



# **BOTSWANA PUBLIC SERVICE COLLEGE**

*Learn, Transform & Deliver*



## **PROSPECTUS**



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# EXECUTIVE DIRECTOR'S MESSAGE

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It is my pleasure to present to you the Botswana Public Service College prospectus of programmes menu as well as the services offered. The variety of services offered by the College seeks to address a wide range of areas that are critical to the functioning of the entire public service as we relentlessly pursue our vision 'Premier Public Service Learning Centre'. This prospectus gives a full menu of programmes offered, augmented by our yearly calendar of the programmes offered.

As an institution, the Botswana Public Service College (BPSC) exists primarily to provide capacity building for the Public Service and this makes it central to the functioning of the government structures, development of the workforce as well as enhancing productivity. This is particularly critical for this period where there has been a change of government, signaling a new dawn for the country. The new government brings along different policies and priorities, which requires an overall change in mindset of those driving the machinery of government. This is where the BPSC comes into play through the development and re-development of the workforce in order to re-focus and realign as the paradigm shifts.

The continued existence of the College reflects an appreciation of the peculiarities, dynamism, demands and complexities of the modern Public Service and the three College centers; Centre for Public Administration and Management (CPAM), Centre for Leadership Development (CLD) and Centre for Organizational Excellence (COE) are all intended to address as well as keep up with all these. This is further strengthened by the College's learning delivery approaches that are skewed towards practical approaches that bring in experiential learning methodologies that enable learners to directly apply their learnings.

It would be realised that, whereas public officers may have the required technical skills, often they do not have the essential leadership and management competencies and other soft skills that they need to operate effectively at different levels within the Public Service. The College seeks to address these challenges by coming up with programmes that target the leadership cadre of the Public Service together with the political leadership to close performance gaps as well as create a pool for succession planning.

The BPSC collaborates with strategic partners to augment its capacities to design and deliver relevant and responsive learning solutions. Strategic collaborative partners include ministries and departments, parastatal organizations and sister institutions. These are the College's key stakeholders in its attempts to deliver its mandate to the Public Service.

In our endeavor to keep up with the demands of the 4th Industrial Revolution, the BPSC has taken a deliberate decision to introduce online training. Digitalization has become the order of the day in today's world and this requires the college to move along the times. To this end, the College has dully responded by introducing such online programmes as Professional Soft Skills and Programme Management. This calculated move by the College will not only answer the digitalisation call, it further expands the College's outreach and its clientele.

I wish you a productive year ahead.

Thank you.

Executive Director, BPSC  
**Kagiso Kitso Kemoeng**







# **BPSC EXECUTIVE MANAGEMENT**

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**Executive Director:**  
Kagiso Kitso Kemoeng



**Deputy Executive Director:**  
Boineelo Lobelo



**Head of Centre, Public  
Administration and Management :**  
Pauline Jonas



**Head of Centre,  
Organisational Excellence :**  
Emelda Modise



**Director, Programme Coordination  
and Partnerships:**  
Matshidiso Dithlogo



**Senior Manager, Corporate Services:**  
Collins Modiegi Tombale



# ABOUT BPSC

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The Botswana Public Service College (BPSC) was established by Presidential Directive No. 13/2008 Which establishes the BPSC within the Government mainstream under the Directorate of Public Service Management (DPSM), Ministry of State President. BPSC started operating in 2010 and it exists primarily to provide capacity building for the Botswana Public Service. The establishment of the College reflects an appreciation of the peculiarities, dynamism, demands and complexities of the modern Public Service. Public officers may have the required technical skills, often they do not have the essential leadership and management competencies and other soft skills that they need to operate effectively at different levels within the Public Service. Hence the BPSC.








## BPSC MANDATE

BPSC exists to provide capacity building for public officers at all levels through the following objectives/-functions:

- Provision of relevant leadership and public administration competencies.
- Enhancement of capacity to implement Government reforms agenda to promote a culture of innovation and excellence in the public service.
- Provision of relevant and practical research and professional advisory services.



## CONTACTS US

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## VISION

Premier public service learning centre.



## MISSION

We provide learning and development to nurture a culture of excellence through adaptive methodologies for a high performing public service.



## CORE VALUES



EXCELLENCE



COLLABORATION



INTEGRITY



INNOVATION



BOTHO



# **STRATEGIC PARTNERS**

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BPSC collaborates with strategic partners to augment capacities to design and deliver relevant and responsive learning solutions. Strategic collaborative partners include ministries and departments, parastatal organisations and sister institutions.



## CURRENT STRATEGIC PARTNERS



Botswana Open  
University



**BOTSWANA**  
INVESTMENT  
& TRADE CENTRE



Ombudsman

DCEC

Ministry of Foreign  
Affairs



## **WHAT INFORMS BPSC PROGRAMMES**

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The development of BPSC programmes is guided by:







## **DELIVERY APPROACHES AND METHODOLOGIES**

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BPSC employs experiential learning methodologies which include the following

- Classroom Training
- Seminars, Workshops and Policy Forums (Policy and Research)
- Communities of Practice
- After Training Follow-up Interventions
- Public Service Manuals (e.g. Government Correspondence Manual)
- Publishing of Public Service Research Papers/Reports

**Delivery is done using:**

- Physical face-to-face training within the BPSC as well as outreach.
- Virtual training
- E-learning training





## **BPSC** **OFFERINGS**

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## TRAINING PROGRAMMES

Programmes are designed to equip public servants with the knowledge and skills necessary to effectively perform their duties, improve their professional capabilities and contribute to the success of their departments or agencies. Programmes are packaged in four categories:

1. Transformational
2. Leadership Development
3. Public Administration and Management
4. Online Training

## TRANSFORMATIONAL PROGRAMMES

These are agile programmes designed in alignment to government's transformational agenda to equip public officers to effectively deliver/implement government reforms and policies. Transformational programme delivered by BPSC are:

### The Role of Dikgosi and Councillors

This programme is aimed at enhancing the role of Councillors and Bogosi to enable them to effectively contribute to Botswana's transformation agenda. It equips Dikgosi and Councillors with the requisite knowledge and skills for them to effectively engage, participate in, and meaningfully apply Vision **2036**. At the end of this 3-day programme, participants should understand Botswana's intergovernmental relations, operations and the statutory responsibilities of the different levels of government as well as project respectable behaviour befitting their leadership positions.

The course is offered through physical training within the BPSC as well as outreach, virtual and e-learning training.

## Culture and Mind-set Change

This programme is developed in alignment with the government's 2019 transformational Re-set Agenda "Mindset-Change" priority. It is aimed at giving participants an opportunity to reflect on their current behaviours that may inhibit the achievement of set goals or desired results. It explores effective behaviours that will enable them to embrace and commit to new work habits. It further assists participants to develop and adopt a new mind-set that would enable them to manage thoughts and emotions as well as effectively embrace personal and organisational changes. This 3-day programme is offered through physical training within the BPSC as well as outreach, virtual and e-learning training.

## Botswana Extension Workers Programme

This programme is offered in collaboration with the Ministry of Local Government and Traditional Affairs. It introduces trainees to how Rural Development has evolved as a concept and policy framework in Botswana. It is anchored on the policy shift from the first Rural Development Policy of 1973 to the current Revised National Policy for Rural Development (RNPRD) of 2002. Participants will appreciate how the RNPRD links with other policies. It will also highlight the challenges of rural development in Botswana and opportunities that exist within the rural space.

This 5-day programme further looks at key institutional arrangements that facilitate coordination of extension work (any work done to facilitate the implementation of government agenda) at national, district and village levels. The module intends to equip Extension Officers with skills that would enable them to deliver better services to customers through awareness of rural development policies.

The programme is offered through physical training within the BPSC as well as outreach, virtual and e-learning training.

### **The Role of Leadership in Corruption Prevention**

This programme is offered in collaboration with the Directorate on Corruption and Economic Crime (DCEC) as an awareness seminar targeting public service leadership to help them appreciate the benefits of corruption prevention strategies and ensure their implementation, as a way of improving organisational performance. It is developed in alignment with the Prevention of Corruption (Amendment) Act of 2018. This ½-day programme is offered through physical training within the BPSC as well as outreach, virtual and e-learning training.

### **Monitoring and Evaluation (M&E)**

This course provides an understanding of how to track and assess the progress and effectiveness of projects, programmes and policies. It is an awareness programme which gives practical guidance to implementers of the National Performance Monitoring and Evaluation Policy of 2017, on the integration of the performance monitoring function into the broader public sector management. This programme helps to ensure that projects are on track and achieving intended results.

The programme is offered over a 10-day period through physical training within the BPSC as well as outreach, virtual and e-learning training.





## LEADERSHIP DEVELOPMENT PROGRAMMES

These are programmes aimed at improving public service leadership competencies at all levels to enable them to drive and motivate government officers to effectively deliver public goods and services. Leadership programmes delivered by BPSC are:

### Public Service Induction for Executives

This programme is offered specifically to newly appointed public officers at Executive levels. It covers several key topics that are intended to acquaint them with the public service policies, principles and ethos so that they may integrate well into and across Government. It will among others enable new employees to explain the public service mandate, its vision, its core values and practices. They will also be able to demonstrate wider understanding of their position in the public service and what it means to be a senior public servant. Participants will also demonstrate common core of knowledge and understanding required of public servants at senior levels of operation, as well as demonstrate an understanding of selected public service key policies and their operationalisation.

The programme is offered over a 5-day period through physical training within the BPSC as well as outreach and virtual.

### Project Management for Executives

This training programme will equip the participants, mostly at Director and Service leaders' level, with the necessary skills and knowledge to be able to integrate conceptual frameworks and tools from various existing project management systems used in the Botswana public sector. At the end of the training, participants should be empowered to translate public service strategic goals to specific and measurable project outcomes and deliverables, to develop a plan that maps the scope to realistic timelines and resources, as well as to develop stakeholder and communication plans. Participants should also be able to execute the plans with adequate monitoring and control systems, as well as to close the project with appropriate approaches and activities.

The programme is offered over 4 days through physical training within the BPSC as well as outreach, virtual and online.

## **Mastering Complexity - Special Senior Management Programme Module 2.**

This introduces participants to selected conceptual framework and tools, terminologies and critical insights that are indispensable to effective strategic management of both an economy and an organisation.

At the end of this 3-day programme, participants should be able to think and act strategically, to evaluate the impact of megatrends on the nation and to manage risk and plan for different scenarios. Participants should also be able to differentiate between operational effectiveness and strategy, assess the competitiveness of an economy and to develop strategies for increasing the competitiveness of an economy, among others.

The programme is offered through physical training within the BPSC as well as outreach, virtual and online.

## **People Engagement - Special Senior Management Programme Module 4**

This exposes participants to human resource management best practices and strategies. It is cascaded from the Executive and Senior Management Programme to lower levels of public service management as a proactive strategy in preparing them for future executive positions.

At the end of the programme, participants should be empowered to acquire knowledge of human resources best practices and strategies, to apply sound HR practices in the management of human resources; specifically in the areas of performance management and development of human capital. Participants should also be able to prepare a plan to enable leaders to create a climate in which their people would like to do their best towards goal achievement, as well as to enable and empower others to align to values and be a coach for better performance of the organisation.

The workshop is offered over 2 days, through physical training within the BPSC, as well as outreach.

## Supervisory Skills

This programme aims to equip newly promoted supervisors with skills and knowledge on various management and leadership models as well as competencies to effectively manage followers.

The programme is offered over 5 days, through physical training within the BPSC as well as outreach, virtual and online.

## Boeteledipele

This programme provides participants with management and leadership skills and is offered to leading hands – drivers and cleaners. It is offered in Setswana over a period of 2 days (Dithuto tsa boeteledipele jwa bakgweetsi le baphephafatsi tse di ba fang botsipa jwa go etelela pele mo tirong).

At the end of the training, participants should be able to apply essential supervisory skills needed to lead teams effectively, handle challenges, and align their activities with government objectives.

The programme is offered over a period of 2 days, through physical training within the BPSC as well as outreach, virtual and online.



## **PUBLIC ADMINISTRATION AND MANAGEMENT PROGRAMMES**

These are programmes are aimed at developing public officers in specific skills that enable them to perform or deliver services. The programmes are delivered under three (3) domains:

### **Corporate Support Development**

#### **Project Management**

This programme equips public servants with essential tools and techniques to effectively plan, execute and monitor projects in the public sector. The goal is to ensure that public sector projects deliver value to stakeholders. At the end of the training, participants will be expected to understand the project lifecycle from initiation to closure; develop skills in planning, scheduling and resource allocation; learn how to manage project risks and stakeholders; monitor and control project progress to meet deadlines and budgets and to deliver successful projects that align with public sector goals.

The programme is offered over a period of 3 days (C scale) to 4 days (D – scale); through physical training within the BPSC as well as outreach, virtual and online.

### **Finance for Non-Finance Managers**

The programme equips managers who do not have a formal background in finance with skills and knowledge to read and interpret financial data and information for effective decision making. It offers an array of topics that are important to position non-finance managers to understand financial issues in government.

At the end of training, participants should be able to interpret and analyse financial statements and reports, understand key financial concepts such as cash flow, profit and loss and balance sheets. They should also be able to make informed financial decisions to improve departmental performance, manage budgets and control costs effectively, as well as to communicate financial information confidently with stakeholders.

The programme is offered over a period of 3 days through physical training within the BPSC as well as outreach, virtual and online.

## Basic Accounting

Basic Accounting introduces public servants to essential accounting principles, such as book-keeping, recording and interpreting financial transactions accurately, preparing basic financial statements such as income statements and balance sheets, maintaining transparency and accountability in public finance and applying accounting practices to enhance financial record keeping in the public sector.

The programme is offered over a period of 3 days through physical training within the BPSC as well as outreach, virtual and online



## Revenue Management

Revenue Management focuses on effective strategies for maximising and managing public sector revenues.

At the end of the training programme, participants will understand the various sources of public revenue, including taxation and fees. They will also be able to develop strategies to optimize revenue collection, forecast revenue and plan for financial sustainability, ensure compliance with revenue policies and regulations and also manage revenue collection systems to improve efficiency.

The programme is offered over a period of 3 days through physical training within the BPSC as well as outreach, virtual and online.

## **Budgeting in the Public Sector**

The programme is designed to help public servants understand the budgeting process within government institutions. It covers topics such as fiscal planning, resource allocation, budget monitoring and aligning budgets with policy objectives.

At the end of the course, participants will gain insight into the public sector budgeting process. They will also be able to align budgeting with policy priorities and objectives, manage resource allocation and control public spending, monitor and adjust budgets to account for variances and ensure accountability and transparency in budget reporting.

The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.

## **Communication Skills**

Communication is key in the public sector. This programme improves public servants' verbal and written communication, enabling them to effectively convey messages to colleagues, stakeholders and the public. The course includes techniques for active listening, clarity in speech and adapting communication to different audiences.

By the end of training, participants should have improved their verbal and written communication abilities. They should also be able to tailor messages to different audiences for greater impact, practice active listening and providing constructive feedback, enhance interpersonal communication in a public sector setting and communicate complex information clearly and concisely.

The programme is offered over a period of 3 days through physical training within the BPSC as well as outreach, virtual and online.



## Report Writing

Report Writing programme enhances public servants' ability to produce clear, concise and well-structured reports. Participants will learn how to organize information, use appropriate language and present data effectively to communicate findings, policy recommendations and operational updates to decision-makers.

By the end of Training, participants would be empowered to structure and organise reports for clarity and effectiveness. They should also be able to write concise, well-argued and data-supported reports, as well as to present findings and recommendations clearly, tailor reports to meet the needs of decision-makers and stakeholders, and also improve overall writing and editing skills.

The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.



## Public Speaking

Public Speaking prepares public servants to speak confidently and persuasively in front of an audience. The programme covers speech preparation, effective delivery techniques, managing public speaking anxiety and engaging an audience; which is critical for government representatives addressing the public or stakeholders.

By the end of the programme, participants should be able to develop confidence in speaking before an audience, structure speeches and presentations logically, engage and persuade an audience effectively, manage public speaking anxiety and present with poise, as well as to use body language and vocal delivery to enhance the message.

The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.





### **Telephone Etiquette**

This programme teaches public servants professional telephone manners, focusing on how to handle calls efficiently and courteously. Participants will learn how to handle inquiries, transfer calls, manage difficult conversations and ensure a positive public service image through telephone interactions.

By the end of the training, participants will be able to handle telephone calls professionally and courteously, communicate clearly and effectively over the phone, manage difficult or challenging conversations with professionalism, apply techniques for transferring and handling calls efficiently, as well as to create a positive public image through telephone communication.

This 1-day programme is offered through physical training within the BPSC as well as outreach, virtual and online.

## **Presentation Skills**

The Presentation Skills programme enables public servants to create and deliver engaging presentations. Participants will learn how to structure presentations, use visual aids and technology effectively and develop confidence in their delivery to clearly communicate information to colleagues, stakeholders or the public. Over and above that, they should be able to structure and deliver clear, compelling presentations; develop effective public speaking and presentation delivery techniques; engage and maintain audience attention throughout the presentation; as well as handle questions and feedback confidently during presentations.

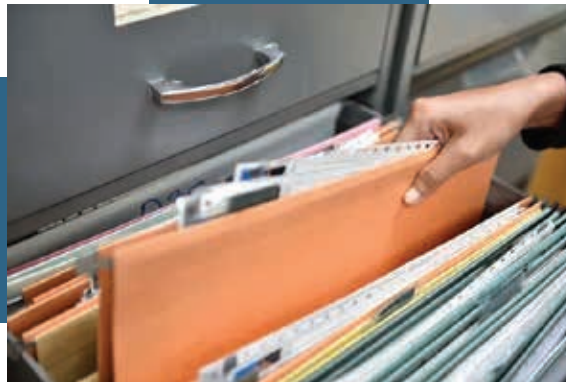
The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.

## **Records Management**

The Records Management function is crucial for maintaining accurate and secure public records. This programme teaches how to manage records efficiently, ensure compliance with legal and regulatory standards and implement systems for recordkeeping, archiving and information retrieval to support government operations.

By the end of the programme, participants should understand the importance of proper records management in the public sector, implement systems for efficient recordkeeping and archiving, ensure compliance with legal and regulatory requirements. They should also be able to improve data retrieval and accessibility for public records and maintain the security and confidentiality of sensitive information.

The programme is offered over a period of 3 days for Messengers and 4 days for Service Leaders (Action Officers) and Practitioners (Records Officers) through physical training within the BPSC as well as outreach, virtual and online.



## Customer Service

As part of the public service drive to achieve excellence, there is a need for all public officers to be more customer focused in delivery of services, including making use of their inter-ministerial relationships for enhanced service delivery. Public officers often lack an appreciation of how poor service impacts the country's international customer service ranking, impacting the national economic growth.

The Customer Service programme is developed to equip public officers with the skills to enable them to live the Public Service Charter, use information pro-actively in addressing customer service issues and be responsive to the demands of a dynamic customer base.



At the end of the programme, participants should be able to align service delivery to a customer-centric culture, to demonstrate an understanding of the organisation's strategic foundations (vision, mission, values) and their significance in service delivery and to utilise information from customer feedback systems for improved service delivery. Participants should also be able to demonstrate an understanding of how internal information flow impacts service delivery, to display an attitude of innovation and creativity in achieving service deliver and to also proactively identify sources of customer grievances, assess the nature and type of problem and develop lasting solutions. They should be able to adopt a collaborative mindset for improved service delivery.

The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.



## Office Management

Without an effective office operation, managers, executives and office personnel in general will be distracted from their main purpose and role and their level of contribution to the business goals will be diluted. Today's office workers need the ability to cope with the change and even to create it. There is therefore need for office workers to understand current concepts that can greatly influence them on how office work should be managed in today's world of work.

By the end of the programme, participants should be able to explore and understand the best practices, roles and contributions that office personnel make in support of their organisation's goals, as well as appreciate the importance of working relationships within the office environment. They should also be able to demonstrate multiple office responsibilities that make one become a professional with proven administrative and management skills and also appreciate the workplace trends that affect the ways under which offices must function.

The programme is offered over a period of 2 days through physical training within the BPSC as well as outreach, virtual and online.





## PRODUCTIVITY DEVELOPMENT

These are programmes aimed at capacitating the public officers with productivity skills that enable them to perform or deliver services at optimal levels. The programmes are delivered under several domains:

### Business Process Management (BPM)

The programme focuses on training public officers how to analyse, design, implement, monitor and improve business processes within their respective institutions, departments or ministries in order to satisfy customer needs effectively and timeously through enhanced efficiency and productivity.

At the end of training, participants should be able to understand business processes, gain business process improvement skills, design processes that align with business goals and optimize resource use, demonstrate critical thinking and problem solving. They will also be capacitated to demonstrate proficiency in developing key performance and indicators to monitor, evaluate and continuously improve business processes.

The course is offered over a 5-day period through physical training within the BPSC as well as outreach, virtual and online.

## Work Improvement Teams Strategy

The programme typically focuses on developing skills and strategies needed to manage teams. It is aimed at improving workplace efficiency, productivity and overall performance. In other words, it promotes the installation of employee-led teams for the sole purpose of improving performance and quality of service by removing performance impediments. Participants will be equipped with problem analysis skills and follow through action.

At the end of the programme, participants will be capacitated to understand the principles of work improvement teams, gain problem-solving and critical thinking skills, be able to collaborate and communicate within a team and understand how to use resources effectively within a team to meet project goals. They will also learn how to facilitate organisational change through team driven initiatives.

The course is offered over a 5-day period through physical training within the BPSC as well as outreach.

## Protocol and Etiquette

This programme focuses on teaching public service officers proper behaviours, customs and formalities for professional and social interactions, often within business contexts.

At the end of the training programme, participants should have increased confidence in formal settings like business meetings and staff functions as they understand when and how to apply appropriate behaviour. The programme will also teach participants how to navigate hierarchical structures with tact and respect, ensuring that they follow established procedures in both social and business context. They will also learn how to navigate complex social situations with grace and foster better relationships.

This is a 3-day course, offered through physical face-to-face training within the BPSC as well as outreach, virtual and online.



## Balanced Scorecard

The programme aims to build capacity among public officers in the use and implementation of the Balanced Scorecard (BSC) as a performance management tool.

By the end of the course, participants would have gained knowledge on steps in developing the Balanced Scorecard. They would have also appreciated the Balanced Scorecard as a performance management tool, with a working knowledge in the use of BSC templates. Participants would also understand the BSC reporting format, as well as appreciate the BSC governance model in performance management.

This is a 5-day course, offered through physical training within the BPSC as well as outreach, virtual and online.

## Performance Measurement

The performance measurement programme aims to equip managers and supervisors with the knowledge to develop and monitor SMART objectives.

At the end of the course, participants would have been empowered to build and sustain a culture of high performance, achievement and customer orientation within the Public Service. Participants would also be able to align individual and organisational objectives, as well as provide objective approach to measuring performance results. They would have also learnt how to clarify expectations so that one is certain of what is to be done and the measurement thereto.

This is a 5-day course, offered through physical training within the BPSC as well as outreach, virtual and online.

## HUMAN RESOURCE DEVELOPMENT

### Competency Based Interviews

The programme is designed to provide and equip interview panellists with more comprehensive understanding for conducting effective competency-based interviews for promotions and other human resource appointments.

By the end of training, participants will be able to assess competencies in communication and feedback, problem solving, team work and collaboration, adaptability and flexibility, as well as strategic thinking.

This is a 5-day course, offered through physical training within the BPSC as well as outreach, virtual and online.

### Managing Discipline

This course covers the fundamentals of managing discipline in the workplace, establishing rules and regulations, investigating violations, discipline employees, mediating conflicts are standard practices that are facilitated.

By the end of the course, participants should have learnt how to maintain a fair and consistent disciplinary process and how to improve employee accountability. They would also be able to reduce misconduct and non-compliance and to develop effective disciplinary procedures. Participants will have their transparency and communication enhanced. They will also be able to monitor and evaluate disciplinary cases.

This 3-day programme is offered through physical training within the BPSC as well as outreach, virtual and online.



## Managing the Training and Development Function

This programme equips participants with skills and knowledge on effectively managing the training and development function. It equips them with the competencies to handle the training function from planning, through to delivery, as well as taking a leadership role in performing the function.

By the end of the programme, participants will be able to develop training strategies, design effective training programmes, manage training budgets, evaluate training effectiveness as well as manage training delivery.

This is a 4-day course is offered through physical training within the BPSC as well as outreach, virtual and online.

## Training of Trainers

This programme provides public officers with the knowledge and skills needed to design, deliver and assess training for participants. It covers the training cycle: assess and analyse needs, develop learning objectives, design and develop the programme, as well as implement and evaluate the programme (ADDIE).

By the end of the programme, participants will be able to develop trainer competencies, improve training design skills, enhance facilitation skills, develop assessment and evaluation, foster adult learning principles and evaluate training effectiveness.

This is a 3-day course is offered through physical training within the BPSC as well as outreach, virtual and online.



## Public Service Induction

This programme is specifically designed for public officers who join the public service to equip them with the necessary knowledge, skills and attitudes required to excel in their roles. The primary objective is to provide them with a comprehensive introduction to the public service ethos, principles and processes to ensuring that new entrants are well prepared to function within the complexities of the public sector.

At the end of the programme participants should understand the role of the public service, be familiarised with government policies and procedures, be able to develop essential skills for public service, as well as be able to develop leadership and team work skills.

This is a 4 – 5 days course, offered through physical training within the BPSC as well as outreach, virtual and online.

## Safety Health and Environment

The programme equips public service professionals with knowledge and skills necessary to safeguard the well-being of employees. The objective is to understand the principles and concepts of safety, health and environment in the context of the public service. It develops public service professionals to have strategies and policies for promoting safety, health and environmental sustainability in the public service space.

By the end of training, participants should be able to discuss the importance of a safe working environment, broadly understand wellness and illness determinants and discuss the health and environmental hazards in their workplaces. They should also be able to develop emergency response plans and implement control measures.

This is a 3-day course, offered through physical training within the BPSC as well as outreach, virtual and online.



## Team Building Essentials

Team building is a vital programme in the public service as it promotes a collaborative and productive work environment, leading to improved performance, employee satisfaction and better service delivery to citizens. This programme approach gives participants an opportunity to assess their individual behaviour, strengths and weaknesses and how they impact on others and on the organization as well as to build commitment to collectively achieve results.

At the end of the programme, participants will be able to understand the importance of team work, understand team roles and responsibilities and be exposed to team dynamics, issues and behaviours. Participants will also be able to develop team leadership skills, to gain improved group morale and promote team bonding and adversity, to better appreciate each other's strengths, weaknesses, roles and purpose and also to establish team expectations. Participants will also be inspired to take ownership and accountability for results.

The training is offered over a 2-day period, through physical training within the BPSC as well as outreach, virtual and online.





## ONLINE COURSES

All online training courses shall be self-paced learning. These are:

### Corporate Governance

This programme focuses on good governance, which is critical for development, as it contributes to foster trust between citizens and the State. It also enhances implementation of public policies and improves efficiency in the use of public resources. The programme focuses on key governance reforms which are the cornerstones for effective governments.

By the end of training, participants will be capacitated to select the best combination of anti-corruption tools to prevent and/or control corruption in priority areas. They should also be able to determine which and how transparency initiatives can improve the use of public resources and enhance citizen participation, and also to determine the scope and characteristics of citizen engagement tools best suited for their own initiatives, including target stakeholders, inputs needed, timeline and engagement modalities. Participants should also be able to understand the role and value of surveys and mixed methods approaches in developing actionable governance indicators.

### Governance of State-Owned Enterprises (SOES)

This course will delve deeper into the state of corporate governance in the parastatals using the principles of King IV, whilst examining recent experiences where newly developed parastatals or Public Sector Codes of Corporate Governance have been introduced and with the aim to identify pitfalls and contribute to the journey of finding solutions. The course will also draw on several globally benchmarked best practice guidelines, as well as leverage on African case studies to reflect successful implementation examples and challenges which have arisen leading to catastrophic failure.

By the end of the training, participants will know the importance and impact of the public sector as well as the principles of building an ethical culture in the public sector. They will be able to establish public trust and confidence and also recognize and employ ethical and effective leadership. Participants will also be able to initiate and apply good governance, implement integrated thinking and integrated reporting. They will have a basic understanding of a Parastatal Governance Framework with supporting governance tools and protocols and also be able to introduce and oversee the implementation of same.

## Public Finance Management

The programme focuses on basic concepts and practices of public financial management, underpinned by laws, regulations, instructions and institutional framework in Botswana. This course brings about exposure to basic principles and processes of national development planning and sector planning and translation of plans into reliable and predictable budgets. Public Financial Management presents the basic principles and functions of Public Investment Management (PIM). It also underscores the importance and prerequisites of an efficient Public Investment Management that will contribute to enhanced economic growth and access to public services (infrastructure) on a sustainable basis.

At the end of the programme, participants will understand public investment and its relationship with public financial management. They should also be able to appreciate the concepts, practices and emerging issues for PIM cycle and understand the legal framework and practices for PIM in Botswana. Participants should also be able to appreciate the current weaknesses in PIM and corrective measures needed to enhance the functionality and efficiency of PIM in Botswana.

## Public Administration and Public Servant Relations

This course is intended to equip participants with the requisite public administrative knowledge, skills and competencies that will enable them to conduct public business in an informed and professional manner.

At the end of training, participants should be able to explain activities that make up the scopes of human resource management and performance management. They should also be able to develop strategies for the inculcation of values, ethics and integrity within the public service. Participants should also be able to demonstrate an understanding of contemporary leadership practices.



## **Programme Management**

This course enables participants to acquire a comprehensive understanding of program management principles and practices, with a focus on defining clear program goals, creating robust program plans, developing effective communication and stakeholder management skills, implementing budgeting strategies, and identifying and mitigating program risks.

By the end of the programme, participants should understand the fundamental principles of programme management and also understand and describe the different phases of the programme life cycle, including initiation, planning, execution, monitoring and control and closure. They should also have learnt how to develop a comprehensive stakeholder engagement and communication plan for programme management, including key components and strategies. Participants should also have learnt strategies for addressing budget deviations and managing cost overruns in programme management. They should also have gained skills to implement effective risk mitigation strategies within a programme and an understanding of the importance and benefits of programme monitoring and evaluation.

## **Contract Management**

This course equips the relevant public servants with the responsibility to ensure that a procuring entity keeps and maintains an effective and efficient contract management system in accordance with the provisions of Section 42 of the Public Procurement Act. In addition, it also ensures there is effective management of contracts for the procurement of goods, services or works; performance, in line with the contract.

## **Public Procurement**

Public Procurement is defined by the Organisation for Economic Co-operation and Development as the purchase by Government and state-owned enterprises of goods, services and works. The programme projects Public Procurement as a powerful and strategic policy tool to target growth and job creation. This programme helps create and transmit the skills and competencies on public sector management. This enables public servants to effectively design, implement and evaluate policies and interventions in the current digital era required to enable the country to achieve high income status by 2036.

## Professional Soft Skills

This course helps to equip participants with self-awareness skills, which will give them a chance to understand who they are and how that impacts how they manage themselves. It addresses the basics regarding emotional intelligence and empathy, dress/appearance, workplace versus social interactions, social mores (table manners, professional body language). This course will help managers, supervisors and staff adopt and gain professional communication skills, learn how to handle conflict in their work and daily lives and establish guidelines for communicating internally as well as with external stakeholders.



## OTHER SERVICES

BPSC offers other services that enhance learning in the public service. The BPSC offers:

### Public Admin and Human Resource Research

a) Conduct practical research on new approaches and best practices in management and organisational excellence

b) Conduct research to support the government's reforms agenda

c) Public Service Knowledge Management – a reservoir of information/data that should help address current and emerging public policy, governance and leadership issues through capacity building, applied research and technical assistance programmes. This is done through:

- Developing a knowledge Repository to facilitate knowledge sharing and dissemination of good practices and norms in the Public Service.

- Providing current data on services the government provides to the public and perceptions on public services.

- The Learning Resource Centre (LRC) that facilitates and enhances learning by providing essential resources and services, and access to innovative technology (e-learning).

d) Knowledge management promotes learning between organisations without reinventing the wheel by proposing tailor-made recommendations to MDAs.

## Consultancy & Advisory Services

a) Provision of professional advisory services to Ministries Departments and Agencies to assist them to carry out their reforms agenda and for improved service delivery.

b) Conduct of skills audits as requested.

c) Training Impact Evaluation to measure direct results achieved as a result of application of the learning against an organisation's business outcomes and assesses any notable impact.

d) Conduct of Training needs analysis.

e) BPSC Programme Monitoring and Evaluation.

f) Monitor implementation (by MDAs) of recommendations from our studies (TNAs, Skills Audits).





## **MEET THE TEAM OF PROFESSIONALS AT BPSC**

*Learn, Transform & Deliver*



BPSC has a dedicated team of in-house full-time professionals [trainers and researchers] as well as a team of external professionals [associate trainers] who are engaged as and when required

## IN-HOUSE PROFESSIONALS [TRAINERS]

**Ms Pauline Jonas** 

**Head of Centre for Public Administration and Management**

**Programmes:** Protocol & Etiquette, Managing the Training Function, Mastering Complexity.

**Other Areas:** Governance, Change Management, Performance Management, Accounting and Finance

**Qualifications:** MA Development Administration and Management, BA Public Administration and Accountancy, Post Graduate Certificate in Strategic Management, Certificate in Law, Diploma in Law

**Experience:** 30 years

**Ms Bridgette Leshupi**



**Principal Trainer.**

**Programmes:** People Engagement, Protocol & Etiquette, Supervisory Skills, Training of Trainers, Communications Skills, Public Speaking, Report Writing Skills, Telephone Etiquette

**Other Areas:** Speech Writing & Public Speaking Coaching, Presentation Skills, Public Relations, Customer Service, Curriculum Design.

**Qualifications:** MBA International Business; PGDE; BA Humanities

**Experience:** 25 years

**Dr Ike Makiwa**



**Principal Trainer.**

**Programmes:** Project Management training and clinics

**Qualifications:** Master in Business Administration, Management; Post Graduate Certificate, Enterprise Risk Management; Bachelor of Computing and Information Sciences; International Higher Diploma in Computer Studies

**Experience:** 24 years

**Mr Keone Sesinyi**



**Principal Trainer.**

**Programmes:** Programme Management, Project Management, Public Service Induction, Mastering Complexity

**Other Areas:** ICT

**Qualifications:** BSc Computer Science

**Experience:** 21 years

**Ms Rona Ronkie Malema**



**Senior Trainer.**

**Programmes:** Balanced Score Card, Work Improvement Teams Strategies (WITS), Performance Management System.

**Other Areas:** Work Ethics, Leadership and Management

**Qualifications:** MBA, BComm in Human Resource Management, Diploma in Secondary Education, Balanced Score-card; Professional,

**Experience:** 28 years

**Ms Badiri Tsaamase**



**Senior Trainer.**

**Programmes:** Supervisory Skills, Training of Trainers, Work Improvement Team Strategy.

**Other Areas:** Employment Relations

**Qualifications:** Masters in Business Administration (MBA), BComm Management

**Experience:** 32 years

**Mr Kabo Garechaba** 

**Senior Trainer.**

**Programmes:** Communication Skills, Presentation Skills, Report Writing

**Other Areas:** Journalism and Media Studies, Customer Service

**Qualifications:** Master of Arts in Development Studies, Bachelor of Arts, Diploma Human Resource Development, Certificate in Interactive Communication for Industries.

**Experience:** 20 years

**Ms Lorato Barakanye** 

**Senior Trainer**

**Programmes:** Boeteledipele, Managing Discipline, Supervisory Skills

**Other Areas:** Employment and Labour Relations, Human Resource Management, Quality Management

**Qualifications:** MBA in International Business, Honors Degree –Human Resource Management, Bachelor of Administration -Public Administration & Human Resource Management.

**Experience:** 20 years

**Ms Patricia Kgomoethata** 

**Trainer.**

**Programmes:** Records Management, Public Service Induction

**Other Areas:** Archives

**Qualifications:** BA Degree in Library and Information Management

**Experience:** 20 years



## RESEARCHERS:

**Ms Emelda Modise** 

**Director, Centre for Research and Advisory Services**

**Areas of Specialisation:** Research

**Qualifications:** MSC Social Statistics; BA Statistics

**Experience:** 33 Years

**Mr Thabo Morris Motlhabane** 

**Senior Researcher**

**Areas of Specialisation:** Research; Monitoring & Evaluation

**Qualifications:** MSC Strategic Quality Management, BA Economics & Statistics

**Experience:** 17 Years

**Bosele Jappie** 

**Assistant Research Officer**

**Areas of Specialisation:** Research

**Qualifications:** BA Social Sciences(Economics and Statistics)

**Kgotso Motlhaleemang** 

**Assistant Research Officer**

**Areas of Specialisation:** Research

**Qualifications:** BSC Statistics

**Solofelang Pheto** 

**Temporary Assistant Research Officer**

**Areas of Specialisation:** Research

**Qualifications:** BA Economics

**Kelefilwe Phillip** 

**Research Intern**

**Areas of Specialisation:** Research

**Qualifications:** BComm Economics





## EXTERNAL PROFESSIONALS

### [ASSOCIATE TRAINERS]

The College has access to a pool of professionals with requisite qualifications, training experience as well as public service experience. This includes former senior government officials and practicing consultants. These professionals are appointed into a pool and engaged as and when the need arises.



## FOR ANY ENQUIRIES CONTACT THE

### PROGRAMMES COORDINATION TEAM:

- Mr Ontiretse Nketsang, Assistant Manager Programme Administration @ 3684218
- Ms Maitumelo Gaborone, Programme Administrator @ 3684350
- Ms Winnie Jotia Chief Administration Officer @ 3684260
- Ms Refilwe Dipatane, Senior Administration Officer @ 3684292
- Ms Amuchilani Mokoka Senior Administration Officer @ 3684200
- Ms Botho Seitsang, Intern officer @ 3684251
- Ms Theo Mokopakgosi, Intern officer @ 3684348

