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and only we can resolve that anomaly"

#Bwmindsetchange

Build a Thriving Workforce: Invest in You, Invest in Results!

#MindsetChangePrograms

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Unlock Success: Elevate Your Employees with PolyNew Training Services

In today's rapidly evolving global landscape, success hinges on innovation and adaptability. Botswana's National Mindset Change campaign, spearheaded by His Excellency The President of Botswana, presents a blueprint for corporate excellence, driving productivity and fostering a brighter future. PolyNew Training Services is here to equip your department staff members with the skills they need to thrive in this dynamic environment.

Transform Your Team:

PolyNew Training Services offers tailored programs designed to instil the right mindset for success. Our comprehensive training modules empower individuals to embrace change positively, fostering creativity, efficiency, agility, and self-confidence.

Key Strategies for Success:

- 1 Embrace a Growth Mindset:** Inspire your staff to pursue continuous learning and reward effort over outcomes. This cultivates a culture of innovation and resilience.
- 2 Champion Diversity and Inclusion:** Leverage the power of diverse perspectives to fuel creativity and innovation within your department. Create an inclusive environment where every voice is valued and heard.
- 3 Foster Confidence:** Empower your staff to voice their ideas, take calculated risks, and challenge the status quo. Confidence breeds success and drives greater contributions.
- 4 Prioritize Well-being:** Invest in the physical and mental well-being of your department. Our wellness programs and flexible arrangements ensure a healthy, happy, and productive team.
- 5 Communicate a Clear Vision:** Align your staff with your organization's goals by clearly communicating your vision. Engaged and motivated employees are key to driving success.
- 6 Measure and Adapt:** Continuously monitor employee satisfaction, engagement, and productivity. Collect feedback to refine strategies and celebrate achievements.

*Botswana's national **mindset change** campaign demonstrates the transformative power of embracing the right attitudes and perspectives. With PolyNew Training Services, your department can create an environment where employees thrive, innovate, and contribute to a brighter future for all.*

Fostering a Growth Mindset for National Transformation

These courses equip you, and your team with the skills and mindset to champion the National Campaign on Mindset Change. Let's build a nation that's timely, graceful, and determined, where respect, humility, and a strong will pave the way for a brighter future.



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Embrace a Growth Mindset

Empower your Staff: Growth Through Learning

Building on the national Mindset Change campaign, we can empower employees to achieve their full potential. By investing in continuous learning opportunities and recognizing effort alongside results, we cultivate a growth mindset. This translates to employees who are:

- **Confident** in their ability to learn and grow.
- **Motivated** to tackle challenges and embrace new ideas.
- **Equipped** to innovate and deliver better outcomes for citizens.

This shift empowers our workforce to become a driving force for positive change.

Champion Diversity and Inclusion

Building a Stronger Public Service: A Diverse and Inclusive Workforce

Just like Botswana's successful national transformation, our country thrives on a diverse and inclusive workforce. By embracing a wide range of backgrounds, experiences, and perspectives, we:

- **Spark Innovation:** Diverse teams generate a multitude of ideas, leading to more creative solutions.
- **Strengthen Decision-Making:** Different viewpoints lead to a more comprehensive understanding of challenges.
- **Foster Collaboration:** An inclusive environment encourages open communication and teamwork, maximizing potential.

This aligns with the national Mindset Change campaign by promoting continuous learning and valuing every employee's contribution.



Foster Confidence

Unlocking Potential: Building Confidence Through Training

Aligned with the national Mindset Change campaign, we can empower employees to excel with confidence. Through our training programs that foster a growth mindset, which create a culture where:

- **Ideas are Valued:** Employees feel encouraged to share their perspectives and contribute to solutions.
- **Calculated Risks are Supported:** A culture of learning from mistakes allows for innovation and improvement.
- **Challenging the Status Quo is Welcome:** We encourage employees to continuously seek better ways to serve the public.

This fosters a confident and engaged workforce, leading to more effective service delivery and a more responsive service provider.

Prioritize Well-being

Thrive, Don't Just Survive: Boost Employee Well-being

Inspired by the national Mindset Change campaign, let's prioritize the well-being of your workforce! By investing in their physical and mental health, we're not just doing the right thing, we're building a stronger, more productive public service and hence our nation.

Here's how:

- **Empower Well-being:** Implement comprehensive wellness programs that address physical activity, stress management, and mental health resources.
- **Embrace Flexibility:** Offer flexible work arrangements to empower employees to manage work-life balance and reduce burnout.

The benefits are clear:

- **Boost Productivity:** A healthier, happier workforce leads to increased focus, creativity, and overall productivity.
- **Enhance Resilience:** Employees equipped with well-being strategies are better prepared to handle workplace challenges.
- **Attract & Retain Top Talent:** By prioritizing well-being, departments become more attractive employers for top talent.

By investing in the well-being of your workforce. It's an investment in a happier, healthier, and more effective public service!



Communicate a Clear Vision

See the Bigger Picture: Empower Employees with a Shared Vision

Building on the momentum of the national Mindset Change campaign, let's empower your workforce with a clear and inspiring vision! Each department needs to clearly articulate its vision to team members stating how the vision aligns with the national Mindset Change campaign.

Why it matters: When employees understand the bigger picture – the department's goals and how their work contributes – they become more engaged, motivated, and invested in success.

Spark a Change:

- **Articulate a Shared Vision:** Clearly communicate the department's long-term goals and mission.
- **Connect the Dots:** Explain how individual roles contribute to achieving the overall vision.

The benefits are powerful:

- **Boost Engagement:** Feeling connected to a larger purpose fuels employee motivation and commitment.
- **Ignite Innovation:** When employees understand the "why" behind their work, they're more likely to bring fresh ideas to the table.
- **Empower Ownership:** A clear vision fosters a sense of ownership, leading to a more proactive and results-oriented workforce.

By creating a shared vision, we can build a workforce that's not just working, but actively driving positive change.



Measure and Adapt

Mindset Matters: Measure, Adapt, and Thrive!

The national Mindset Change campaign reminds us of the power of continuous improvement. By applying this same principle to your workforce through implementing a robust feedback loop that measures progress and fuels success!

Why it matters: Regularly measuring employee satisfaction, engagement, and productivity allows us to identify areas for improvement and celebrate achievements.

Fuel a Growth Mindset:

- **Track Your Progress:** Implement regular surveys and feedback mechanisms to gauge employee well-being, engagement, and productivity.
- **Embrace Learning:** Encourage open communication about challenges and actively seek employee input.
- **Celebrate Wins:** Recognize and reward successes, big and small, to maintain momentum.

The benefits are continuous:

- **Fine-Tune Strategies:** Data-driven insights allow you to adapt training programs and workplace initiatives to better meet employee needs.
- **Boost Morale:** Recognizing progress and celebrating successes strengthens employee morale and fosters a culture of continuous learning.
- **Drive Innovation:** Open communication and an environment that values learning from mistakes unlocks creativity and drives continuous improvement.

By measuring, adapting, and celebrating, we can cultivate a growth mindset within your workforce. This empowers employees to thrive, fosters innovation, and ultimately leads to a more effective services to the public.



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Business Etiquette (BE)

EMPOWERING CONFIDENCE, BUILDING STRONG RELATIONSHIPS

The Business Etiquette course delves into the essential practices of professional communication and conduct. By mastering these skills, employees and employers can make a significant impact. They'll project confidence in interactions with colleagues, clients, and the public, fostering trust and collaboration.

Why Business Etiquette Matters Here:



- ▶ **Do Well by Doing Right:** By mastering the nuances of business etiquette, you'll create a lasting positive impression on colleagues, clients, and partners, contributing to the organisation's success and reputation.
- ▶ **Respectful Communication & Collaboration:** This course emphasizes the importance of clear, respectful communication with all levels within the organisation, fostering a culture of collaboration and inclusion.
- ▶ **Embrace a Growth Mindset:** Learn about cultural sensitivities and adapt your communication style to different audiences, fostering a growth mindset and a commitment to continuous learning.
- ▶ **Strong Will & Building Trust:** Develop the confidence to navigate any business situation with professionalism, demonstrating a strong will to build trust and positive relationships with everyone you interact with.



Cultivating Masters of Professional Communication:

The BE course goes beyond basic manners and greetings. It cultivates masters of professional communication by teaching you to:

- ▶ Core Business Etiquette Principles: Learn about professional attire, email etiquette, phone communication, and proper meeting etiquette, fostering a strong foundation in business professionalism.
- ▶ The Art of Conversation & Networking: Discover techniques to initiate and maintain engaging conversations, actively listen, and leave a lasting positive impression, fostering strong networking skills.
- ▶ Adapting to Cultural Differences: Develop an understanding of cultural sensitivities in the workplace and business world, fostering respectful interactions with colleagues and clients from diverse backgrounds.
- ▶ Dining Etiquette & Business Events: Learn how to handle dining situations and business events with confidence, demonstrating grace and professionalism.

Who should attend?

All staff members: Understanding and upholding ethical principles relevant to specific roles.



Course Benefits:

- ▶ Practical Business Etiquette Tools: Gain the knowledge and skills to navigate all business interactions with confidence and professionalism, building strong relationships and enhancing your personal brand.
- ▶ Enhanced Communication Skills: Learn to communicate effectively both verbally and non-verbally, adapting your style to different situations and audiences, promoting clear and respectful dialogue.
- ▶ Empowered & Professional Employee: Approach your work with the confidence and grace to handle any business situation effectively, fostering trust and a positive work environment.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Change Management Skills (CMS)

LEADING CHANGE WITH CONFIDENCE: BUILDING A BRIGHTER FUTURE

The Government of Botswana, a champion of the National Campaign for Mindset Change, recognizes change as an opportunity for growth. This "Change Management" course aligns perfectly with that vision. The course will equip staff members with the tools to navigate change effectively, fostering collaboration, a growth mindset, and a strong will to serve the public with grace and efficiency throughout the process.

Why Change Management Skills Matters in Government:



- ▶ **Do Well by Adapting Well:** By mastering change management skills, the staff members will guide their colleagues and citizens through transitions, leading to smoother implementation of new initiatives and a stronger public service.
- ▶ **Respectful Communication & Collaboration:** This course empowers them to communicate change transparently, address concerns respectfully, and foster a culture of collaboration and understanding.
- ▶ **Embrace a Growth Mindset:** Learn to see change as an opportunity for learning and improvement, fostering a growth mindset and a commitment to continuous progress.
- ▶ **Strong Will & Collective Success:** Develop strategies to overcome resistance and navigate challenges with resilience and a shared will to build a better future for Botswana.



Leading Change with a Growth Mindset:

This course goes beyond basic change management models. It cultivates a growth mindset by teaching them to:

- ▶ **Understand Change Dynamics:** Learn to identify the various stages of change and anticipated challenges, fostering a sense of preparation and proactive management.
- ▶ **Communication & Stakeholder Engagement:** Discover how to communicate change clearly and effectively, engaging stakeholders respectfully and addressing concerns with empathy and understanding.
- ▶ **Building Support & Overcoming Resistance:** Develop strategies to build buy-in for change initiatives, manage resistance constructively, and foster a culture of collaboration and adaptation.

Who should attend?

Specialized Roles (Customer Service, Sales, Analysts): Equipping staff to lead or navigate departmental change initiatives.



Course Benefits:

- ▶ **Practical Change Management Tools & Techniques:** Gain the knowledge and skills to lead change initiatives effectively, fostering a more adaptable and resilient public service.
- ▶ **Enhanced Communication & Negotiation Skills:** Learn to communicate effectively with diverse stakeholders, addressing concerns and building trust throughout the change process.
- ▶ **Confident Change Champion:** Navigate change with grace and confidence, knowing they have the skills to guide their colleagues and citizens towards a successful transition.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
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Coaching & Mentoring Skills (CMS)

EMPOWERING OTHERS, BUILDING A STRONGER BOTSWANA

The Government of Botswana's National Campaign on Mindset Change strives to foster a growth mindset within the nation, emphasizing personal responsibility, goal setting, and a drive for continuous improvement. Through effective coaching and mentoring, you will develop the ability to unlock the potential in others, guide them towards achieving their goals, and instil a belief in their capacity for success.



Why Coaching & Mentoring Matters:

- ▶ **Do Well by Helping Others Grow:** By developing your coaching and mentoring skills, you can empower colleagues from all backgrounds to reach their full potential, leading to a stronger and more inclusive public service.
- ▶ **Championing Diversity:** Create a safe space for open communication and learning, nurturing a diverse workforce where everyone thrives.
- ▶ **Respectful Leadership:** Develop the skills to provide constructive feedback and guidance with respect and empathy, fostering a climate of trust and collaboration.
- ▶ **Growth Mindset for All:** This course encourages a growth mindset by teaching skills to empower others to learn and develop, fostering a culture of continuous improvement.



Embracing a Growth Mindset with Coaching & Mentoring:

This course goes beyond basic coaching techniques. It cultivates a growth mindset by:

- ▶ **Active Listening & Empathy:** Learn to listen deeply and understand the perspectives of colleagues from diverse backgrounds, promoting respectful and inclusive interactions.
- ▶ **Building Trust & Psychological Safety:** Develop the skills to create a safe space where individuals feel comfortable sharing openly, fostering growth and innovation.
- ▶ **Goal Setting & Accountability:** Equip others with the tools to set SMART goals and achieve them with confidence and perseverance, contributing to a stronger and more empowered public service.

Who should attend?

Mid-Level Management (Supervisors, Team Leads):
Equipping supervisors to develop their team members.



Course Benefits:

- ▶ **Practical Coaching & Mentoring Techniques:** Gain the knowledge and skills to effectively coach and mentor colleagues, fostering personal and professional development.
- ▶ **Stronger Teams, Stronger Botswana:** Discover how to build cohesive and high-performing teams that leverage the strengths of all members, leading to more innovative solutions for the nation's future.
- ▶ **Leadership Growth:** Enhance leadership skills by fostering a culture of collaboration, inclusivity, and continuous learning.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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Corporate Supervisory Skills (CSS)

EMPOWERING PUBLIC SERVANTS TO LEAD WITH EXCELLENCE

Designed to empower employees transitioning into supervisory roles, the Corporate Supervisory Skills (CSS) course equips them to lead and motivate their teams with confidence, respect, and a commitment to excellence. This translates to a more positive and productive work environment where employees feel valued and empowered to contribute their best.

Why CSS Matters:



- ▶ **Do Well by Leading Well:** By mastering essential supervisory skills, you'll motivate and inspire your team members to deliver exceptional public services, fostering a culture of efficiency and a commitment to serving with excellence.
- ▶ **Respectful & Collaborative Leadership:** This course emphasizes building trust, fostering open communication, and valuing diverse perspectives, fostering a respectful and inclusive work environment for all public servants.
- ▶ **Embrace a Growth Mindset:** Learn to adapt your leadership style to different situations, embrace continuous learning, and encourage a growth mindset within your team, fostering ongoing improvement in service delivery.
- ▶ **Strong Will & Building a Service-Oriented Culture:** Develop the skills to set clear goals, delegate effectively, and motivate your team to provide exceptional service to the public, demonstrating a strong will to build a government that serves with excellence and dedication.



Cultivating Exceptional Public Service Leaders:

The CSS course goes beyond basic supervisory training. It cultivates exceptional public service leaders by teaching you to:

- ▶ **Core Supervisory Skills:** Learn about communication styles, motivational techniques, team-building strategies, and effective delegation, fostering a solid foundation in leading and motivating your team.
- ▶ **Building Trust & Fostering Collaboration:** Discover techniques to create a safe and supportive environment, encourage open communication, and value diverse perspectives within your team.
- ▶ **Coaching & Development:** Develop the skills to provide constructive feedback, mentor your team members, and empower them to reach their full potential, fostering a culture of growth and continuous improvement.
- ▶ **Performance Management & Goal Setting:** Learn to set clear and achievable goals, provide effective performance feedback, and implement strategies to motivate and empower your team to achieve exceptional results.

Who should attend?

This course equips employees with the skills to effectively supervise and lead a team. It's relevant for government and parastatal employees who are transitioning into supervisory roles.



Course Benefits:

- ▶ **Practical Supervisory Tools & Techniques:** Gain the knowledge and skills to confidently lead and motivate your team, fostering a positive and productive work environment that delivers exceptional public service.
- ▶ **Enhanced Communication & Delegation Skills:** Learn to communicate effectively, delegate tasks strategically, and provide constructive feedback, fostering stronger relationships and a more empowered team.
- ▶ **Empowered & Service-Oriented Leader:** Approach your supervisory role with the confidence and vision to inspire your team, navigate challenges with grace, and contribute to a brighter future for the public service sector in Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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Counselling and Guidance (CG)

EMPOWERING YOURSELF AND OTHERS, BUILDING A SUPPORTIVE WORKPLACE

The CG course equips employees with basic skills to support colleagues facing challenges. This fosters a more caring and respectful work environment, allowing employees to navigate personal and professional difficulties with grace and a growth mindset. The CG course contributes to a more positive and productive public service sector where employees feel empowered to support one another and thrive.

Why CG Matters:



- ▶ **Do Well by Doing Good:** By mastering basic counselling skills, you'll be better equipped to support colleagues facing challenges, fostering a more caring and supportive work environment.
- ▶ **Respectful Communication & Active Listening:** This course emphasizes building rapport, clear communication, and active listening skills, fostering empathy and respect in your interactions with colleagues.
- ▶ **Embrace a Growth Mindset:** Learn to approach challenges constructively, identify resources, and encourage personal growth in yourself and others, fostering a positive and resilient mindset.
- ▶ **Strong Will & Building a Supportive Community:** Develop the skills to promote well-being and mental health awareness, demonstrating a strong will to contribute to a more supportive and positive workplace culture.



Cultivating Champions of Well-Being:

The CG course goes beyond basic empathy. It cultivates champions of well-being by teaching you to:

- ▶ **Core Counselling Techniques:** Learn about active listening, open-ended questioning, and creating a safe space for colleagues to discuss challenges, fostering trust and respect in communication.
- ▶ **Identifying & Responding to Common Issues:** Discover how to recognize signs of stress, anxiety, or burnout, and equip yourself with strategies to provide non-judgmental support and guide colleagues to appropriate resources.
- ▶ **Building Resilience & Problem-Solving Skills:** Develop the skills to approach challenges constructively, identify coping mechanisms, and encourage others to do the same, fostering personal growth and resilience.
- ▶ **Maintaining Professional Boundaries:** Learn to navigate sensitive situations effectively and maintain clear professional boundaries, ensuring respectful interactions within the workplace.

Who should attend?

This course equips employees with basic skills to provide support and guidance to colleagues or clients. It could be relevant for government employees in social services or HR, or parastatals with an internal employee support program.



Course Benefits:

- ▶ **Practical Counselling Skills for the Workplace:** Gain the knowledge and skills to offer basic support to colleagues facing challenges, fostering a sense of community and well-being within the company.
- ▶ **Enhanced Communication & Empathy Skills:** Learn to communicate effectively, listen actively, and practice empathy, fostering stronger relationships and a more supportive environment.
- ▶ **Empowered & Supportive Employee:** Approach your work with the confidence and skills to support colleagues, promote well-being, and contribute to a more positive and resilient workplace culture.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
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CREDIT REPORT

Your Credit Score

890

Excellent

Good

Average

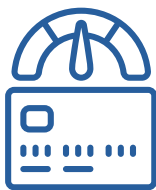


Credit Control & Debt Management (CCDM)

ENSURING STABILITY, FOSTERING RESPECTFUL RELATIONSHIPS

The "Credit Control & Debt Management (CCDM)" course focuses on financial responsibility and ethical practices. The course equips participants with the tools to manage credit effectively, safeguard company finances, and build strong, respectful relationships with clients.

Why Credit Control & Management Matters:



- ▶ **Do Well by Doing Right:** By mastering CCDM practices, you'll ensure timely payments, minimize bad debt, and contribute to a stronger financial future for the organisation.
- ▶ **Respectful Client Interactions:** This course empowers credit controllers to communicate effectively and respectfully with clients regarding credit matters, fostering trust and transparency in our business relationships.
- ▶ **Embrace a Growth Mindset:** Learn to analyse data, identify trends, and adapt your approach to different client situations, fostering a growth mindset and a commitment to continuous improvement in credit management practices.
- ▶ **Strong Will & Financial Stability:** Develop strategies to set clear credit terms, implement efficient collection processes, and minimize financial risks, demonstrating a strong will to contribute to the company's financial stability.



Cultivating a Culture of Financial Responsibility:

This CCDM course goes beyond basic collection techniques. It cultivates a culture of financial responsibility by teaching you to:

- ▶ **Core Credit Control Principles:** Learn the fundamentals of creditworthiness assessment, credit terms, and the legal framework surrounding debt collection in Botswana.
- ▶ **Effective Communication Strategies:** Discover techniques to communicate clearly and respectfully with clients about outstanding balances, fostering open communication and timely resolutions.
- ▶ **Data Analysis & Risk Management:** Develop skills to analyse credit data, identify potential risks, and implement strategies to minimize bad debt, fostering a proactive approach to credit control.
- ▶ **Negotiation & Collection Techniques:** Learn ethical and effective negotiation techniques to recover outstanding debts while maintaining positive client relationships, demonstrating grace and respect throughout the process.

Who should attend?

This course equips employees in finance departments to manage credit risks, collections, and bad debt. It's relevant for entities with credit programs or that extend credit to customers.



Course Benefits:

- ▶ **Practical Credit Control & Debt Management Tools:** Gain the knowledge and skills to effectively manage credit, ensuring timely payments, minimizing financial risks, and contributing to a stronger financial future for the company.
- ▶ **Enhanced Communication & Negotiation Skills:** Learn to communicate effectively with clients regarding credit matters, navigate challenging situations with grace, and negotiate win-win outcomes.
- ▶ **Empowered & Responsible Employee:** Approach your work with a strong will to ensure financial responsibility, fostering trust with clients, and contributing to the company's long-term success.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Role Play



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Culture Awareness and Change Management (CACM)

BUILDING STRONGER BRIDGES, SERVING WITH GRACE

The Culture Awareness and Change Management course fosters a deeper understanding and appreciation for diverse cultures and backgrounds. The course focuses on skilling the participants, with the tools to navigate diverse cultural backgrounds with grace, respect, and a strong will to serve all citizens and residents effectively.



Why Culture Awareness Matters:

- ▶ **Do Well by Serving All:** By understanding cultural nuances, the staff members can provide more timely and respectful service to a wider range of citizens, fostering a sense of trust and belonging.
- ▶ **Championing Diversity:** Embrace the rich tapestry of Botswana's cultures, championing inclusion and creating a more welcoming environment for all.
- ▶ **Respectful Communication:** Develop the skills to communicate effectively across cultures, fostering collaboration and building stronger bridges within the community.
- ▶ **Humility and Growth:** This course encourages a growth mindset by recognizing the value of different cultural perspectives, promoting humility and a willingness to learn.



Embracing a Growth Mindset with Cultural Awareness:

This course goes beyond basic cultural knowledge. It cultivates a growth mindset by:

- ▶ **Understanding Cultural Values:** Explore the diverse values, beliefs, and customs that shape different cultures, fostering empathy and respect in interactions.
- ▶ **Effective Communication Strategies:** Learn to adapt communication style to different cultural contexts, ensuring timely and clear communication with all citizens.
- ▶ **Celebrating Cultural Diversity:** Discover the richness of Botswana's cultural tapestry and gain the skills to celebrate it in daily work, fostering a more inclusive and vibrant service sector.

Who should attend?

Understanding diverse cultures is crucial for effective communication and collaboration. This course empowers individuals at all levels.



Course Benefits:

- ▶ **Practical Tools and Techniques:** Gain the knowledge and skills to navigate diverse cultural situations with grace and respect, ensuring effective service delivery.
- ▶ **Enhanced Collaboration:** Learn how to build stronger relationships with colleagues and citizens from different backgrounds, fostering collaboration and a sense of community.
- ▶ **Confident Public Service:** Approach work with the confidence and cultural sensitivity to serve all citizens effectively, contributing to a brighter future for Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Case studies
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- ▶ Role Play



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Diversity and Inclusion in the Workplace (DIW)

BUILDING A STRONGER, MORE INCLUSIVE BOTSWANA

Diversity and inclusion are not just buzzwords. They are essential for building a strong, successful, and representative society that reflects the rich tapestry of Botswana.

This course aligns perfectly with the government's National Campaign for Mindset Change. By fostering a culture of respect and collaboration, where we can serve all citizens with and dedication.

Why Diversity & Inclusion Matters:



- ▶ Do Well by Doing Good Together: Diverse teams bring a wider range of perspectives, leading to more informed and innovative solutions for a better Botswana.
- ▶ Respectful Service Delivery: By understanding the needs of a diverse population, employees can better serve all citizens with respect and empathy.
- ▶ Stronger Employee Engagement: An inclusive workplace fosters a sense of belonging, motivating employees to excel and contribute their best.
- ▶ Humility and Growth: This course encourages a growth mindset by recognizing our own biases and fostering a humble approach to working with colleagues from different backgrounds.



Embracing a Growth Mindset with Inclusion:

This course goes beyond simply understanding diversity. It fosters a growth mindset by:

- ▶ **Challenging Unconscious Bias:** We'll explore how to recognize and overcome subconscious biases that can hinder inclusivity, promoting respectful interactions with colleagues.
- ▶ **Developing Cultural Competency:** The participants will gain the skills to effectively interact with and understand colleagues and citizens from diverse backgrounds, fostering a more gracious work environment.
- ▶ **Promoting Open Communication:** Learn how to create a safe space where everyone feels comfortable sharing ideas and expressing concerns, building stronger, more collaborative teams.

Who should attend?

This course is essential for everyone in the government workforce to foster a respectful and inclusive environment.



Course Benefits:

- ▶ **Practical Tools and Strategies:** The participants will gain the knowledge and skills to implement diversity and inclusion practices in their daily work, fostering a more inclusive and respectful workplace.
- ▶ **Enhanced Collaboration:** Discover how to build strong teams that leverage the strengths of all members, leading to innovative solutions for a better future.
- ▶ **Positive Work Environment:** Create a culture of respect, trust, and belonging that benefits everyone, fostering a strong will to serve Botswana effectively.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Case studies
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Effective Advocacy and Public Presentation Skills (EAPPS)

CHAMPIONING IDEAS WITH CLARITY: BUILDING A BRIGHTER FUTURE

The importance of precise communication in advancing the Mindset Change campaign is crucial. The "Effective Advocacy and Public Presentation Skills" course perfectly complements this vision shift. The course provides the necessary skills to champion impactful projects, encourage teamwork, and deliver compelling presentations. This fosters a growth mindset and a dedicated approach to serving the public efficiently.

Why Effective Sales & Presentation Skills Matter in Government:



- ▶ **Do Well by Communicating Well:** Mastering these skills allows staff members to effectively communicate the value of new programs or policies, leading to stronger public buy-in and a brighter future for all.
- ▶ **Respectful Persuasion & Collaboration:** This course empowers them to persuade stakeholders respectfully, fostering a culture of collaboration and shared ownership of impactful initiatives.
- ▶ **Embrace a Growth Mindset:** Learn to tailor messages to diverse audiences, fostering a growth mindset and a commitment to adapting the approach for maximum impact.
- ▶ **Strong Will & Clear Communication:** Develop strategies to overcome challenges and communicate the vision with clarity and confidence, ensuring that ideas are heard and understood.



Beyond Presenting, Inspiring Action:

This course goes beyond basic presentation techniques. It cultivates a growth mindset by teaching them to:

- ▶ **Understand Audience Needs:** Identifying audience's priorities and tailor department message to resonate with their needs, fostering empathy and respect.
- ▶ **Compelling Storytelling & Data Visualization:** Learn to craft impactful narratives and utilize data effectively to present ideas in a clear and engaging manner.
- ▶ **Handling Objections & Building Trust:** Develop strategies to address concerns gracefully, fostering trust and open communication with stakeholders.

Who should attend?

Specialized Roles (Customer Service, Sales, Analysts): For staff involved in government programs promoting specific services or initiatives.



Course Benefits:

- ▶ **Practical Sales & Presentation Techniques:** Gain the knowledge and skills to advocate for impactful initiatives and deliver persuasive presentations that inspire action.
- ▶ **Enhanced Communication Skills:** Learn to communicate clearly, concisely, and with confidence, fostering a more collaborative and effective public service environment.
- ▶ **Confident Public Advocate:** Serve the public by championing positive change with clarity and grace, knowing they have the tools to effectively communicate your ideas.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Effective Customer Care (ECC)

EVERY CITIZEN MATTERS: CULTIVATING EXCEPTIONAL CUSTOMER SERVICE

Under the Mindset Change Campaign, the Botswana government values treating every citizen with respect and care to support the campaign's objectives. The "Effective Customer Care" course aligns perfectly with this principle. Specifically designed for Botswana's dedicated public servants, it equips them with essential abilities to deliver exceptional customer service, fostering selfassurance, a forward-thinking attitude, and a strong dedication to serving the public effectively and courteously.



Why Effective Customer Care Matters in Government:

- ▶ **Do Well by Serving Well:** By mastering customer care skills, the participating officers create positive interactions and build trust with citizens, leading to a stronger public service and a brighter future for all.
- ▶ **Respectful & Clear Communication:** This course empowers the participants to listen actively, communicate effectively, and address citizen concerns with respect and empathy.
- ▶ **Embrace a Growth Mindset:** Learn to see challenges as opportunities for improvement, fostering a growth mindset and a commitment to exceeding expectations.
- ▶ **Strong Will & Positive Impact:** Develop strategies to de-escalate situations and navigate challenging interactions with calmness and a strong will to make a positive impact.



Cultivating a Customer-Centric Mindset:

This course goes beyond basic customer service techniques. It cultivates a customer-centric mindset by focusing on:

- ▶ **Understanding Citizen Needs:** Learn to actively listen to citizen concerns, identify their needs, and deliver solutions with empathy and understanding.
- ▶ **Effective Communication Strategies:** Discover techniques for clear and concise communication, fostering a respectful and productive interaction with every citizen.
- ▶ **Conflict Resolution & De-escalation:** Develop skills to navigate difficult situations calmly and professionally, ensuring a positive outcome for all parties.

Who should attend?

Customer Service Representatives, Frontline Staff, Call Centre Agents, Outreach and Marketing Professionals, Supervisors and Team Leaders.



Course Benefits:

- ▶ **Practical Effective Customer Care Techniques:** Gain the knowledge and skills to deliver exceptional customer service in every interaction, fostering a more welcoming and efficient public service environment.
- ▶ **Enhanced Problem-Solving Skills:** Learn to identify and address citizen concerns effectively, fostering a growth mindset and a commitment to finding solutions.
- ▶ **Confident Public Service Delivery:** Serve the public with grace and confidence, knowing they have the skills to create positive experiences and build trust with every interaction.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play

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RISK MANAGEMENT

Effective Enterprise Risk Management (EERM)

EMPOWERING PROACTIVE ACTION, BUILDING RESILIENCE, SECURING THE FUTURE

The Effective Enterprise Risk Management (EERM) course equips participants with the tools to proactively identify and mitigate risks. This fosters a culture of preparedness, responsible decision-making, and a strong will to safeguard public resources. By minimizing disruptions and ensuring efficient service delivery, EERM directly translates to improved departmental performance.

Why EERM Matters:



- ▶ **Do Well by Doing Right:** By mastering EERM principles, you'll contribute to a proactive and responsible approach to risk management, safeguarding public resources and ensuring efficient service delivery for all citizens.
- ▶ **Respectful & Collaborative Risk Management:** This course emphasizes open communication and collaboration across departments, fostering a culture of mutual respect and shared responsibility for mitigating risks.
- ▶ **Embrace a Growth Mindset:** Learn to identify emerging risks and adapt your strategies in a changing environment, fostering a growth mindset that prioritizes continuous improvement in risk mitigation practices.
- ▶ **Strong Will & Building a Resilient Nation:** Develop the skills to assess potential threats, implement robust risk management plans, and contribute to a more resilient and secure Botswana.



Cultivating Champions of Risk Management:

The EERM course goes beyond basic risk identification. It cultivates champions of risk management by teaching you to:

- ▶ **Core EERM Principles:** Learn about risk identification, assessment, mitigation, and monitoring frameworks, fostering a solid understanding of effective risk management practices.
- ▶ **Risk Analysis & Scenario Planning:** Discover techniques to analyse potential risks, assess impact and likelihood, and develop contingency plans to navigate challenges with grace.
- ▶ **Communication & Collaboration in Risk Management:** Learn strategies to communicate risks effectively across departments, foster an environment of transparency and collaboration, and ensure buy-in for risk mitigation strategies.
- ▶ **Risk Management Tools & Techniques:** Gain practical skills in utilizing risk management tools, implementing controls, and continuously monitoring the effectiveness of risk mitigation efforts, fostering a data-driven approach to risk management.

Who should attend?

This course benefits employees involved in identifying, assessing, and mitigating risks faced by the organization. It's suitable for employees across various departments, especially those in risk management, compliance, or internal audit.



Course Benefits:

- ▶ **Practical EERM Skills & Tools:** Gain the knowledge and skills to proactively identify, assess, and mitigate risks, ensuring the efficient and responsible use of public resources.
- ▶ **Enhanced Communication & Collaboration Skills:** Learn to communicate risk information effectively, collaborate with colleagues across departments, and foster a culture of shared responsibility for risk mitigation.
- ▶ **Empowered & Proactive Employee:** Approach your role with the confidence and skills to contribute to a robust organizational risk management framework, demonstrating a strong will to build a more secure future for Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Effective Team Building Skills (ETBS)

BUILDING BRIDGES, SERVING TOGETHER

In alignment with the National Campaign on Mindset Change's emphasis on collaboration, this "Effective Team Building Skills" course equips Botswana's service providers with the tools necessary to foster cohesive and high-performing teams. Through a structured learning approach, the staff members will develop the skills to build trust, enhance communication, and cultivate a shared commitment to achieving the government's objectives. This program empowers a growth mindset within your teams, ultimately strengthening your collective ability to serve the public.



Why Effective Team Building Matters:

- ▶ **Do Well by Working Together:** By mastering team building skills, they'll cultivate strong, collaborative teams that deliver better results.
- ▶ **Respectful Communication & Collaboration:** This course empowers staff members to communicate effectively and respectfully with colleagues, fostering a sense of unity and shared purpose.
- ▶ **Embrace a Growth Mindset:** Learn to leverage diverse perspectives and skillsets, fostering a growth mindset and a commitment to continuous improvement.
- ▶ **Strong Will & Collective Success:** Discover strategies to navigate challenges collaboratively, promoting resilience and a shared will to build a better future for Botswana.



Embracing a Growth Mindset with Effective Team Building:

This course goes beyond basic team-building activities. It cultivates a growth mindset by:

- ▶ **Understanding Team Dynamics:** Learn to identify different team personalities and communication styles, promoting respectful interaction and collaboration.
- ▶ **Conflict Resolution & Negotiation:** Discover strategies to navigate disagreements constructively, fostering empathy and respect for diverse viewpoints.
- ▶ **Shared Goals & Accountability:** Develop a framework for setting clear team goals and fostering individual and collective accountability for achieving them.

Who should attend?

For everyone: Fostering collaboration and team spirit within a team.



Course Benefits:

- ▶ **Practical Team Building Techniques:** Gain the knowledge and skills to build strong, collaborative teams, fostering a more efficient and productive work environment.
- ▶ **Enhanced Communication & Problem-solving:** Communicate effectively with colleagues, actively listen, and work together to find innovative solutions to challenges.
- ▶ **Confident Public Service Delivery:** Serve the public with grace and a united front, knowing the team can tackle any challenge and deliver exceptional results.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Effective Time Management (ETM)

THE POWER OF TIME: A CATALYST FOR PUBLIC SERVICE EXCELLENCE

The Mindset Change campaign pillars on and recognises the importance of time management in achieving exceptional results. This "Effective Time Management" course aligns perfectly with that vision. Designed specifically for Botswana's dedicated service providers, this program equips staff members with the tools to become masters of their schedule. By mastering time management, they'll cultivate efficiency, composure under pressure, and ultimately, a stronger ability to serve the nation effectively.

Why Effective Time Management Matters:



- ▶ **Do Well by Doing More:** By mastering time management skills, they'll accomplish more in less time, leading to improved service delivery.
- ▶ **Respectful Deadlines Met:** This course empowers the staff members to prioritize tasks effectively, ensuring deadlines are met timely and citizens receive services promptly.
- ▶ **Graceful Pressure Management:** Learn to manage the workload with a calm and focused approach, fostering a sense of control and a respectful demeanour under pressure.
- ▶ **Growth Mindset and Strong Will:** This course emphasizes the importance of time management as a foundation for a growth mindset. They'll learn to adapt to unexpected situations, prioritize effectively, and persevere in pursuit of a brighter future for Botswana.



Embracing a Growth Mindset with Effective Time Management:

This course goes beyond basic time-saving tips. It cultivates a growth mindset by:

- ▶ **Identifying Time Thieves:** Learn to analyse the workday and identify activities that drain time, fostering a sense of control and self-awareness.
- ▶ **Developing Time Management Strategies:** Discover practical tools and techniques for effective time management, promoting productivity and focus in daily tasks.
- ▶ **Prioritization and Delegation:** Learn to prioritize tasks effectively and delegate where appropriate, ensuring a respectful and collaborative work environment.

Who should attend?

For everyone: Managing time effectively is crucial for mid-level managers with more responsibilities.



Course Benefits:

- ▶ **Practical Time Management Techniques:** Gain the knowledge and skills to manage time effectively, fostering a more productive and efficient work style.
- ▶ **Reduced Stress and Improved Well-being:** Learn to manage workload effectively, leading to reduced stress and a stronger sense of control over day.
- ▶ **Confident Service Delivery:** Serve the public with grace and efficiency, knowing they can manage time effectively and deliver on commitments.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Emotional Intelligence (EI)

BUILDING CONFIDENCE & EMOTIONAL AGILITY

The Government of Botswana's National Campaign on Mindset Change emphasizes not only individual growth but also effective collaboration and strong social connections. Emotional Intelligence (EQ) is the key to unlocking these aspects. In a nation built on strong social bonds, emotional intelligence is a powerful tool.



Why Emotional Intelligence Matters:

- ▶ **Do Well with Confidence:** By mastering emotions, staff will navigate challenging situations with composure and clarity, boosting confidence and ability to deliver exceptional results.
- ▶ **Respectful Communication:** Strong EQ fosters respectful communication with colleagues and citizens, leading to stronger relationships and better service delivery.
- ▶ **Timely Conflict Resolution:** Learn to manage conflict effectively and gracefully, ensuring timely resolution and a more harmonious work environment.
- ▶ **Growth Mindset and Strong Will:** This course emphasizes developing emotional agility, a key aspect of a growth mindset, empowering them to adapt, learn, and persevere in the face of challenges.



Embracing a Growth Mindset with Emotional Intelligence:

This course goes beyond simply understanding emotions. It cultivates a growth mindset by:

- ▶ **Self-Awareness & Self-Management:** Develop the skills to recognize emotions and effectively manage them, fostering confidence and resilience.
- ▶ **Social Awareness & Relationship Management:** Enhance the ability to understand others' emotions and perspectives, building stronger relationships with empathy and respect.
- ▶ **Effective Stress Management:** Learn practical techniques to manage stress, promoting calmness and focus under pressure.

Who should attend?

EI benefits everyone in navigating workplace relationships.



Course Benefits:

- ▶ **Practical EQ Strategies and Tools:** Gain the knowledge and skills to master emotions and those of others, fostering a more positive and productive work environment.
- ▶ **Enhanced Decision-Making:** Make more informed decisions by factoring in emotions and fostering clear communication with all stakeholders.
- ▶ **Confident Staff:** Serve the public with grace and empathy, fostering trust and building a stronger Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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Entrepreneurship and Business Setup (EBS)

EMPOWERING PUBLIC SERVANTS, IGNITING BOTSWANA'S ENTREPRENEURIAL SPIRIT

The Entrepreneurship and Business Setup (EBS) course equips with skills to identify and pursue innovative solutions within their roles. By fostering a culture of creativity, a "can-do" attitude, and a growth mindset, this program empowers employees to improve service delivery, resource management, and potentially even spark new ventures that benefit the public good.

Why EBS Matters:



- ▶ **Do Well by Doing More:** By fostering an entrepreneurial mindset, you'll identify innovative solutions that improve service delivery, resource management, and ultimately contribute to a more efficient and effective public sector.
- ▶ **Respectful Collaboration for Innovation:** This course emphasizes teamwork and collaboration, encouraging you to respect and leverage diverse perspectives to generate creative and impactful solutions for public good.
- ▶ **Embrace a Growth Mindset:** Learn to identify opportunities, adapt to changing landscapes, and embrace challenges as stepping stones, fostering a growth mindset that drives continuous improvement.
- ▶ **Strong Will & Building a Thriving Economy:** Develop the skills to assess potential ventures, navigate business setup processes, and contribute to Botswana's thriving entrepreneurial ecosystem, demonstrating a strong will to build a prosperous future for all.



Cultivating Intrapreneurs within departments:

The EBS course goes beyond traditional business planning. It cultivates intrapreneurs within government by teaching you to:

- ▶ **Core Entrepreneurial Principles:** Learn about opportunity identification, business model development, and feasibility analysis, fostering a solid understanding of entrepreneurship within a public sector context.
- ▶ **Creative Problem-solving & Innovation Techniques:** Discover techniques to identify unmet needs within public service delivery, brainstorm creative solutions, and develop innovative approaches that improve efficiency and effectiveness.
- ▶ **Project Management & Business Planning:** Gain the skills to plan and implement innovative projects, manage resources effectively, and develop compelling business plans for potential ventures.
- ▶ **Understanding the Business Ecosystem:** Learn about available resources, funding mechanisms, and regulations relevant to starting and running a business, fostering a clear understanding of Botswana's entrepreneurial landscape.

Who should attend?

This course is intended for government officials working in departments responsible for fostering and supporting business development among Botswana citizens.



Course Benefits:

- ▶ **Practical Intrapreneurial Skills:** Gain the knowledge and skills to identify and pursue innovative solutions within your public service role, fostering a more efficient and dynamic public sector.
- ▶ **Enhanced Problem-Solving & Collaboration:** Learn to approach challenges creatively, collaborate effectively with colleagues, and develop impactful solutions that benefit the public good.
- ▶ **Empowered & Innovative Public Servant:** Approach your role with the confidence and vision to identify and pursue entrepreneurial opportunities, contributing to a more efficient and dynamic public sector that drives Botswana's economic growth.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Role Play



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Finance for Non-Finance Managers (FNFM)

EMPOWER YOUR DECISIONS, DRIVE FINANCIAL SUCCESS

The FNFM course equips managers with financial literacy, empowering them to make informed decisions and foster responsible resource management. This not only improves departmental efficiency and reduces financial risks, but also embodies the national Mindset Change campaign's emphasis on transparency, accountability, and a commitment to doing well.

Why FNFM Matters:



- ▶ **Do Well by Understanding:** By mastering the core principles of finance, you'll gain a deeper understanding of the company's financial health, allowing you to make decisions that contribute to long-term success.
- ▶ **Respectful Collaboration with Finance Teams:** This course fosters clear communication and collaboration with your finance colleagues, fostering a culture of mutual respect and understanding.
- ▶ **Embrace a Growth Mindset:** Learn the language of finance and develop the skills to analyse financial data, fostering a growth mindset that allows you to adapt to changing financial landscapes.
- ▶ **Strong Will & Building Financial Acumen:** Develop the skills to assess budgets, manage resources effectively, and contribute to strategic financial planning, demonstrating a strong will to ensure the company's financial sustainability.



Cultivating Financially Savvy Managers:

The FNFM course goes beyond basic financial terms. It cultivates financially savvy managers by teaching you to:

- ▶ **Core Financial Concepts:** Learn about financial statements, budgeting, cash flow management, and key financial ratios, fostering a solid understanding of financial fundamentals.
- ▶ **Financial Analysis & Interpretation:** Discover techniques to analyse financial data, identify trends, and make informed decisions that impact your department and the organisation as a whole.
- ▶ **Cost Management & Resource Allocation:** Develop the skills to manage budgets effectively, allocate resources strategically, and identify areas for cost-saving opportunities, fostering responsible financial management.
- ▶ **Effective Communication with Finance Teams:** Learn to communicate financial needs and goals clearly, collaborate effectively with finance professionals, and ask insightful questions, fostering transparency and teamwork.

Who should attend?

This course equips managers who don't have a finance background to understand financial statements, budgeting, and cost control. It's relevant for government and parastatal managers at all levels.



Course Benefits:

- ▶ **Practical Financial Management Skills:** Gain the knowledge and skills to confidently navigate financial discussions, make informed decisions, and contribute to the company's financial well-being.
- ▶ **Enhanced Communication & Collaboration:** Learn to communicate financial information effectively, collaborate with finance teams seamlessly, and foster a culture of open communication and mutual respect.
- ▶ **Empowered & Financially Astute Manager:** Approach your role with the confidence and knowledge to make sound financial decisions, manage resources effectively, and contribute to a brighter financial future for the company.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Gender-Based Violence (GBV) Awareness

CREATING A CULTURE OF SAFETY, INCLUSION, AND A BRIGHTER FUTURE

This course is designed to equip employees with the knowledge and tools to identify, understand, and prevent GBV within your workplace and beyond. By fostering a culture of respect and zero tolerance for GBV, we can create a safer and more inclusive environment for everyone.

Why GBV Awareness Matters:



- ▶ **Do Well by Doing Right:** By understanding GBV, we can create a workplace where all employees feel safe, respected, and valued, contributing to a more positive and productive work environment.
- ▶ **Respectful Workplace Culture:** This course empowers you to recognize and address GBV appropriately, fostering a culture of empathy, support, and respect for all colleagues.
- ▶ **Embrace a Growth Mindset:** Learn to identify and challenge harmful attitudes and behaviours, fostering a growth mindset and a commitment to continuous improvement in creating a safe space for everyone.
- ▶ **Strong Will & Positive Change:** Develop strategies to intervene appropriately if you witness GBV and advocate for a zero-tolerance policy, demonstrating a strong will to build a better future free from violence.



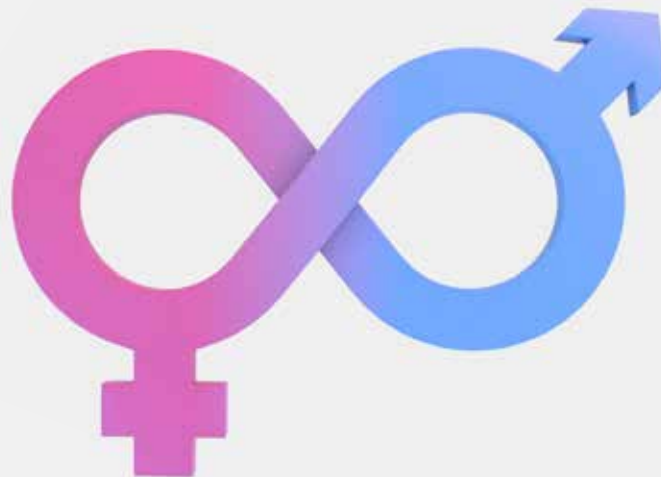
Cultivating a Safe and Respectful Workplace:

This GBV Awareness Course goes beyond definitions. It cultivates a safe and respectful workplace by teaching you to:

- ▶ Understand GBV: Learn about different forms of GBV, its impact on individuals and the workplace, and relevant Botswana legislation.
- ▶ Recognize Warning Signs: Develop the skills to identify potential GBV situations and recognize signs of emotional or physical abuse amongst colleagues.
- ▶ Bystander Intervention Strategies: Discover effective ways to intervene safely and respectfully if you witness GBV, offering support to those affected.
- ▶ Building a Culture of Respect: Learn to communicate openly and respectfully with colleagues, fostering a culture of zero tolerance for GBV and promoting inclusivity.

Who should attend?

The course is suitable for all employees.



Course Benefits:

- ▶ Practical GBV Awareness Tools: Gain the knowledge and skills to identify, understand, and prevent GBV in the workplace, fostering a safer and more respectful environment for everyone.
- ▶ Enhanced Empathy & Communication Skills: Learn to recognize signs of distress and communicate effectively with colleagues experiencing GBV, offering empathy and support.
- ▶ Empowered & Respectful Employee: Approach your work with a strong will to promote respect and safety, knowing you can contribute to a positive workplace culture free from violence.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Governance in Public Sector (GPS)

BUILDING TRUST AND TRANSPARENCY

This "Governance in Public Sector (GPS)" course aligns perfectly with the objectives of the national Mindset Change campaign. The course equips you with the tools to uphold the highest standards of transparency and accountability, fostering trust, a growth mindset, and a strong will to serve the public with grace and integrity.

Why Corporate Governance Matters in organisations:



- ▶ **Do Well by Doing Right:** By mastering Governance in Public Sector principles, you'll ensure responsible use of public resources, ethical decision-making, and ultimately, a stronger public service that delivers for all citizens.
- ▶ **Respectful Management & Oversight:** This course empowers you to understand your role in upholding ethical standards, engaging in transparent communication, and fostering a culture of accountability.
- ▶ **Embrace a Growth Mindset:** Learn to adapt governance practices to evolving needs and best practices, fostering a growth mindset and a commitment to continuous improvement.
- ▶ **Strong Will & Public Trust:** Develop strategies to manage risk effectively, promote stakeholder engagement, and demonstrate a strong will to build trust.



Cultivating Exemplary Governance Practices:

The Governance in Public Sector course goes beyond legal frameworks. It cultivates exemplary governance by teaching you to:

- ▶ **Understand Governance Principles:** Learn the core principles of Governance in Public Sector, including accountability, transparency, fairness, and stakeholder responsibility, fostering a sense of ethical leadership.
- ▶ **Effective Risk Management & Oversight:** Discover strategies to identify and mitigate risk, ensure efficient resource allocation, and implement robust internal controls with grace and respect.
- ▶ **Building a Culture of Ethics:** Learn to communicate Governance in Public Sector principles effectively, promote ethical conduct within your department, and foster a culture of open communication and mutual respect.

Who should attend?

This course is ideal for board members, senior management, and anyone involved in setting the strategic direction and overseeing the ethical practices of the organization.



Course Benefits:

- ▶ **Practical Corporate Governance Tools:** Gain the knowledge and skills to apply CG principles effectively, ensuring ethical decision-making, transparency, and responsible resource management.
- ▶ **Enhanced Accountability & Risk Management Skills:** Learn to hold yourself and others accountable, manage risk proactively, and contribute to a more efficient and responsible public service.
- ▶ **Confident & Trustworthy:** Serve the public with confidence and unwavering integrity, knowing you are a champion for good governance and a cornerstone of public trust.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Interpersonal Communication & People Skills (ICPS)

BUILDING BRIDGES, COMMUNICATING A VISION

The Government of Botswana, a champion of the Mindset Change vision, understands the power of clear and effective communication. This "Interpersonal Communication & People Skills" course aligns perfectly with that vision. Designed for Botswana's dedicated staff members, it equips them with the tools to communicate a clearly, fostering stronger relationships, collaboration, and a strong will to serve the public effectively.

Why Interpersonal Communication Matters:



- ▶ **Do Well by Communicating Clearly:** By mastering communication skills, your department will ensure clients understand your vision and services, leading to better outcomes and a stronger public service.
- ▶ **Communicate a Clear Vision:** This course empowers the staff members to articulate the government's and the organisation's vision with clarity and respect, fostering trust and engagement with the public.
- ▶ **Respectful Collaboration:** Strong communication skills foster respectful collaboration with colleagues, leading to more innovative solutions and a more positive work environment.
- ▶ **Growth Mindset and Strong Will:** Effective communication is a cornerstone of a growth mindset. This course equips the officials to actively listen, adapt their communication style, and persevere in overcoming communication challenges with a strong will to serve.



Embracing a Growth Mindset with Communication:

This course goes beyond basic communication techniques. It cultivates a growth mindset by:

- ▶ **Active Listening & Empathy:** Learn to listen deeply and understand the perspectives of others, fostering respectful interactions and building trust with the public.
- ▶ **Clear & Concise Communication:** Develop the skills to communicate complex information in a clear, concise, and respectful manner.
- ▶ **Effective Communication Styles:** Learn to adapt their communication style to different audiences and situations, ensuring the message is understood by all.

Who should attend?

Effective communication is a fundamental skill for all government employees.



Course Benefits:

- ▶ **Practical Communication Techniques:** Gain the knowledge and skills to communicate effectively with colleagues, citizens, and stakeholders, fostering stronger relationships and collaboration.
- ▶ **Enhanced Conflict Resolution:** Navigate disagreements with grace and respect, finding common ground and building bridges within the community.
- ▶ **Confident Public Service Delivery:** Serve the public with confidence and clarity, ensuring everyone understands the message and the government's vision.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Leadership and Management Skills (LMS)

EMPOWERING PUBLIC SERVANTS, SHAPING A BRIGHTER FUTURE

Designed to empower employees to become exceptional leaders, the Leadership and Management Skills (LMS) course equips them to motivate and inspire their teams with confidence, respect, and a focus on service excellence. This translates to a more productive and collaborative work environment, fostering a "doing well" mentality and a commitment to continuous improvement.

Why LMS Matters:



- ▶ **Do Well by Leading Well:** By mastering essential leadership and management skills, you'll inspire and empower your team to deliver exceptional public services, fostering a culture of efficiency and a commitment to doing well.
- ▶ **Respectful & Collaborative Leadership:** This course emphasizes building trust, fostering open communication, and valuing diverse perspectives, fostering a respectful and inclusive work environment for all public servants.
- ▶ **Embrace a Growth Mindset:** Learn to adapt your leadership style to different situations, embrace continuous learning, and encourage a growth mindset within your team, fostering ongoing improvement in service delivery.
- ▶ **Strong Will & Building a Service-Oriented Culture:** Develop the skills to set clear goals, delegate effectively, and motivate your team to provide exceptional service to the public, demonstrating a strong will to build a government that serves with excellence.



Cultivating Exceptional Public Servants:

The LMS course goes beyond basic management principles. It cultivates exceptional public servants by teaching you to:

- ▶ **Core Leadership & Management Principles:** Learn about communication styles, motivational techniques, team-building strategies, and effective delegation, fostering a solid foundation in leadership and management.
- ▶ **Building Trust & Fostering Collaboration:** Discover techniques to create a safe and supportive environment, encourage open communication, and value diverse perspectives within your team.
- ▶ **Coaching & Development:** Develop the skills to provide constructive feedback, mentor your team members, and empower them to reach their full potential, fostering a culture of growth and continuous improvement.
- ▶ **Strategic Planning & Performance Management:** Learn to analyse needs, set clear goals, and implement strategies that drive efficient and effective service delivery, fostering a results-oriented approach to public service.

Who should attend?

This course is valuable for government and parastatal employees aspiring to leadership roles or looking to improve their existing leadership skills.



Course Benefits:

- ▶ **Practical Leadership & Management Tools:** Gain the knowledge and skills to confidently lead and motivate your team, fostering a positive and productive work environment that delivers exceptional public service.
- ▶ **Enhanced Communication & Delegation Skills:** Learn to communicate effectively, delegate tasks strategically, and provide constructive feedback, fostering stronger relationships and a more empowered team.
- ▶ **Empowered & Service-Oriented Leader:** Approach your role with the confidence and vision to inspire your team, navigate challenges with grace, and contribute to a brighter future for the public service sector in Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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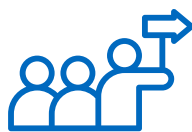
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Organisational- Leadership Induction Training (OLIT)

EMPOWER YOUR LEADERSHIP, SHAPE A BRIGHTER FUTURE

The course equips high-potential employees with the skills to transition smoothly into leadership roles. By fostering confidence, respect, and a strong will to serve, this program empowers them to motivate and inspire their teams. This directly translates to improved departmental performance.

Why OLIT Matters:



- ▶ **Do Well by Leading Well:** By mastering the principles of effective leadership, you'll motivate and inspire your team, fostering growth and success for both individuals and the organization.
- ▶ **Respectful & Collaborative Leadership:** This course emphasizes the importance of building trust, fostering open communication, and valuing diverse perspectives, fostering a culture of collaboration and respect within your team.
- ▶ **Embrace a Growth Mindset:** Learn to adapt your leadership style to different situations, embrace continuous learning, and encourage a growth mindset within your team.
- ▶ **Strong Will & Building a High-Performing Team:** Develop the skills to set clear goals, delegate effectively, and motivate your team to achieve their full potential, demonstrating a strong will to build a successful and thriving team.



Cultivating Inspiring Leaders:

The OLIT course goes beyond basic management principles. It cultivates inspiring leaders by teaching you to:

- ▶ **Core Leadership Principles:** Learn about communication styles, motivational techniques, team-building strategies, and effective delegation, fostering a solid foundation in leadership.
- ▶ **Building Trust & Fostering Collaboration:** Discover techniques to create a safe and supportive environment, encourage open communication, and value diverse perspectives within your team.
- ▶ **Coaching & Development Skills:** Develop the skills to provide constructive feedback, mentor your team members, and empower them to reach their full potential, fostering growth and personal development.
- ▶ **Strategic Thinking & Decision-Making:** Learn to analyse situations, make sound decisions, and set clear goals that inspire and motivate your team, fostering effective problem-solving and strategic planning.

Who should attend?

This course is likely an internal program designed to introduce new leaders to the organization's culture, values, and leadership expectations.



Course Benefits:

- ▶ **Practical Leadership Tools & Techniques:** Gain the knowledge and skills to confidently lead and motivate your team, fostering a positive and productive work environment that drives success.
- ▶ **Enhanced Communication & Delegation Skills:** Learn to communicate effectively, delegate tasks strategically, and provide constructive feedback, fostering stronger relationships and a more empowered team.
- ▶ **Empowered & Inspiring Leader:** Approach your leadership role with the confidence and vision to inspire your team, navigate challenges with grace, and contribute to a brighter future for the company.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Personal Financial Literacy (PFL)

CULTIVATING FINANCIAL WELL-BEING

The Personal Financial Literacy course empowers individuals to make informed financial decisions and achieve their financial goals. The course will unveil tools to cultivate financial well-being, fostering a sense of security and empowerment that allows the participants to serve the nation with and dedication.



Why Financial Literacy Matters:

- ▶ **Do Well, Serve Better:** By managing finances effectively, they reduce financial stress, allowing them to serve the public with a clear mind and unwavering dedication.
- ▶ **Respectful Stewardship:** Financial literacy empowers the staff members to make informed financial choices, respectfully managing resources and becoming role models of responsible financial management.
- ▶ **Timely Solutions, Graceful Interactions:** Financial security allows focus on work with efficiency and grace, ensuring timely solutions and respectful interactions with citizens.
- ▶ **Humility and Growth:** This course fosters a growth mindset, encouraging the employees to learn and adapt to changing financial circumstances. This journey towards financial stability builds humility and resilience, allowing them to serve with a strong will for a brighter future.



Embracing a Growth Mindset with Finances:

This course goes beyond basic budgeting. It cultivates a growth mindset by:

- ▶ **Building a Financial Vision Board:** Visualize financial goals, fostering motivation and a sense of purpose. This vision board will guide financial decisions with a strong will for success.
- ▶ **Debt Management Strategies:** Learn to tackle debt strategically, fostering a sense of resilience and paving the way for a brighter financial future.
- ▶ **Building a Savings Plan:** Develop a plan to save for future goals, big or small, promoting responsible financial habits and a sense of accomplishment.

Who should attend?

Financial literacy empowers individuals at all levels. This programme is also suitable for those individuals who are getting funding assistance from LEA, CEDA and NDB.



Course Benefits:

- ▶ **Practical Tools and Strategies:** Gain the knowledge and skills to manage finances effectively, achieving financial security with confidence and respect.
- ▶ **Empowered Decision-Making:** Develop the skills to make informed financial choices, ensuring financial well-being and the well-being of the official's family.
- ▶ **Peace of Mind for a Purposeful You:** Reduce financial stress and gain the peace of mind to serve the community and country with dedication, grace, and a strong will for a brighter future.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Post Retirement Planning & Investment (PRPI)

EMPOWER YOUR FUTURE, INVEST IN PEACE OF MIND

The Post Retirement Planning & Investment (PRPI) course equips government department and parastatal employees with the knowledge and tools to navigate their financial future with confidence. By fostering responsible financial planning and a growth mindset towards long-term security, this course not only reduces stress and improves employee well-being.

Why PRPI Matters:



- ▶ **Do Well by Planning Well:** By mastering the principles of retirement planning and investment, you'll ensure a secure and comfortable financial future, allowing you to retire with grace and peace of mind.
- ▶ **Respectful & Responsible Financial Planning:** This course emphasizes responsible financial management, empowering you to make informed investment decisions that benefit you and your family in the long run.
- ▶ **Embrace a Growth Mindset:** Learn about the ever-evolving landscape of retirement planning and investments, fostering a growth mindset that allows you to adapt your strategies for a secure future.
- ▶ **Strong Will & Building a Secure Future:** Develop the skills to assess your financial needs, explore investment options, and make informed decisions to build a strong financial foundation for your retirement.



Cultivating Empowered Retirees:

The PRPI course goes beyond basic budgeting tips. It cultivates empowered retirees by teaching you to:

- ▶ **Core Retirement Planning Principles:** Learn about retirement savings vehicles, social security benefits, and tax implications, fostering a solid understanding of retirement finances.
- ▶ **Investment Strategies & Risk Management:** Discover different investment options, understand risk tolerance, and develop a diversified investment portfolio aligned with your goals.
- ▶ **Financial Goal Setting & Budgeting:** Learn to set realistic financial goals for retirement, create a workable budget, and manage your finances responsibly, fostering long-term financial security.
- ▶ **Post-Retirement Income Streams:** Explore options for generating income after retirement, such as pensions, annuities, and part-time work, empowering you to maintain financial independence.

Who should attend?

This course is valuable for all employees to assist them in planning their retirement, regardless of sector and years of service.



Course Benefits:

- ▶ **Practical Retirement Planning & Investment Tools:** Gain the knowledge and skills to confidently plan and invest for your retirement, ensuring financial security and peace of mind in your golden years.
- ▶ **Enhanced Financial Literacy & Decision-Making Skills:** Learn to analyse financial information, assess risk, and make informed investment decisions, fostering responsible financial management.
- ▶ **Empowered & Secure Retiree:** Approach retirement with the confidence and knowledge to navigate your finances effectively, fostering a fulfilling and secure future.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Professional Drivers Etiquette Skills (PDES)

DRIVE WITH RESPONSIBILITY, SHAPE A RESPECTFUL FUTURE

Equip staff members with the communication, courtesy, and defensive driving skills needed to represent their organizations with professionalism. This not only enhances employee performance by reducing traffic incidents and delays, but also embodies the national Mindset Change campaign's emphasis on respect, responsibility, and a commitment to doing well, ultimately contributing to a more efficient and service-oriented public sector.

Why PDES Matters:



- ▶ **Do Well by Doing Right:** By mastering professional driving etiquette, you'll minimize accidents, ensure the safety of yourself and others, reflecting a commitment to doing well and fostering a responsible image for our company.
- ▶ **Respectful & Courteous on Every Route:** This course emphasizes courtesy and consideration for all road users. You'll learn to navigate with humility and respect, fostering a more positive driving culture on Botswana's streets.
- ▶ **Embrace a Growth Mindset:** We'll explore defensive driving techniques, helping you adapt your approach to different road conditions. With a growth mindset, you'll continuously improve your skills and become a role model for others.
- ▶ **Strong Will for a Safer Future:** Develop the skills to navigate challenging situations with calmness and responsibility. Demonstrate a strong will to contribute to a predictable driving environment where everyone feels safe.



Cultivating Champions Behind the Wheel:

The PDES course goes beyond memorizing traffic rules. It cultivates champions of road safety by teaching you to:

- ▶ Professional Driving Principles: Master defensive driving techniques, hazard perception, and safe vehicle operation. Build a strong foundation in responsible driving practices.
- ▶ The Art of Courtesy & Communication on the Road: Discover techniques to communicate effectively with other drivers through proper use of signals and lights. Foster consideration and respect for everyone sharing the road.
- ▶ Adaptability & Defensive Driving Skills: Develop the ability to anticipate potential hazards, adjust your driving to changing conditions, and navigate challenging situations with calmness and control.
- ▶ Understanding Road Rage & Conflict De-escalation: Learn strategies to manage stress behind the wheel and de-escalate potentially volatile situations. Promote respectful interactions with all road users.

Who should attend?

This course is ideal for government drivers (e.g., ministerial chauffeurs) or parastatal delivery drivers who interact with the public or represent the organization.



Course Benefits:

- ▶ Practical Professional Driving Techniques: Gain the knowledge and skills to navigate the roads with confidence and safety, minimizing accidents and creating a positive driving experience for everyone.
- ▶ Enhanced Situational Awareness & Defensive Skills: Learn to anticipate hazards, react appropriately to changing conditions, and navigate challenging situations with grace and control.
- ▶ Empowered & Responsible Driver: Approach your role behind the wheel with the confidence and responsibility to be a champion of road safety. Foster a more respectful and positive driving culture in Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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Stakeholder Management (SM)

SUCCESS TOGETHER: CULTIVATING COLLABORATIVE RELATIONSHIPS

Developing strategies to effectively manage stakeholder expectations, address challenges proactively, and collaboratively work towards achieving optimal outcomes is essential. Embracing the strength of collaboration in reaching common objectives is paramount. The "Stakeholder Management" course seamlessly integrates with this ethos. The course provides the necessary resources to cultivate robust and harmonious relationships with stakeholders, promoting collaboration, a culture of continuous improvement, and a steadfast commitment to efficiently serving the public.

Why Stakeholder Management Matters in Government:



- ▶ **Do Well by Working Together:** By mastering stakeholder management skills, the training cultivates strong partnerships that lead to successful implementation of initiatives and a stronger public service.
- ▶ **Respectful Communication & Engagement:** This course empowers officers to communicate effectively with diverse stakeholders, fostering a culture of transparency, trust, and mutual respect.
- ▶ **Embrace a Growth Mindset:** Learn to understand diverse perspectives and work collaboratively to find solutions, fostering a growth mindset and a commitment to continuous improvement.
- ▶ **Strong Will & Collective Impact:** Develop strategies to manage stakeholder expectations, navigate challenges constructively, and work together to achieve maximum impact for the benefit of all.



Cultivating Collaborative Relationships:

This course goes beyond basic stakeholder identification. It cultivates a growth mindset by teaching you to:

- ▶ **Identify & Prioritize Stakeholders:** Learn to identify key stakeholders, understand their interests, and prioritize their engagement based on their influence and potential impact.
- ▶ **Building Trust & Communication Strategies:** Discover how to build strong, respectful relationships with stakeholders through effective communication, active listening, and a commitment to transparency and accountability.
- ▶ **Managing Expectations & Conflict Resolution:** Develop strategies to proactively manage stakeholder expectations, address concerns with empathy and respect, and navigate conflicts constructively.

Who should attend?

Senior Management (Directors, Department Heads): Building and maintaining relationships with key stakeholders.



Course Benefits:

- ▶ **Practical Stakeholder Management Techniques:** Gain the knowledge and skills to build strong, collaborative relationships with stakeholders, fostering a more efficient and productive public service environment.
- ▶ **Enhanced Negotiation & Collaboration Skills:** Learn to negotiate agreements collaboratively, find common ground, and work effectively with diverse stakeholders.
- ▶ **Confidence:** Serve the public with confidence and a commitment to collaboration, knowing they have the tools to build strong partnerships that deliver positive outcomes.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Role Play



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Stress Management Strategies (SMS)

BUILDING RESILIENCE, SERVING WITH GRACE

By learning to identify and manage stressors, staff members cultivate a sense of calm, focus, and resilience – all crucial for achieving their goals and thriving within the Mindset Change's vision. Stress management fosters a more productive and engaged workforce, allowing individuals to channel their energy towards personal and national development. This course empowers you to become a calmer, more focused individual, contributing to a more resilient and productive Botswana.

Why Stress Management Matters:



- ▶ **Do Well by Feeling Well:** By managing stress effectively, they'll enhance their focus, improve decision-making, and gracefully navigate challenging situations, leading to better outcomes for clients and themselves.
- ▶ **Prioritize Well-Being:** This course empowers them to prioritize their well-being, fostering resilience and the ability to cope with pressure while serving the public effectively.
- ▶ **Respectful Interactions:** Reduced stress promotes respectful interactions with colleagues and clients, leading to a more positive and productive work environment.
- ▶ **Growth Mindset and Strong Will:** This course emphasizes the importance of self-care as a foundation for a growth mindset. The officials learn to adapt, learn, and persevere in the face of challenges with a strong will to serve.



Embracing a Growth Mindset with Stress Management:

This course goes beyond basic relaxation techniques. It cultivates a growth mindset by:

- ▶ Identifying Stressors: Learn to recognize the signs and sources of stress in the work environment, fostering a sense of control and self-awareness.
- ▶ Developing Healthy Coping Mechanisms: Discover practical tools and strategies to manage stress effectively, promoting calmness and emotional well-being.
- ▶ Creating a Work-Life Balance: Learn strategies to create a healthy work-life balance, promoting resilience and the ability to recharge and return to work with renewed focus.

Who should attend?

Stress management techniques are valuable for all staff.



Course Benefits:

- ▶ Practical Stress Management Techniques: Gain the knowledge and skills to effectively manage stress, fostering improved well-being and resilience.
- ▶ Enhanced Productivity and Focus: Manage stress to improve their ability to focus, prioritize, and deliver exceptional results at work.
- ▶ Confident Service Delivery: Serve the public with grace and dedication, knowing they have the tools to manage pressure and maintain a positive work attitude.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
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Talent Management & Succession Planning (TMSP)

EMPOWERING GROWTH, BUILDING A BRIGHTER FUTURE TOGETHER

The course equips government departments and parastatals with a strategic approach to nurturing future leaders. By identifying and developing high-potential employees, this program ensures a smooth transition of knowledge and skills within the organization. This fosters a culture of growth, embraces a commitment to doing well. TMSP strengthens the public service sector by ensuring a pipeline of well-prepared and service-oriented leaders.

Why TMSP Matters:



- ▶ **Do Well by Doing Good:** By mastering talent management and succession planning strategies, you'll empower your team members to reach their full potential, contributing to the company's success and a positive work environment.
- ▶ **Respectful & Collaborative Development:** This course emphasizes the importance of identifying and nurturing talent within the company, fostering a culture of respectful collaboration and growth for all employees.
- ▶ **Embrace a Growth Mindset:** Learn to identify potential in diverse skillsets, adapt your development plans to individual needs, and cultivate a growth mindset within your team.
- ▶ **Strong Will & Building a Legacy:** Develop strategies to attract, retain, and mentor top talent, demonstrating a strong will to build a strong and sustainable future for the company.



Cultivating Champions of Talent Development:

The TMSP course goes beyond basic performance reviews. It cultivates champions of talent development by teaching you to:

- ▶ **Core Talent Management Principles:** Learn about talent acquisition, performance management, leadership development, and succession planning strategies, fostering a comprehensive understanding of talent management.
- ▶ **Identifying & Developing High Potential Employees:** Discover techniques to identify high potential within your team, create personalized development plans, and empower them to take on greater challenges and responsibilities.
- ▶ **Mentorship & Coaching Skills:** Develop the skills to provide effective mentorship and coaching, fostering open communication, trust, and growth within your team.
- ▶ **Retention Strategies & Employee Engagement:** Learn strategies to create a positive and engaging work environment that motivates employees to stay and contribute their talents for the long term, fostering loyalty and company pride.

Who should attend?

This course benefits HR professionals and managers involved in identifying, developing, and retaining high-potential employees. It's relevant for both government and parastatal HR departments.



Course Benefits:

- ▶ **Practical Talent Management & Succession Planning Tools:** Gain the knowledge and skills to effectively manage your team's talent, ensuring a strong pipeline of future leaders and a bright future for the company.
- ▶ **Enhanced Leadership & Development Skills:** Learn to identify potential, provide effective coaching, and create a culture of growth within your team, fostering empowered and engaged employees.
- ▶ **Empowered & Strategic Manager:** Approach your role with the confidence and vision to cultivate a thriving team environment, fostering talent development and ensuring the company's continued success.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
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- ▶ Role Play



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Train the Trainer (TTT)

INVESTING IN YOU TO EQUIP AND INSPIRE THE NEXT GENERATION

Designed to empower your existing talent, the Train the Trainer (TTT) program equips participants with the skills to become exceptional trainers. This translates to a more knowledgeable and skilled workforce, fostering a culture of continuous learning and growth. By aligning with the national Mindset Change campaign's emphasis on knowledge sharing, a strong will, and a commitment to doing well, the TTT program empowers employees to become agents of positive change within their organizations.

Why TTT Matters:



- ▶ **Core Training Principles & Techniques:** Learn about adult learning theory, instructional design, effective facilitation methods, and engaging assessment strategies, fostering a solid foundation in delivering impactful training programs.
- ▶ **Creating Engaging & Interactive Learning Experiences:** Discover techniques to design interactive activities, utilize diverse teaching methods, and cater to different learning styles, fostering active participation and knowledge retention.
- ▶ **Effective Communication & Presentation Skills:** Develop the skills to deliver information clearly, confidently, and with enthusiasm, fostering a dynamic and engaging learning environment.
- ▶ **Coaching & Mentoring for Skill Development:** Learn strategies to provide constructive feedback, guide mentees through challenges, and empower them to become future trainers, fostering a sustainable knowledge-sharing ecosystem.



Cultivating Exceptional Trainers and Leaders:

The TTT course goes beyond basic presentation skills. It cultivates exceptional trainers and leaders by teaching you to:

- ▶ **Core Training Principles & Techniques:** Learn about adult learning theory, instructional design, effective facilitation methods, and engaging assessment strategies, fostering a solid foundation in delivering impactful training programs.
- ▶ **Creating Engaging & Interactive Learning Experiences:** Discover techniques to design interactive activities, utilize diverse teaching methods, and cater to different learning styles, fostering active participation and knowledge retention.
- ▶ **Effective Communication & Presentation Skills:** Develop the skills to deliver information clearly, confidently, and with enthusiasm, fostering a dynamic and engaging learning environment.
- ▶ **Coaching & Mentoring for Skill Development:** Learn strategies to provide constructive feedback, guide mentees through challenges, and empower them to become future trainers, fostering a sustainable knowledge-sharing ecosystem.

Who should attend?

This course equips employees to effectively train others within the organization. It's suitable for government or parastatal employees who are identified as potential trainers or mentors in their departments.



Course Benefits:

- ▶ **Practical Training Delivery Skills & Tools:** Gain the knowledge and skills to design, deliver, and assess effective training programs, fostering a culture of continuous learning and knowledge transfer within your organization.
- ▶ **Enhanced Communication & Facilitation Skills:** Learn to communicate complex information clearly, facilitate discussions effectively, and create a positive and inclusive learning environment for all participants.
- ▶ **Empowered & Inspiring Trainer:** Approach your role with the confidence and passion to equip others with valuable knowledge, inspire a love for learning, and contribute to building a more skilled and empowered Botswana.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play



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BUSINESS

Workplace Ethics (WE)

EMPOWERING PUBLIC SERVANTS, UPHOLDING PUBLIC TRUST

The Workplace Ethics (WE) course equips employees with the knowledge and tools to navigate ethical dilemmas with integrity and transparency. This fosters a culture of trust, accountability, and a strong will to serve the public fairly. By upholding ethical standards, employees not only minimize corruption and misconduct, but also directly contribute to the goals of the national Mindset Change campaign.

Why Workplace Ethics Matters:



- ▶ **Do Well by Doing Right:** By mastering ethical decision-making, you'll ensure transparency and accountability in your actions, fostering public trust and enabling us to do well by those we serve.
- ▶ **Respectful & Collaborative Environment:** This course emphasizes ethical behaviour that demonstrates respect for colleagues, clients, and the public, fostering a positive and inclusive work environment.
- ▶ **Embrace a Growth Mindset:** Learn to identify ethical conflicts, engage in open communication, and continuously strive to improve ethical practices, fostering a culture of ethical awareness and ongoing improvement.
- ▶ **Strong Will & Building an Ethical Culture:** Develop the skills to uphold ethical standards, report misconduct appropriately, and contribute to a strong and ethical public service that serves as a role model for the nation.



Cultivating Ethical Champions:

The WE course goes beyond memorizing codes of conduct. It cultivates ethical champions by teaching you to:

- ▶ **Core Ethical Principles & Frameworks:** Learn about core ethical principles such as integrity, accountability, and transparency, fostering a solid understanding of ethical conduct in the public sector.
- ▶ **Identifying & Managing Ethical Dilemmas:** Discover techniques to identify potential ethical conflicts, navigate difficult situations with grace, and make informed decisions that prioritize the public good.
- ▶ **Communication & Reporting of Ethical Issues:** Develop the skills to communicate ethical concerns effectively, report misconduct appropriately, and ensure transparency in all actions.
- ▶ **Promoting an Ethical Culture:** Learn strategies to foster open communication about ethics within your team, lead by example, and contribute to a culture where ethical behaviour is the norm.

Who should attend?

This course is beneficial for all employees to understand and uphold ethical principles within the workplace.



Course Benefits:

- ▶ **Practical Ethical Decision-Making Skills:** Gain the knowledge and skills to navigate ethical dilemmas confidently, ensuring transparency and accountability in your work.
- ▶ **Enhanced Communication & Conflict Resolution Skills:** Learn to communicate ethical concerns effectively, address conflicts constructively, and foster a positive and respectful work environment.
- ▶ **Empowered & Ethical Public Servant:** Approach your role with the confidence and integrity to uphold ethical standards, promote transparency, and contribute to a public service sector known for its trustworthiness.

Modes of delivery

The module shall be delivered by way of:

- ▶ Lectures
- ▶ Demonstrations
- ▶ Video
- ▶ Group presentations
- ▶ Case studies
- ▶ Assignments & Tests
- ▶ Role Play

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