

**BOTA CODE**  
**03.03.01**

**3 Days**

# Introduction to Supervision

## Overview

Supervisors represent management to the workers as well as representing workers to management. They are the link that organisations need to keep production targets in focus.

## Objectives

The programme is aimed at staff members who have recently been promoted or are being considered for promotion. Participants will be equipped with competencies for planning, leading and controlling.

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# Team Building

## Overview

This module seeks to equip delegates to effectively deliver in teams. Core principles of team work are the focus. Delegates participate in practical exercises to improve team communication, conflict management, motivation and overall conducive environment for team effectiveness.

## Objectives

This programme is designed to help participants:

- Understand the importance of working as a team in delivery of performance results in an organisation.
- Appreciate the potential they have and contribution they make leading to team performance and hence organisation performance.

## Outline

Theoretical introduction to team dynamics

- Team Development Process
- Team Building Techniques
- Optimum Teamwork Operations
- Team Approach and Roles

Practical application of effective teams

- Team development
- Communication and feedback
- Decision making
- Conflict management
- Coaching and mentoring
- Team leadership

## Target Group

Management teams and teams at all levels.

**This training can also be offered in-house through client invitation.**



### Head Office

### Francistown Office

## Overview

Change starts with an individual. It is therefore imperative to ensure that prior to introduction of any change, "buy in" from the individual is sought. This is a sequel to Professional and Self Management Programme

## Target Group

Chief Executive Officers, Management at all levels as well as employees.

## Objectives

This programme is designed to help the individual:

- Accept the inevitability that change is a continuous process
- Be an actor and not spectator in the world of change
- Identify own star fish and help them unleash their full potential

## Outline

Boot CAMP (Create Alignment for Managing Change)

- Four Corner Stones of Transformational Change
- Personal Mastery, Interpersonal Mastery, Organisational Mastery & Inter Organisational Success
- Intention Model Mechanisms, Johari's Window (self awareness)
- Force Field Analysis (balance of power)
- ADKAR

**This training can also be offered in-house through client invitation.**



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## Overview

Customer service initiatives are just as important for government organizations as they are for businesses, we are all responsible for the competitiveness of Botswana. Better service enhances productivity; treating customers right the first time saves time and money. Satisfying customers reduces the likelihood of citizens taking complaints to higher sources, or to a public forum where negative word of mouth can be damaging. Customer service initiatives can improve government service as well as public perception of government agencies. Good service is fundamental to success.

## Objectives

The main objective of this program is to equip frontline staff in organizations with customer service skills to effectively handle customers to bring organizational success. At the end of this skills-oriented programme participants will:

- Be able to have a clear understanding of value of excellent service to an organization
- Be able to apply tools to determine customer needs
- Be able to handle customer complaints with ease and confidence
- Be able to turn potentially difficult situations into successful interactions
- Be able to communicate effectively with customers
- Use the telephone to solve customer problems

## Target Group

We recommend it for frontline champions who struggle with customer service issues daily; for the battered and the bruised; for silent heroes of the customer service movement who, for the most part, manage to survive. It's also for new employees who have not yet been bombarded by the many challenges of customer service work. The training will equip them for success in customer interactions.

**1 Day Certification and Post Training Project Presentation Workshop - TBA**



### Head Office

### Francistown Office

## Overview of the Program

This is a personal leadership development workshop. It is designed to assist delegates who desire to create success in their professional and personal lives, and those facing challenges. The goal is to encourage purposeful planning and execution, as well as heighten awareness of how individuals are impacted by the environment in which they function, and how they in turn impact their environment, which often impedes success. A key focus of the Program is designing a Plan which leverages strengths and improves on limitations. Emotional intelligence is a key feature.

The Program is experiential, packed with assessments, planning and individualised coaching.

## Outline of Training

- Self Evaluation – Where am I coming from? Where am I heading?
- Strength Based and Emotional Intelligence Assessments
- Self Management for Effectiveness
- Managing challenging people and situations
- Dealing with setbacks
- Staying on Purpose for Results
- Integration of Assessments and Work done into Planning
- Individual Coaching

## Benefits for Attending

- Defined and or Sharpened Career Focus and Goals
- Self awareness and knowledge; Enhanced Self Management
- Improved Management of Relationships with Others
- Workplace benefits; improved team playing, enhanced delivery

- onto performance, enhanced communication
- Alignment of personal values with organisational values

## A purposive focus on results.

## Target Group

Mid and Senior level Officers and Chief Executives in all sectors of the economy.

**1 Day - Certification and Post Training Project Presentation Workshop -**  
To be agreed with **delegates.**

**This programme can also be offered in-house or as part of a boot camp should clients require.**



## Overview

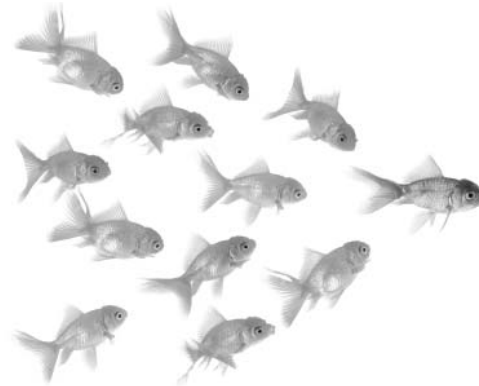
Botswana continues to be ranked low in many aspects of national competitiveness, including in the all important customer service. Poor service is a challenge in all sectors of the economy. Although many organisations have tried to incorporate service improvement into their business strategies, improvements in customer satisfaction have been few and far. This program aims to assist organisational leaders to align their service intent and initiatives to achieve business results.

## Objectives

- Facilitate the acquisition of skills that are required to develop a customer service strategy, plan and policy which have key performance indicators.
- To develop robust and focused customer satisfaction indices for the organisation.
- Assist customer service managers and performance improvement coordinators to align their service plans with the service intent of the organisation.
- Obtain skills to enable customer service can be interwoven into all functions of the organisation.
- Raise the level of awareness of the need to have a cost benefit to customer service initiatives in the organisation
- Facilitate a network of service providers and identify opportunities for collaboration.

## Target Group

Managers, performance coordinators, Customer service/relations managers, relationship managers, marketing managers and public relations officers, training officers, leaders of customer care teams in private, public and parastatal organisations and any senior member of staff who has the responsibility of customer service planning and training in the organisation will benefit from the seminar.



## Outline

- Understanding Strategic Planning
- Service Quality Audits
- Designing and measuring service standards and complaint processes
- Service Strategy Development
- Aligning Service Strategy to Organisational Strategy
- Creating a Practical Customer Service Plan
- Creation and Tracking of Customer Satisfaction Indices
- Focusing service Quality Enablers to Maximise Benefits
- Service Quality Requirements for ISO 9001

**1 Day Certification and Post Training Project Presentation Workshop  
- TBA**

### Head Office

### Francistown Office

BOTA CODE  
03.13.01

3 Days

# Telephone Etiquette



## Overview

The first person to pick up the phone in any organisation affects how callers and customers perceive that organisation. The telephone is a public relations tool. It can make or break perceptions of customer service from afar. Training in the professional use of the office telephone is critical to successful interaction of clients with organisations and their products. All staff members who at one point deal with clients must be trained on how to use the telephone effectively.

Equipping staff with a programme that addresses the proper handling of a telephone can prove very beneficial for the company. The experience of a badly treated client can have a snowball effect.

## Objective

The programme will equip participants with the ability to liaise with customers on their needs.



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# Project Management

## Overview

The common understanding of projects is that they are vehicles used by organisations, institutions, the government and international agencies to channel resources for development. For this reason, emphasis has always been centred on timely economic use of those resources to produce quality outputs.

However, there is more to project management that distinguishes it from other management systems, "the interaction of the project with the organisational environment, and the effect of projects on people – and people on projects". Therefore, managers and leaders who have the responsibility of managing projects need to be equipped with the latest tools in terms of skills, competencies and techniques to enable them to effectively deliver their mandate. This programme is intended not only to provide a theoretical background to managing projects, but to give participants hands-on practical experience and exposure.

## Objectives

This programme is designed to enable participants to:

- Appreciate the role that projects play in development efforts
- Have a thorough understanding of the project management cycle
- Be able to identify viable projects
- Use established tools for project formulation and analysis
- Understand the tools for project coordination and control
- Manage project resources effectively
- Manage project quality
- Appreciate project measurement tools
- Have an appreciation of computer applications for project management
- Apply project management tools to a practical situation at work as an assignment.



## Target Group

Senior and middle managers as well as officers responsible for managing projects

## Outline

- Module 1: Understanding Project Management
- Module 2: Designing, Organising and Resourcing your Project
- Module 3: Scheduling and Predecessor Relationship
- Module 4: Project Executing, Controlling and Closure
- Module 5: Understanding Software Scheduling Tools

1 Day- Certification Post Training Project Presentation Workshop – TBA

**This programme can also be offered in-house.**



**BOTA CODE**  
02.03.01

**5 Days**

# Introduction to Strategic Planning

## Overview

Many organisations still operate without strategic plans, yet some have vision and mission statements. This programme aims to create an understanding of the importance of a strategic plan in any organisation's quest to realise its vision and to deliver according to its mandate.

## Objectives

This programme is designed to help participants:

- Have a clear understanding of what it entails to develop strategic plans.
- Appreciate the need to develop strategic plans.

## Target Group

The programme targets Chief Executive Officers, Managers, Middle/Project Managers, Planners and all other employees in the public and private sectors as well as non-governmental and labour organisations.

## Outline

- Organisational Diagnosis (SA, Role Clarity and Current Reality)
- Strategic Planning (Strategic Foundations and Focusing)
- Action Planning (Annual Performance Plans)
- Strategic Plan Implementation, Review and Evaluation (Measurement and Communication)



### Head Office

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## Overview

Many employees are appointed to supervisory levels largely on the basis of perceived technical competencies. However, to produce desired results, supervisors also require people management skills. This programme aims to bridge the skills gap, enabling participants to acquire and practice the managerial skills required for effective supervision.

## Objectives

This modular programme is designed to help participants:

- Apply the core competencies of people management to obtain results through people and improve productivity
- Enhance productive capacity by motivating and managing excellent performance
- Apply knowledge of employee relations, practices and conflict management.

## Target Group

Supervisors and first line managers in private, parastatal, and non-governmental organisations, as well as officers in government departments and trade union leaders

## Outline

### Module 1: Managing for Productivity

- The Need for Improved Productivity
- Basis for Measuring Productivity
- Productivity Improvement Techniques
- Quality Concepts

### Module 2: Supervising Work/Output

- The Role and Responsibilities of the Supervisor
- Functions of the Supervisor
- Action Planning for Improvement

### Module 3: Obtaining Results through People

- Leadership
- Motivation
- Team Building

### Module 4: Developing Your People

- Performance Management
- Training Needs Analysis
- Coaching and Mentoring
- On the Job Training (OJT)

### Module 5: Industrial/Labour Relations

- Labour Relations
- Conflict Management
- Collective Agreements
- Labour Laws
- Discipline and Grievance Handling

### Module 6: Communication Skills

- Communication Structures
- Active Listening
- Conducting Meetings
- Presentation Skills

1 Day - Certification and Post Training Project Presentation Workshop - TBA



## Overview

Quality management can play a major role in helping organisations improve their performance and reduce operating costs. The ISO 9001 series are internationally accepted quality management standards that can be used to align organisational processes with a view to enhancing customer satisfaction. By complying with ISO 9001, organisations provide an assurance that they will provide goods or services that will meet customer needs and expectations on a continual basis and at a minimal total expenditure.

## Objectives

This is a modular program that enables participants to develop quality policies for their organisation. The main aim of this programme is to help organisations establish and implement quality management systems in line with the relevant ISO 9001 international quality management standards. At the end of this highly action-oriented programme participants will:

- Be able to apply ISO requirements to their operations
- Have the necessary skills to document quality management systems for their organisations, including developing a quality manual and procedures
- Be able to implement or facilitate implementation of a company-wide Quality Management System
- Be able to carry out internal quality audits, which will take the organisation towards ISO compliance or certification, depending on requirements.

## Target Group

This programme is highly practical in the sense that the training inputs will be converted into action partly in the workshops and partly in the workplace. It is therefore recommended that managers or the project team responsible for establishing and implementing quality management systems should attend this programme. It will however, be of benefit if top management also attend the first module in order to be able to drive the company-wide quality improvement initiatives.

## Outline

### Module 1: Understanding and Mapping ISO requirements (5 days)

- Botswana's Economic Situation
- The Role of Quality Management Systems in the Botswana Economy
- Conditions for the Success of Quality Management Systems
- Introduction to ISO and ISO Terminology for the Service Sector
- In-Depth Analysis of ISO 9001
- Implications of Introducing Quality Management Systems in an Organisation

### Module 2: Documenting Quality Management Systems (3 days)

- Introduction to ISO Documentation (Three-Tier Documentation)
- How to Document Quality Management Systems Effectively Using the Information Mapping Technique
- Quality Manual and Procedure Writing (participants will draft some chapters of quality manual and sample procedures for their organisations).

### Module 3: Implementing and Auditing Quality Management Systems (4 days)

- The Implementation Process
- The Certification Process
- Internal Quality Auditing
- Case Studies on Internal Quality Auditing

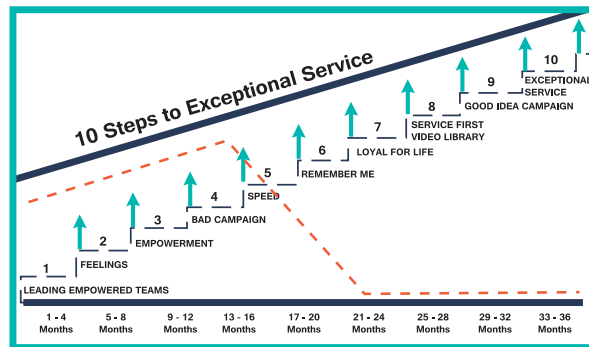


# Customer Service Training Using Service Quality Institute Technology

BNPC is the local distributor of the Service Quality Institute (SQI). For the last seven (7) years, the Centre has worked with various organisations to implement three year Service Culture Plans to overhaul the cultures of those organisations. This process has translated into improved customer satisfaction and proven bottom-line improvements. It has assisted us to show our clients that service improvement = Money and Mission delivery!

## What SQI Technology Covers

For a total overhaul of service culture, and to institutionalise service in an organisation, researchers have proven that it takes 3 years for people to unlearn what they may be doing that is not working, and to learn and implement what works. They then need to prove for themselves that the change is sustainable. SQI has translated this knowledge into a 10 step process which is to be implemented over a 3 year period. On the right is a graphic representation of the 10 step process and the components training programmes.



However, SQI Technology can also be offered as standalone programs. This is an option to those organisations that do not need to overhaul their service culture, or are attracted to some but not all components of the technology.

The following are on offer as public programmes.

**BOTA CODE**  
03.12.01

## Feelings

2 Days

### Overview

"Feelings" achieves a positive transformation in employees, by increasing awareness of customer needs, improving skills for dealing with customers and improving communications and cooperation with other employees

### Objectives

The programme is designed to do four things:

- Change Attitudes and Behaviour
- Teach Skills and Techniques for Customer Service
- Build Self Worth of Employees and Help Them Feel Good about themselves
- Improve Employee Morale and Team Work

### Target Group

"Feelings" is designed and written specifically for the frontline personnel.

Delivery on request

### One Day Project Presentation Workshop- TBA

This program can be offered in-house on request.

**BOTA CODE**  
02.02.01

## Leading Empowered Teams (LET) for Quality Service - Three (3) days Overview

3 Days

Leading Empowered Teams for Quality Service (LET) teaches leaders how to lead their teams for service improvement. This is a high level strategy session accompanied by John Tschohl's 'Achieving Excellence through Customer Service'. The book acts as a companion for creating service strategy.

### Objectives

LET participants will help their organisations to develop:

- Clear Standards for Quality and Customer Service
- Their Organisation's Strong Commitment to Meeting Customer Needs
- Increased Teamwork and Collaboration towards Service Goals.
- Proven Skills to Problem Solve and Take Timely Action on Customer Service Issues
- Techniques for Continuous Quality Improvement in Service Delivery

### Target Group

Executives, Managers, Leaders, Supervisors that want to develop and enhance their service skills and attitudes.

### One day Certification and Project Presentation Workshop -TBA

This training can also be offered in-house through client invitation.

# BOTA ACCREDITED PROGRAMMES

## **SERVICE QUALITY**

- 03.05.01** Effective Customer Service
- 03.13.01** Telephone Etiquette
- 03.11.01** Leading Service Organisations Towards Customer Focus
- 03.12.01** Feelings
- 02.02.01** Leading Empowered Teams for Service Quality

## **INDUSTRIAL HOUSEKEEPING**

- 03.08.01** Improving Productivity for Competitiveness
- 03.20.01** Phetogo Methodology
- 03.16.01** Industrial Housekeeping

## **PRODUCTIVITY AND QUALITY AWARENESS CREATION**

- 03.21.01** Establishing District Productivity Improvement Forums
- 03.18.01** Enrolling Organisations into Excellence

## **ORGANISATIONAL DEVELOPMENT**

- 02.03.01** Introduction to Strategic Planning
- 03.15.01** Balanced Scorecard
- 03.09.01** Facilitation Skills
- 03.06.01** Team Building
- 03.10.01** Supervisory Development Programme
- 03.04.01** Professional and Self Management
- 03.03.01** Introduction to Supervision
- 03.14.01** Quality Management Systems (ISO 9001 Emphasis)
- 03.02.01** Project Management
- 03.07.01** Finance For Non-Finance Managers
- 03.19.01** Change Management
- 03.17.01** Building High Performance Teams



**Service Quality Institute**

*The Global Leader in Customer Service*



# Facilitation Skills

## Overview

Many officers are given the responsibility to train other employees, usually in a formal set up. Facilitation skills are a necessary competency for effectively delivering a message to a facilitator's target group. This module is designed to assist all those who are involved in facilitation, training and presentation in their day to day jobs.

## Objectives

This programme is designed to help participants:

- Develop skills in facilitation and training
- Help trainers and facilitators to properly plan for their presentations for better understanding by their audience

## Target Group

Trainers and Facilitators in the public and private sector as well as in non-governmental organisations

## Outline

- Introduce and Define the Roles of Facilitators
- Discuss the Benefits of Facilitation

- Outline and Discuss the Eight Competencies for Successful Facilitation.
- Identify and Discuss how to Handle Dysfunctional Behaviours in Teams and Groups.
- Practice and Feedback on Successful Application of Facilitation Skills

This training can also be offered in house through client invitation.



## Overview

Organisations have in recent years adopted and implemented productivity improvement initiatives. Kaizen is a continuous improvement philosophy geared towards quality, lowering cost, keeping the workplace clean and organized, and also making the workplace a safe and high morale environment. 5S is one of the most prominent tools used for this purpose especially managing all kinds of waste (MUDA).

## Target Group

All employees across the organization

## Objectives

This programme is designed to help participants:

- Understand the approach to productivity, competitiveness, quality and cost, using KAIZEN/5S methods and tools.
- Appreciate KAIZEN/5S as another way and means of increasing productivity at organisation level.
- Acquire basic skills in KAIZEN/5S so as to implement them in their organisations.

## Outline

- Principles of Productivity Increase
- Total Quality Management (TQM)
- Total Quality Cost (TQC)
- Total Production Maintenance (TPM)
- Basic Principles of KAIZEN/5S
- Benefits of KAIZEN/5S

## Methodology

This is a practical application process and is best done at site. However, the course can be done in a workshop setting.



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# Balanced Scorecard (BSC) (BSC)

## Overview

The Balanced Scorecard has recently been adopted by many organisations as an improved strategic planning process and a change initiative that communicates an organisation's long-term intent. Therefore, the BSC can be used as a strategic management instrument, a communication strategy and a performance measurement tool.

## Target Group

Leaders, senior and middle managers as well as change agents across the organizational sphere.

## Objectives

This programme is designed to help participants:-

- Understand that BSC is an integrated framework for planning, communication and measurement of an organisations vision and strategy.
- Acquire strategic management expertise
- Acquire skills in building and developing a scorecard system and meaningful performance measures
- Understand key strategic issues and how the BSC help organisations

## Outline

- Balanced Scorecard Approach
- Balanced Scorecard Design
- Financial Perspective
- Customer Perspective
- Internal Process Perspective
- Learning and Growth Perspective

- Building and Implementing Balanced Scorecard (9 steps)
- Building the BSC Steps 1-6
- Implementing the BSC Steps 7-9

## Methodology

This is a very interactive course. Methods of training will include group work, presentations by participants and continuous discussions in the plenary (bigger group).

This training can also be offered in house through client invitation.



### Head Office

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BOTA CODE  
03.07.01

5 Days

# Finance for Non Finance Managers

## Overview

Organisations operate within a complex business environment in which employees have to deal with different work problems on a daily basis with shrinking budgets. Underlying every aspect of a business is the financial implications of its actions and activities. The bottom line is that all functional managers need an appreciation of the basic elements of financial management in order to make financially viable decisions.

## Objectives

The programme should enable participants to:

- Be aware of cost implications of their actions and how they relate to overall profitability and participate in the financial management process of their organisation.
- Interpret financial reports
- Track variances in their budgets effectively for cost control
- Plan and prepare a budget

## Target group

Supervisors, managers and budget-holders

## Outline

- Financial Management Process
- Financial Statement Analysis
- Budgeting and Budgetary Control
- Revenue Budget
- Capital Expenditure Budget
- Cost Accounting Overview
- Auditing Overview

## Methodology

The main thrust of the course work is participation and intensive interaction. Case studies, videos, small group activities and discussions will be used to facilitate a fruitful and interactive learning atmosphere. Where a new conceptual framework has to be laid, the facilitator will use the lecture method.

## Delivery as per request



# Industrial Housekeeping Programme (5S + 3R)

## Overview

The competency of modern services or manufacturing organisations is reflected in good industrial housekeeping. Housekeeping helps to create a safe and hazard-free work environment. The benefits of good housekeeping include a more pleasant work environment, efficiency, safety, better quality products and higher productivity. The workshop is designed to enable participants to acquire a range of knowledge and skills that will upgrade their competencies for higher productivity.

## Objectives

- To encourage companies to start a step-by-step programme to promote the 5S + 3R in the workplace
- To train participants in project work
- To assist participants to initiate change so as to improve teamwork

## Target Group

Although the course targets anyone in the workplace, it is more beneficial to workshop/store managers, foremen, supervisors and the general workforce in all types of service and manufacturing organisations.

## Outline

- Productivity Awareness
- Introduction to a Project Development Plan
- PDCA Cycle
- Introduction to the 5S + 3R Concepts
- Development and Presentations of Case Studies
- Development of Specific Workshop Housekeeping Projects
- Housekeeping Measurements
- Risk Analysis



## Methodology

The course is very practical and it is designed in such a way that it gives participants a chance to demonstrate their skills in how to create a safe and hazard-free work environment. Other methods of teaching will be group work, videos, case studies, and presentations by participants and lecturing by facilitators where new concepts are introduced. Field exercises will also be carried out.

## Delivery as per request

## Overview

It is true that a single person can have a big impact in improving organisational performance. It is rare however, to find a single person possessing sufficient knowledge and or experience to understand everything about organisational products, services and processes. Most productivity and quality improvements or gains are attributed to a collection of individuals working towards a common goal. Team effectiveness, team roles and team success lead to organisational and therefore national success. Building winning self-managed teams is not an easy task. It requires commitment, dedication and special abilities and skills.

## Objectives

The aim of this programme is to equip participants with skills in:

- Team Building Methodologies and Practices
- Problem Solving for Team Effectiveness
- Communication as a Tool for Team Success
- Decision Making in Teams
- Team Monitoring, Control and Evaluation
- Group Process Management
- Team Performance Measurement
- Action Planning and Implementation

## Target Group

This programme is suitable for all personnel in charge of teams at all levels of the organisation. Supervisors and Heads of departments will benefit from the content of the programme. Already existing work teams would find the course particularly useful in tracking and assessing their team's performance. Specific modules can be adapted to suit lower level staff using the in - house approach.

## Workshop Outline

- Team Formation and Chartering
- Team Stages of Performance
- Team Roles and Responsibilities
- Individual Effectiveness and Personal Growth
- Attitude, Behaviour and Choices
- Problem Identification and Objectives Setting
- Problem Solving Processes and Use of Quality Tools
- Team Building and Bonding Activities
- Task Distribution, Mapping, Implementation And Review
- Implementing a Practical Team Communication Strategy
- Measuring Your Team's Progress
- Group Conflict Management
- The Team Tool Kit (TTK)
- Work Improvement Teams - A Case Study of the Botswana Public Service



## Methodology

The programme will be highly interactive and will use case studies, presentations, role-plays and site visits to give it a practical approach. Videos and reference materials will also be utilised throughout the programme.

## Delivery as per request

# Productivity and Quality Awareness Programmes

## Overview

Productivity and Quality Awareness programmes are intended to raise the level of consciousness of individuals at organisation level to improve the way they do their work. The increased awareness enables organisations and individuals to explore continuous improvement by focusing on:

- The ability and **mind-set** of workers as key determinants of opportunities for further improvement
- **Aesthetics:** The visual appeal that gives the feel that everything appears as and where it should be
- **Environment:** The set-up of the working space – which should include the arrangement of working desks
- **Method:** The need to specify how assignments should be executed. In some assignments, this may be crucial in determining quality of the final output
- **Outputs:** The quality and quantity of work outputs which must be measured on an ongoing basis

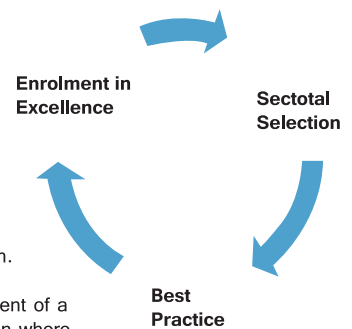
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## Enrolling Organisations into Excellence

**Enrol  
Now!**

BNPC will enrol organisations in selected sectors into Excellence by:

- Enabling them to continuously embrace productivity as their first choice in executing their strategies
- Increasing the uptake in productivity and quality tools and methods
- Developing model organisations that can provide strategic guidance to productivity stakeholders.



Organisations should appreciate that "Best Practice" is not the end of a journey but a step to the desired destination. Organisations will need to subject their performance to continuous evaluation and positioning for better results. Enrolment of organisations into "Excellence" should be the ultimate that organisations aim at. Through the engagement of a model such as the European Foundation for Quality Management's (EFQM), organisations will be enabled to focus on where they need to go as well as evaluate where improvement is needed. The model should serve as a guide through which organisations must gauge their journey to excellence.

BOTA CODE  
03.21.01

## Establishing District Productivity Improvement Forum (DPIFs)

The need to develop a system that ensures that planning of projects at District level carries a "productivity agenda" has been a recurring theme in recent years. The establishment of the DPIFs is recognition of this need. The unique structure of the DPIFs is the involvement of stakeholders outside the "public service" to determine the pace and focus of what needs to be done.

DPIFs assist Districts create the necessary burning platform that addresses productivity matters from the planning level to actual delivery. All critical stakeholders become part of the feedback loop at all times.

For a forum like the DPIF, which is made up of stakeholders from all sectors, to succeed there is need for its members to commit to ongoing consultation and feedback. While they provide the necessary oversight of ongoing projects, DPIFs are a critical link between the development planners and communities.



**BOTSWANA  
NATIONAL  
PRODUCTIVITY  
CENTRE**

### Head Office

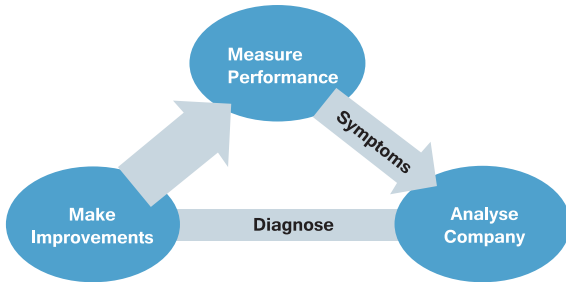
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## Overview

Phetogo Methodology is a productivity improvement tool. Its applications include: Productivity measurement, Analysis of productivity gaps, problem areas, causes and Improvements. It is premised on the value chain analysis and the balanced scorecard approach (BSC) – concepts proven to work at the enterprise level. The logic and theory of the tool is designed from the concept of continuous improvement popularly known as the Deming wheel. But, rather than considering a specific process from a continuous improvement perspective, we have in our design expanded this point of view to include the whole company as the figure below highlights:-



P2000 Toolbox

## Productivity Improvement Cycle

- Facilitate transformation of commercial enterprises with focus on local small, micro and medium enterprises into nationally (Botswana) and regionally (SADC) competitive businesses through application of the Methodology to operationalise their strategies.
- To facilitate productivity improvement through measurement

## Consulting activities

- Advocacy Presentations to Firm Management
- Situational Analysis
- Gap Analysis Report Presentation
- Improvement Report Presentation
- Improvement Follow Ups
- Impact Assessment Measures
- Closure Report Presentations

## Target Group

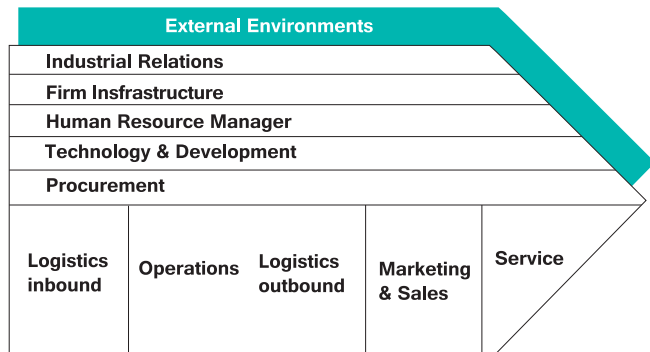
Small, Micro and Medium Enterprises

## Objectives

- To support the capacity building initiative of Economic Diversification Drive (EDD) of Government
- Make companies aware of the value of Phetogo Methodology in improving their productivity and profitability.

## Methodology

The methodology uses a practical approach which involves On-site visits to companies otherwise known as (situational analysis). Situational Analysis follows the Value Chain Process below. The following sources for information are basis of the findings; documents, Interviews with personnel (Executive Management, managers, supervisors, union representatives etc.) and Observations.



# BNPC In-House Programmes

## LEADERSHIP AND EXECUTIVE COACHING

What is Coaching? You might ask. A coach is someone who helps clients and their organizations realise their potential and become more effective in their business results while impacting on individual development. BNPC has internationally accredited Coaches that can provide you the partnership you need. Our immediate focus is on individual results and how they impact on organizational performance and the individual's team performance. Three way relationships are facilitated between a client, their supervisor/leader and the Coach. The objective is to develop outcome measures that benefit the client and their organisation. Our typical coaching relationships are twelve (12) one hour one-on-one sessions. These one-on-one sessions are provided over a three month period. At the end of the relationship, an evaluation against goals of the relationship informs next steps. Our Coaching is often best informed by self report and 360degree assessment. Below is the suite of assessments available through BNPC. These assessments are applicable to the following areas:-

- Emotional Intelligence
- Personality and Type
- Leadership and Management Development
- Team Formation and Maintenance
- Organisational Effectiveness
- 360Degree Assessments

## SUITE OF ASSESSMENTS



1. Myers-Briggs Type Indicator® Assessment (MBTI®)



2. Emotional Quotient-Inventory (EQ-i 2.0)



3. The LIFO® Life Orientation Theory



4. 360 Degree Assessments of the Centre for Creative Leadership (CCL)

- Executive Dimensions
- Benchmarks
- Skillscope
- Prospector
- 360 By design

## Other In-house Programmes

Implementation of Financial Management Systems

Effectively Communicating Your Project

Drafting Quality Manual for ISO 9001

Employee Health and Safety Training Course I

ISO 9001 Documentation Workshop

Office Health and Safety Training- 1 Day

Internal Quality Auditing

Employee Health and Safety Training Course II

Getting the Project off The Block

General Health and Safety Training Course

Project Management for the Executive

Safety Health and Environment (SHE) Representative

Improving Operational Effectiveness - Managing by Projects

Advanced Health and Safety Training Course

Being the Ultimate Leader in Projects

Environment Awareness Training Course

Managing Change

Introduction to Occupational SHE -2 Days

Analysis Investment Projects - What is the Best Method

Implementation of SHE Management Controls

Marketing Your Project Successfully - The Project Proposal

SHE Representative

Incident Investigation