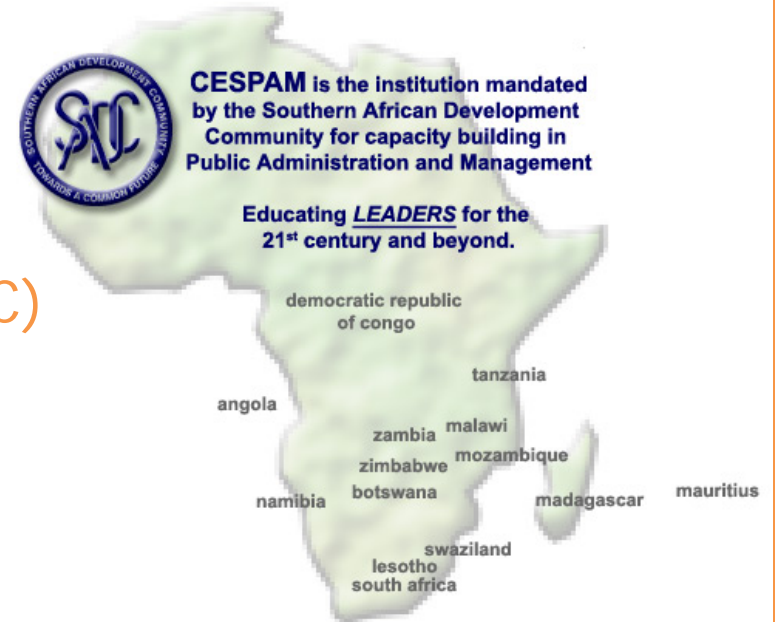


Enhancing Leadership In Citizen Service Delivery



Gaborone International Convention Center (GICC)

16 – 18 March 2010
Gaborone International
Convention Centre (GICC)
Gaborone, Botswana



CESPAM is the institution mandated
by the Southern African Development
Community for capacity building in
Public Administration and Management

Educating **LEADERS** for the
21st century and beyond.

An Executive Training Programme Delivered by:



UNIVERSITY OF BOTSWANA
CENTRE OF SPECIALIZATION IN PUBLIC
ADMINISTRATION AND MANAGEMENT

Background:

Democratic governments exist to serve its citizens and Public Servants want to achieve high levels of citizen satisfaction in the delivery of public sector services. This is recognized in the African Union's Public Service Charter, adopted in February 2001, which committed to:

- Proximity and accessibility of services
- Participation, consultation and mediation
- Quality, effectiveness and efficiency
- Speed and responsiveness
- Evaluation of services

These are very challenging objectives given the broad range of services provided by government organizations, the diversity of citizen needs, and the large geographic distances.

Rationale:

Initiatives to improve service delivery require strong leadership, finely honed expertise, and an understanding of successful service delivery principles and practices. Over the past decade, countries across the Commonwealth have implemented programmes and strategies to improve the effectiveness and efficiencies in the delivery of government services. During this period, our understanding of the management principles for service delivery, and our appreciation for the opportunities and risks of e-Government have also matured. This learning programme will help participants examine their service delivery challenges in the light of these developments and help them devise strategies that are effective for their unique circumstances.

Target Audience:

- Executives and Senior Public Service Managers
- Managers of State Corporations and Agencies
- Senior Managers in Local government agencies

Learning Objectives:

- Understand service delivery challenges in the African context from the perspectives of citizens, political leaders and public servants.
- Develop understanding of core leadership principles needed to develop, implement and sustain challenging citizen service delivery initiatives.
- Examine the advantages and disadvantages of various service delivery strategies (e.g. centralized, decentralized, integrated)
- Develop an understanding of electronic service delivery strategies, their advantages and risks.
- Learn techniques for risk management, change management and business process re-engineering.

Content:

- Citizen service delivery objectives and challenges in Africa
- Partnering with Political Leaders in understanding and managing citizen expectations
- Cultivating a service delivery culture through strong and effective leadership
- Partnerships and organizational strategies for effective service delivery
- Leading change and innovation within the Public Service
- E-Government: Challenges and opportunities for electronic service delivery
- E-Governance: Management frameworks for e-service deployment
- Business process re-engineering and risk management

These topics will be addressed through lectures, case studies, simulations and interactive activities.

Programme Resources:

Programme Director:

Dr. Dorothy Mpabanga

Dorothy Mpabanga is Deputy Director, CESPAM in the department of Political and Administrative Studies (PAS), University of Botswana. Mpabanga is also a Senior Lecturer of Human Resource Management, Human Resource Development and organizational Theories. Before joining the University Dorothy worked for government of Botswana for 11 years and the Central Bank of Botswana for three years. She has facilitated in seminars and workshops including HRM, strategic management, change management and public sector reforms.

Facilitators: (more facilitators to be confirmed)

Denis Ives

Denis Ives was the Public Service Commissioner for the Australian Public Service (APS) from 1990 to 1995 and is now an independent management consultant, located in Canberra, Australia. He specialises in public sector management matters as Principal of Denis Ives and Associates. He has developed strong practitioner experience in institutional strengthening, capacity building, HRM and performance management. Mr. Ives is one of the founding members of CAPAM.

David Waung

With a background in engineering and business administration, Mr. Waung was a pioneer in developing e-government strategies, policies and services for the Canadian government. During his 32 year career with the Canadian Public Service he worked on e-government projects in Argentina, Chile and Mexico. In 2007, Mr. Waung took on new challenges and is currently the Executive Director and CEO of CAPAM.

Registration Details:

Date: 16 – 18 March 2010
Location: Gaborone International Convention Centre, Gaborone Botswana
Registration Fee*: USD\$800 for CAPAM members (USD\$900 for non-members)
Deadline: 8th March 2010

**Includes all lunches, tea breaks, seminar materials and a certificate upon completion of the programme.*

Kindly note:

- Participants will settle their own hotel and transport costs directly. Hotel information included below.
- Participants are advised to take out adequate personal and health insurance
- Participants are responsible for obtaining the appropriate entry Visas (see: <http://botswana.visahq.com/requirements>)

Suggested Hotels: Please mention "*University of Botswana, CESPAM Seminar*" when making a reservation to ensure discounted price.

For additional information regarding accommodation please contact CESPAM. Please note accommodation prices are subject to change.

1. **The Grand Palm Hotel** – Tel 267 363 7777, Email address: info@gp.walmon.com. A discounted rate of P820.00 (approx.USD 136.00) for a Standard Room.
2. **Metcourt Inn** – Tel 267 363 7777, Email address: metres@grandpalm.bw. A discounted rate of P465.00 for a Standard Room.
3. **Gaborone Sun Hotel** – Tel 267 361 6000 Fax: 267 3902555, Email address: gabsres@sunint.co.za. A discounted rate of P610.00 (approx.USD96.00) for a Single Room including breakfast.
4. **Tindi Lodge** – Tel: 267 3953648. Standard room's ensuite (not sharing bathroom and toilet) are P240.00. Ensuite sharing bathroom and toilet is P220.00. All the rooms' charges include breakfast.
5. **Mondior Summit** – Tel 267 3190600 Fax: 267 3190660. Discounted rate of P680.00 (approx. USD113.00). Email address: info@gab.mondior.com
6. **Letlhakeng Lodge**, Tel: 267 3958028, Fax: 267 3958029, Email: letlhakeng@mega.bw. Double Room P350.00 (USD50). This lodge does not offer breakfast, but News Cafe is just opposite the lodge.
7. **Cresta President Hotel**, Tel: 267 395 3631. Single Room P805.00 (USD126). The room fee does not include breakfast.

Contact:

If you are interested in participating in this seminar please complete the registration form and **email** or **fax** the information to:

Dr Dorothy Mpabanga
The Deputy Director, CESPAM
Faculty of Social Sciences
Gaborone, Botswana
Tel: +267 3552737/9; Fax: +267 3170706
mpabanga@mopipi.ub.bw / cespam@mopipi.ub.bw

Or

Ms. Lucy Knight
Manager, Events & Programmes
The Commonwealth Association for Public Administration and Management
Ottawa, Canada
Tel: +1-613-996-5026; Fax: +1-613-947-9223
lknight@capam.org

Ms. Lame Ramaologa
Administration Officer, CESPAM
Faculty of Social Sciences
Gaborone, Botswana
Tel: + 267 3552735, Fax: + 267 3170706
email: ramaologal@mopipi.ub.bw
cespam@mopipi.ub.bw

Enhancing Leadership in Citizen Service Delivery

Registration Form:

Surname _____ First Name _____
Title _____ Organisation _____
Address _____ Sponsoring Organization _____
Telephone _____ Fax _____
Email _____
Arrival date _____ Departure date _____
Special needs _____
(i.e. Dietary Requirements)

Payment information:

CAPAM Individual/Institutional Members*: US\$800
Non-Members US\$900

**Please indicate your CAPAM Membership number: _____*

Method of Payment:

international money order cheque drawn on a US bank electronic transfer*
**contact CESPAM for information*

VISA MasterCard
card number _____
expiry date _____
signature _____

Kindly Note: Canceled registrations after 12th March 2010 are subject to a \$200USD cancellation fee.

About the Coordinating Organisations:



The Commonwealth Association for Public Administration and Management is a membership organisation dedicated to strengthening public management and good governance throughout the Commonwealth. CAPAM is a forum for its members — more than 1,000 senior elected and appointed public officials, academics and the institutions they serve throughout the Commonwealth — to exchange experience and access training seminars and materials for best practices in public administration. The depth and breadth of CAPAM's network has been further extended through its Affiliation Agreements with 27 national and regional associations of public administration in every region of the Commonwealth and in other parts of the world. CAPAM was established in 1994 and is headquartered in Ottawa, Canada.

CAPAM: Building Networks for Better Governance



The Centre of Specialisation in Public Administration and Management, located at the University of Botswana, was set up by SADC in June 2000 to promote capacity-building in public administration and management. It was conceived as part of the long term strategy to meet the demand for higher education and practical training for senior/middle managers and other officials from the SADC region, primarily in the public sector but also in the private sector. CESPAM currently receives funding from the University of Botswana. The center encourages participation in this unique discussion exploring possible responses to the human resource challenges SADC countries are facing resulting from the devastation associated with HIV/AIDS.