations gathered at the Kenya School of Government, Mombasa Campus for the Accounting Officers Program that took place from October 14- 18 2024.

BY FAITH MUSOGA

The Accounting Officers Program was held at the Kenya School of Government (KSG) Mombasa Campus from October 14-18, 2024. This program is designed to respond to the training needs of chief executive officers and is continuously improved in response to emerging changes and feedback from accounting officers. It offers a useful platform for Chief Officers to engage with seasoned professionals in different fields.

This week, the cohort was privileged once again to have

topics delivered by a faculty of experts with a combination of scholarly knowledge and practical senior-level public sector experience. Prof. Ludeki Chweya spoke about the Environment of Accounting Officers while Dr. Irene Asienga, Member of the Presidential Economic Advisory Council taught on Alignment of Institutional Agenda to the Government Agenda.

Other content on the legal matters was delivered by Mr. Joash Dache, CEO of the Kenya Law Reform. Knowledge on Procurement Processes and Contract Management was imparted by Mr. Harun Moti

HIGHLIGHTS

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Chief Executives Empowered through KSG Training

Deputy Director Compliance PPRA. FCPA Susan Oyatsi from the Office of Chief of Staff spoke about Internal and External Accountability and Zero-fault Audit Regime.

Issues of accountability, ethics and integrity in organizations cannot be ignored. As such the team received lessons on Anti-corruption strategies for the Public Service were from Dr. Emily Mworio of the Ethics and Anti-Corruption Commission.

From the School were: FCPA. Andrew Rori Deputy Director Academic Affairs and an expert in Financial Management who focused on Resourcing and Management, Legal Framework, Government Planning and Budgeting Accounting and Reporting. Corporate Branding, Official Protocol and Etiquette was taught by Ms. Lynette Otworii, a Director and Communications expert. Mr. Simon Angote, a seasoned Public Service official and senior faculty member gave a discourse on Performance and Productivity and Succession Management.



Prof. Ludeki Chweya at the Accounting Officers Program. He facilitated the topic on Environment of Accounting Officers.

The Program was developed jointly between Cabinet Secretaries for the National Treasury and the then Ministry of Public Service Youth & Gender Affairs at a forum of Chairs of Board and Chief Executive Officers of state

corporations held at KSG Lower Kabete to provide knowledge required for strategic positioning in overseeing transformation and accountability in the use of public resources.

State corporations have different purposes and



Chief Executives Empowered through KSG Training



Dr. Rose Ngugi, CEO of KIPPRA and Council Member at KSG was one of the participants in the program.

responsibility depending on their establishment. CEOs in these agencies are required to make sound investment decisions resulting in high returns even in terms of performance and service delivery.

State Corporations are established by governments to recognize the importance of state involvement not only in maintaining law and order but also in regulating the market to ensure fairness and protect citizens from exploitation.

To effectively contribute to government aspirations through state corporations, accounting officers must be equipped with the necessary skills and competencies; the success or failure of the entire organization rests on their shoulders. The Accounting Officers Program offers a comprehensive solution to fulfill the responsibilities of these senior officials.

Depending on their scope of work, state corporations assist the

government in achieving goals such as making substantial investments in sectors that may not attract private sector interest, focusing on regions and sectors that require attention, and providing strategic services.

The Accounting Officers Program is typically customized to suit the peculiarities the category of public agencies that comprise a particular cohort of participants. The program focuses on enhancing professionalism, managing relationships with crucial agencies and institutions within the public service, responsible management of public resources, and successfully navigating challenges that arise in the course of their duties.

The program is recommended for accounting officers in ministries, government agencies, state corporations, county governments, independent

commissions and offices, legislative bodies, as well as the private sector.

It is anticipated that this program will be of help to new and long serving accounting officers as they are responsible for strategic and managerial decision making with far-reaching implications for prudence and accountability in utilization of public resources. It will also help to keep abreast with new requirements in the performance of duty.

The program runs at any of the KSG Campuses as may be specified for each cohort. These are Baringo, Embu, Matuga, Mombasa and Lower Kabete.



Course participants in the Accounting Officers Program at the Mombasa Campus.

Standardization of Hospitality Services Across KSG

BY CHERYL CHEMUTAI

It is a warm Wednesday afternoon, exactly 1 pm, and the air is filled with the rhythmic sounds of traditional Turkana music playing softly in the background. The restaurants at the Kenya School of Government Campuses have been transformed into a cultural haven, with vibrant *shukas* adorning the windows and tables, reflecting the deep heritage of the Turkana people.

In the heart of the rooms, bubbling pots of delicious soup sit atop *jikos*, filling the air with mouthwatering aroma. Nearby, traditional gourds hold creamy coagulated milk, a prized staple in Turkana cuisine. An assortment of Turkana delicacies is proudly displayed on tables, with chefs standing by, waiting to serve. As guests enter the dining areas, their faces light up with anticipation. They are awaiting the opportunity to savor the rich and vibrant flavors of Turkana culture.

This incredible experience was shared across KSG in Baringo, Embu, Lower Kabete, Matuga,



Fermented milk; a delicacies served during this week's Turkana-themed lunch that took place across the campuses.



and Mombasa.

The Kenya School of Government hosts vibrant cultural celebrations each Wednesday, showcasing the rich diversity of communities across Kenya.

These weekly themed lunches are more than just a culinary experience - they are part of the institution's efforts to promote unity and cultural appreciation. By celebrating the unique traditions and foods of various Kenyan communities, the School offers a platform for course participants and staff to engage with and understand the diverse cultural landscapes of the country. These events help bridge cultural gaps, promote inclusivity, and encourage dialogue, ensuring that public servants leave with a deep respect for Kenya's multicultural identity.

Standardization of services

KSG is dedicated to creating

unforgettable experiences for its visitors.

The Department of Hospitality Services organizes weekly themed lunches as part of its effort to standardize and improve hospitality services across all campuses.

With different menus, excellent service, and vibrant settings in conference and lecture halls, clients can expect a consistent and memorable KSG touch regardless of which campus they visit.

Whether it's accommodation, conferencing, catering, or any other service, the hospitality team is committed to ensuring that every customer has an amazing experience through uniform and high-quality amenities at KSG Campuses in Baringo, Embu, Lower Kabete, Matuga and Mombasa.

Back to the Turkana-themed lunch

In these vibrant images, participants undertaking a

Standardization of Hospitality Services Across KSG

Diploma in Public Administration at Baringo Campus are enjoying a meal. One participant holds a plate of food, while others stand eagerly, soup bowls in hand, waiting to be served. Their wide smiles not only show their gratitude for the meal but also their enjoyment of the cultural experience. The soup is served from a large pot placed on top of a 'jiko', a traditional stove, symbolizing the authentic methods of food preparation used by the Turkana people.

The pot plays a crucial role in Turkana cooking, symbolizing the communal tradition of preparing large amounts of food to be shared among families and communities. Serving from the pot to individual bowls reflects the spirit of generosity and togetherness that defines many Kenyan cultures, including the Turkana. These cultural



Ms. Jane Wanyua and a colleague during the set up at Margaret Kobia Dining Hall, Lower Kabete.

celebrations perfectly align with KSG's mission of developing well-rounded public servants who not only excel in governance and leadership but also respect and embrace Kenya's diverse cultures. The Turkana-themed lunch serves

as a powerful reminder of the significance of cultural heritage, promoting unity and appreciation for the unique contributions of each community to Kenya's national identity.



The Hospitality team at the Embu Campus welcomes you to the themed lunches every Wednesday.

The Turkana Themed Lunch at the School



Upcoming HR Clinics for Staff Biodata Verification

BY GLENN LUMITI

The Human Resources (HR) Department has announced a series of HR Clinics scheduled to take place from Tuesday, 22nd October 2024 to Friday, 1st November 2024. This initiative follows the staff sensitization on the use of approved human resource instruments that was conducted 35 days ago. The HR Clinics are designed to provide an opportunity for staff to review and verify their personal information, discuss career aspirations, and address any HR-related concerns.

The announcement was made by CHRP Florence Wanguku, during a virtual sensitization session held for all staff members, where she outlined the objectives and importance of the HR Clinics. This upcoming event is part of the HR Department's ongoing efforts to ensure that all employee records are accurate and up to date while supporting the career development and overall well-being of staff.

According to the HR Department, the HR Clinics are designed with three main objectives in mind: One of the primary purposes of the HR Clinics is to verify individual employee biodata, qualifications, skills, and competencies, as well as their designated teaching areas. This step is crucial to ensure that the information in the draft HR Audit report accurately reflects

each employee's current standing. The verification process will enable HR to have a comprehensive understanding of the workforce and ensure that employees are properly aligned with their roles and responsibilities.

During the HR Clinics, employees will have the chance to discuss their career aspirations with the HR team. This will be a valuable opportunity for staff to receive personalized career advice and guidance, enabling them to better plan their professional growth and development within the organization. HR will help align individual career paths with the organization's goals and advise on opportunities for upskilling, training, or pursuing new roles within the company.

The HR Clinics will also provide a platform for employees to raise any other HR-related concerns they may have. Whether these concerns relate to workplace issues, policies, benefits, or general HR practices, the HR team will be available to address them and ensure that appropriate actions are taken, either by the HR Department or the organization's management.

In preparation for the HR Clinics, employees are required to bring their original academic and professional certificates and transcripts. These documents are essential for the verification of qualifications and skills, ensuring that the HR Audit report is accurate and complete.

The HR Clinics mark an important milestone in the organization's approach to human capital management. With the recent sensitization on HR instruments completed, the clinics are expected to reinforce transparency, accuracy, and accountability within the workforce. Moreover, they will provide a clearer picture of the organization's human resource capacity, allowing for better planning and decision-making at the management level. Speaking during the virtual session, CHRP Wanguku highlighted the significance of these efforts, saying, "This is a key step in ensuring that we have up-to-date records for all our staff. It also gives us the opportunity to help our employees grow in their careers while addressing any HR concerns that may affect their work environment. The HR Clinics will be a collaborative space where we can support our employees and, in turn, strengthen the organization."

The HR Department's Clinics, set to take place from 22nd October to 1st November 2024, promise to be a critical exercise in aligning staff records with organizational needs while also supporting employees' personal and professional growth. The HR team encourages all staff to participate fully and take advantage of this opportunity to ensure their career paths are on track and their qualifications are accurately documented.

Building bonds is key for thriving workplace

BY CHRISTINE RWAMBA

Picture this: A senior officer has assigned two colleagues to work together, but they rarely see eye to eye and have negative misconceptions about each other. In another scenario, an officer demeans a junior colleague and sidelines them in tasks that should be carried out collaboratively.

In today's fast-paced work environment, where deadlines are constant and projects accumulate rapidly, the importance of connecting with colleagues cannot be ignored.

When coworkers feel a strong connection, they are more likely to work together effectively, freely exchange ideas, and offer each other support, especially during challenging times. An environment where everyone feels appreciated, motivated, and involved in their work boosts productivity and job satisfaction. Conversely, dis-unity among staff members can breed negativity and distrust.

As a leader, what steps can you take to strengthen your connections with colleagues? In this article, the writer shares some strategies that can be employed to forge lasting relationships at work.

First, embracing authenticity

is vital. When you present your true self, you encourage others to do the same, creating an atmosphere of trust and openness. This authenticity paves the way for deeper, more meaningful connections among colleagues.

Finding shared interests is another key strategy. Whether it's a love for outdoor activities, a shared interest in a popular TV series, or a passion for cooking, discovering mutual hobbies can spark engaging conversations and strengthen bonds. These shared experiences create a foundation for camaraderie, making collaboration more enjoyable and effective.

Open communication is also crucial for building healthy work relationships. Transparency fosters trust and encourages colleagues to share their thoughts and ideas. Regular check-ins and honest feedback can strengthen these connections. Besides, establishing a culture of open

dialogue helps to prevent misunderstandings and fosters an environment of collaboration.

Furthermore, participating in team-building activities, both formal and informal, is another effective way to enhance workplace relationships. Whether it's a fun outing, a team lunch, or an organized event, these moments enable colleagues to connect outside the usual tasks. Such shared experiences help break down barriers and create a sense of unity and belonging among team members.

Building healthy work relationships is a journey that offers significant rewards. By being authentic, seeking shared interests, communicating openly, and engaging in team activities, you can create a more supportive and enjoyable work environment.



Stock Image

Public Service: About Dignity and Passion



*Mr. Harrison Winston Yogo,
Manager Huduma Centre Mombasa,*

BY BETHSHEBA BOSIBORI

The Centre Manager of Huduma Mombasa, Mr. Harrison Winston Yogo, delivered a compelling lecture on transforming public service delivery. He spoke at the Public Lecture on “Transforming Public Service Delivery: A Case of Huduma Center Kenya,” which was organized by KSG Mombasa Campus on Wednesday, October 16, 2024.

Mr. Yogo captivated the audience with humor, insightful stories, and practical advice. His message was clear: public service is about serving people, and it should be done with dignity and passion.

He reminded the attendees that public service is a right, not a privilege. Revising the timeless values that define successful public service: integrity, courtesy,

respect, innovation, and, most importantly, passion, Mr. Yogo underscored the need for public services to be proficient, effective, and accessible while centering everything on the customer.

“Passion is what drives us to go the extra mile,” he remarked, pointing out that it is the secret to personal motivation and higher service quality. He noted that innovation is vital for public services to stay relevant, urging public servants to embrace fresh ideas that meet modern and unique demands.

One of the most striking parts of Yogo’s presentation was his analysis of the different types of customers—both internal and external—that public servants encounter. He highlighted the importance of managing the expectations of these customers, which often rise over time.

“We serve humanity; therefore, there is a formula on how to relate with the humanity we serve, and that is called customer service,” Yogo explained.

He also stressed the significance of internal customers, such as staff and colleagues in their important role in offering service.

“When we take care of the interests of our internal

customers, they deliver on our behalf,” he noted, urging leaders to prioritize their teams before focusing on serving others.

Through an analogy, Mr. Yogo compared public service to the hospitality industry, where customers expect high levels of care. His insights on handling complaints and demanding customers were equally valuable—staying calm, listening, and showing empathy can help resolve issues and improve service outcomes.

The lecture, which concluded with a lively Q&A session, provided guidance for the officers and reaffirmed their role in building trust, confidence, and excellence in their operations.

Mr. Yogo’s message was in line with the Kenya School of Government’s mission to empower public officials with the competencies and skills to fulfill their mandates.

Acting Campus Deputy Director, Mr. Isaiah Omondi, in his closing remarks, encouraged the staff and course participants to apply the values of customer-centric service delivery in their jurisdictions.

Mr. Omondi emphasized the importance of integrating these insights into their daily operations, urging everyone to embrace the values of integrity, passion, and innovation as key drivers for improving the public sector. His call to action reinforced the lecture’s core message, motivating the audience to implement the strategies discussed to enhance service quality and meet the evolving needs of the public.



Nurturing Talent for Greatness; New Season, New Coach



Mr. Kassim Jr. Otieno-KSG Ogopa FC coach

The Kenya School of Government football team, Ogopa FC, will kick off the season on Monday, October 21, 2024, against Ligi Ndogo Soccer Club. The much-anticipated match will be held at the KSG Complex at 3 PM. This new season comes with new things for Ogopa key among them being a new professional coach. The bulletin Writer, **Sharon Ngina**, had a chat with the new coach. Below are the excerpts:

Tell us about yourself.

My name is Coach Kassim Jr. Otieno. I am a professional coach with extensive experience in the Kenya Premier League, National Super League, and Division One leagues.

Can you tell us about your coaching journey and the key experiences that have shaped your approach to the game?

I started my coaching journey in 2008 as a youth coach in Kisumu, and I have since coached Western Stima as interim coach in 2018.

When I joined them, they were on the verge of relegation, but I helped move them from position 17 to position 10.

Recently in 2021, I was the coach of Gusii FC. I have also coached Muhoroni Youth, Sindo FC, and Michael Olunga Academy, among others.

My coaching journey has taught me how to handle competitive pressure, player management, players' mental well-being, and managing expectations.

What is your short-term and long-term vision for Ogopa FC?

I want to develop their talent and take them to the next level. When you nurture players from a young age, they stand to be scouted by bigger clubs, and this would benefit KSG financially from player transfers.

A football academy is an initiative I believe would benefit both the team and the school. It will also serve as a way of giving back to the community. We will start training six-year-old kids and eventually integrate them into our team. This would help us avoid player shortages.

What immediate changes do you have to improve the team's performance?

I want to build a strong coach-player relationship and guide them on the right path. I see myself as a father figure to them, and a father's role is to raise well-rounded individuals. I believe this approach will lead to good results. I will provide them with quality training, and with my experience in player management, I am confident we will succeed in no time.

How do you define success for Ogopa FC in the coming season?

Success is primarily about

winning, and that's what we strive for. However, I also want to help the players grow and reach their full potential. By building a solid team and keeping this in mind, winning will naturally follow.

Our fans expect nothing but the best, and I urge them to be patient with the team. Success will come.

What do you see as the biggest challenges Ogopa FC is facing right now, and how do you plan to address them?

Scouting for players comes with high expectations. The School is doing an amazing job in terms of player welfare, but we're not quite where we need to be yet, and this sometimes makes it difficult to retain top talent.

While it would bring me great joy to see players move on to bigger clubs, my goal is to first nurture them to a level where they are fully prepared for greatness.

What are your primary goals for the upcoming season?

Winning the league and helping the team grow is my focus for now.

Your parting shot?

Mark your calendars for Monday, October 21, 2024 – the day of our first match this season! Let us support the team and give them our loudest cheers!

NEXT MATCH

Kenya School of Government
21st October 2024
At 03:00 PM

OGOPA FC **VS** **LIGI NDOGO FC**
KSG FC

Training of Trainers (ToT) workshop



The Kenya School of Government (KSG) and Huduma Kenya officers gathered at the Embu Campus for a week-long Training of Trainers (ToT) workshop from October 14-18, 2024. The workshop aimed to equip the participants with essential skills for delivering a series of upcoming trainings as part of the collaboration between the two organizations. The partnership's goal is to establish Service Delivery Standards and enhance the capacity of public servants to provide excellent service to citizens.

KSG Director General Prof. Nura Mohamed and Huduma Kenya Chief Executive Officer Mr. Ben Kai Chilumo attended the workshop on different dates. They encouraged the participants to embrace the transformative potential of the Customer Service Excellence training and apply their newfound knowledge in their roles when the courses are rolled out. Dr. Ann Kang'ethe, Director of KSG Embu Campus, welcomed the participants and emphasized the critical role of the training in transforming public service delivery.

Leadership Lesson

Leadership to me means duty, honor, country. It means character, and it means listening from time to time.

leadership involves a sense of responsibility toward others, acting with ethical values, and being willing to listen, which are qualities essential for effective leadership

George W. Bush

Have your say

Kenya Yearbook chairperson, CEO attend governance training

Kenya Yearbook Editorial Board (KYEB) Chairperson Wangui Ng'ang'a and Chief Executive Officer Lilian Kimeto last week took part in a capacity-building training aimed at equipping leaders of State Agencies and Corporations with the necessary skills to navigate the evolving governance landscape.

The training conducted by the Kenya School of Government focused on several areas, including; alignment of State Agencies functions to the Government's Bottom-up Economic Transformation Agenda (BETA), resource mobilisation to fill in the financing gaps and the role and Mandate of the Office of the Inspector General - State Corporations.

Other topics were using data for decision-making, whole of Government approach, zero-fault audit system, corporate branding and developing effective monitoring and evaluation systems to ensure long-term sustainability of organisations.

The KYEB leadership, in participating in the training, demonstrated commitment to professional development and strengthening of governance of the institution.

The Chief of Staff and Head of the Public Service Felix Koskei launched the training initiative on September 12, 2024, with the capacity building sessions targeting Board Chairpersons, Board Directors, CEOs and Corporation Secretaries. ■

Excerpt from MyGov

Book Your Slot!

1st Africa Schools of Government Conference

Theme: Advancing Public Sector Excellence through Capable Institutions and Transformed Leadership in Africa



October 22-25, 2024



KSG Mombasa

Fees in USD:



Kenyans- 400

Non-Kenyans- 500

Ph.D candidates - 200



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Kenya School of Government
Empowering the Public Service

Baringo Campus

Strategic Leadership Development Program No. 444/2024	30th September - 8th November, 2024
Strategic Leadership Development Program No 439/2024(Online)	2nd September - November 8th, 2024
Senior Management Course No. 197/2024	30th September -25th October, 2024
Diploma in Public Administration	30th September - 20th December, 2024
Senior Management Course No 199/2024	14th October - November 8th, 2024
Senior Management Course No 198/2024 (Online)	7th October -29th November, 2024
Ministry of Youth Affairs, Creative Economy and Sports Workshop	22nd -26th October, 2024

Embu Campus

Strategic Leadership Development Program No. SLDP440/2024	9th September - 15th November, 2024
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
Induction of Board of Governors Katti Mt Kenya Region	22nd- 24th October, 2024
State Department for Public Service	21st - 25th October, 2024
Mashujaa day celebration -State Department for Interior	21st 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
Strategic Leadership Development Program No. 448/2024	14th October -20th December, 2024
Senior Management Course No.131	11th October - 13th December,2024

Mombasa Campus

Strategic Leadership Development Program No. 445/2024 (Online)	7th October – 13th December, 2024
Senior Management Course -No 190/2024	7th October – 1st November, 2024
Strategic Leadership Development Program No. 443/2024 (Online)	30th September - 8th November, 2024
Strategic Leadership Development Program No. 441/2024	14th – 25th October, 2024
Supervisory Skills Development Course	7th - 18th March, 2024
Diploma in Public Administration	20th May - 28th November, 2024
Kenya National Police (Accommodation)	1st – 21st October, 2024
Seminar -KSG Directors /Mozambique Team	21st October, 2024
Retirement Planning Course	22nd – 25th October, 2024
Conference Africa Schools of Government	21st – 25th October, 2024
Workshop- Garissa University	22nd - 24th 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
Strategic Leadership Development Program No. 446/2024	7th October - 13th December, 2024
Supervisory skills development Course No.150/2024	14th-25th October, 2024
Senior Management Course No.427/2024	14th October -6th December, 2024
Conference-Food and Agriculture Organization	16th - 20th October, 2024
Report Writing Course -L&D	22nd -25th October, 2024
UCRMC ToT- Global Center for Adaptation	22nd -25th October, 2024
KenGen Geothermal Training Centre (GTC)	21st - 25th October, 2024
Workshop -National Social Security Fund	22nd October, 2024
e-GP Training -National Treasury e-GP	22nd October- November 1st 2024

Train With us!!!!



Kenya School of Government
Empowering the Public Service

Communication Skills for Public Service Officers

Officers in County and National Government responsible for packaging and disseminating information.

 **October 29-November 1, 2024**

 **KSh. 79,576 (Exec.Residential)**
KSh. 44,774 (Non-Residential)

 **Lower Kabete**




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