



## IDM/INDIANA UNIVERSITY PARTNERSHIP

### Growing Great Minds

#### Inside

- STUDENTS AFFAIRS
- IDM WELCOMES NEW MEMBERS
- LIFE OF A REGISTRAR



#### Who are we?

The Institute of Development Management (IDM) was established in 1974 as a regional organisation in Botswana, Lesotho and Swaziland (BLS) countries to help meet management needs of the Region through training, consultancy, research, and the establishment of a Management Resource Centre.

10

#### IDM Lesotho Christmas Celebrations



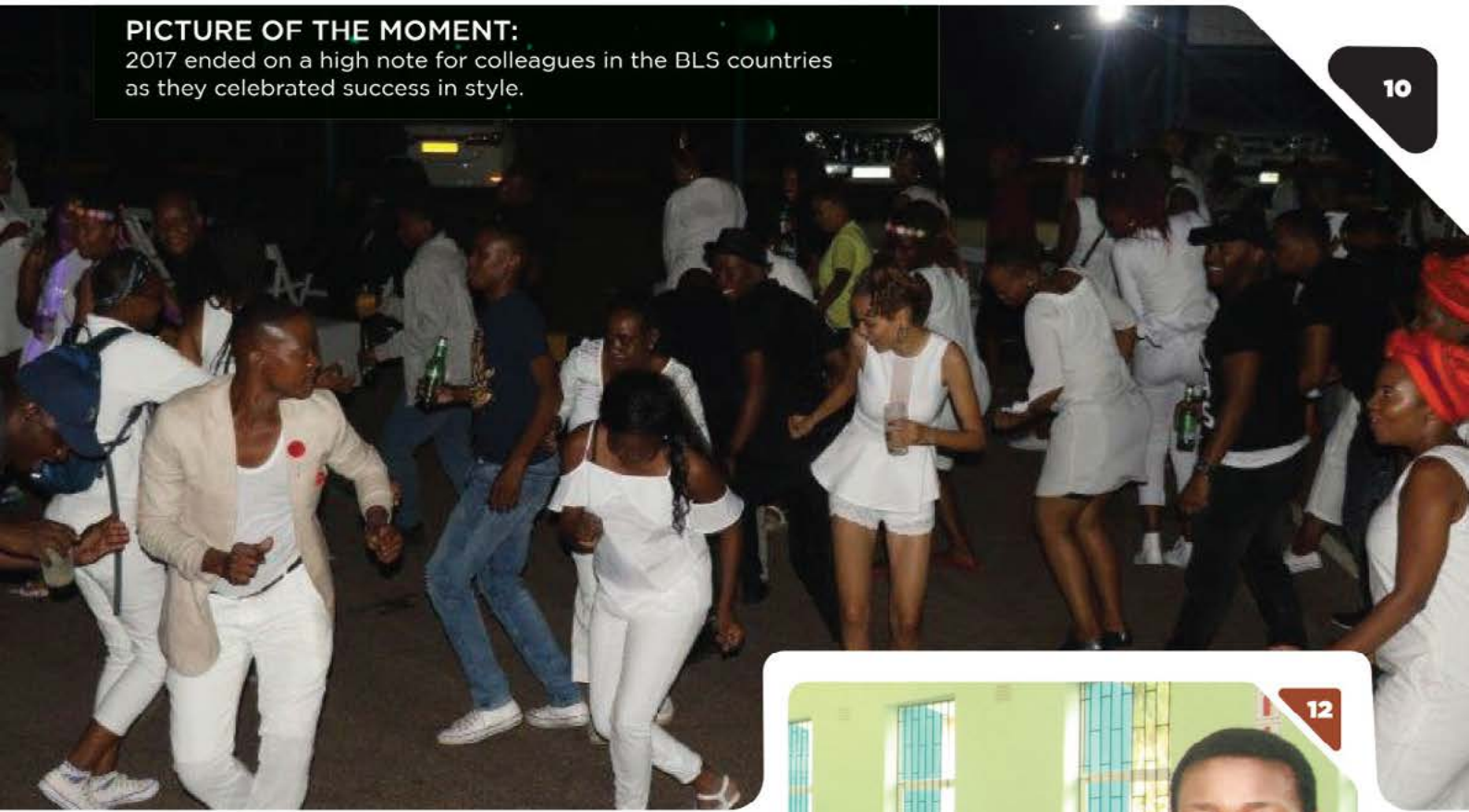


# Contents

## PICTURE OF THE MOMENT:

2017 ended on a high note for colleagues in the BLS countries as they celebrated success in style.

10



BIRM Consultants in Swaziland



12

NEW COHORT

- 3** Editor's Note
- 4** RD's New Year Message to Students
- 4** Strategy Implementation
- 5** A warm welcome to IDM
- 7** IDM hosts Indiana University Faculty
- 8** IDM in Media

- 11** Your New Year's Resolutions
- 11** Student Services Unit
- 13** A day in the life of a Registrar
- 14** BLS Events



# Editor's Note

iNews joins the IDM community in a moment of silence in remembrance of our loved one, Mr Kenalekgosi Motswakwa, departed Diploma in Archives and Records Management student who was laid to rest on 27th January in Thamaga. We share the family's grief in this time of bereavement with deepest sympathy.

In this issue, IDM's Regional Director and CEO welcomes and wishes students a Happy 2018, nostalgically reflects on the landmarks of 2017, recognises close collaboration with SRCs and whets IDM community's academic appetite to look forward to the next graduation and awards ceremony for Class of 2018 in Swaziland.

On the internationalisation agenda, Richard Malikongwa restates the strength of collaboration with such internationally recognised institutions as, Indiana University, University of Bolton, Ohio University amongst others. How apt is that the featured 'book of the month' dialogues on public health? It creams well with the news article on current collaborative research with Indiana University whose public health faculty has been on site at IDM Gaborone Campus, collaborating in research studies, as well as driving coaching, mentorship and entrepreneurship training offered at IDM. iNews also serialises graduate and staff research output.

Thabiso Ntlole, IDM's Corporate Strategist and Communications Manager, creates awareness on IDM's Corporate Strategy. iNews welcomes new members. IDM in media provides links to full-text



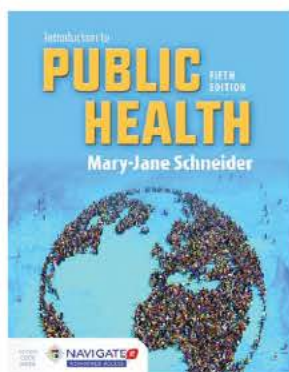
**iNews Editor,**  
Bobana Badisang

articles. 15th– 31st January 2018 was occupied by Training of Trainers, Records and Information Management, Leadership, Entrepreneurship Management and Innovation training sessions facilitated by IDM and Indiana University Consultants. A feature article on 'A day in the life of a Registrar' chronicles the engaging campus life of Lorato Moloi at Gaborone Campus interviewed by Grace Mosinyi.

On a lighter side, select IDM Swaziland campus members share the year's resolutions with Nontobeko Dlamini. Ronald Molosiwa articulates the role of Student Representative Council (SRC) and the range of services offered by the Student Welfare Office with a view to creating a safe and vibrant campus life, home away from home.

Warmest birthday wishes to January 'babies'. Many happy returns!

## Book of the Month: Out of Library Acquisitions By Gloria Samunzala



Introduction to public health. 5th ed. Burlington, MA: Jones Bartlett Learning.

By Mary-Jane Schneider (2017)

Offers a thorough, accessible overview of the expanding field of public health for students new to its concepts. It explains in clear terms the multi-disciplinary strategies and methods used for measuring, assessing, and promoting public health. Enriches readers with a broad-reaching, practical framework for understanding the multifaceted forces and organizations of today's public health enterprise.

ISBN: 978-1284089233, 1284089231  
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## Editorial

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iNewsletter is a monthly publication of Institute of Development Management. The newsletter is designed to provide a platform for information exchange between employees, students and management in the three campuses of Botswana, Lesotho and Swaziland. Views and opinions expressed in this publication are for internal consumption only. The Editor reserves the right to vet and edit content. Please send your stories, suggestions and opinions to Marketing and Communication teams in your campuses.



# RD'S NEW YEAR MESSAGE TO STUDENTS



– Richard Malikongwa

Hi there,

As we are all set to begin another year, let me welcome you back from your Christmas break. I believe you come back energised to take up your studies with vigour. The start of the year is always a special time on our campuses as we get to meet and welcome new students to our school, embrace them and give them a true IDM welcome. It is also a time to sharpen our focus, roll up our sleeves and begin to take on serious academic conversations which will affirm your commitment to education. I urge you to prepare to pass your studies beyond the obvious; I wish you all a successful and great year ahead.

On reflection, 2017 was an interesting year at IDM, we witnessed a cordial working relationship and strong collaboration between management and yourselves through your Student Representative Councils. I must mention how excited I am to continue this engagement. One of our top priorities at IDM is recognising and appreciating our relationship with you. You are at the core of our value chain and an important partner in building IDM into an institution that will remain relevant in our markets.

Another memorable moment that stands out for me was your involvement in the preparations and execution of our graduation ceremony where over 700 students were conferred with their certificates, diplomas, degrees and masters. This year our Swaziland campus will be hosting us in Manzini for the graduation of Class of 2018. I am looking forward to yet another thrilling event that will elevate our brand, and most importantly motivate you on your journey to being an IDM graduate.

I am happy to update you that we continue to strengthen our partnerships and collaboration with internationally recognised institutions such as Ohio University, Indiana University, University of Bolton, Wits University and many more from which we will be launching a lot of networking opportunities and students exchange programmes.

Last year we hosted a visit by Ohio University students in Gaborone where most of you were involved in a number of activities, further stamping our superior position in the market. I extend my sincere gratitude and appreciation to you. Thank you!

We continue to make learning more accessible to you. Last year we implemented a number of initiatives including an e-learning platform to help you access learning resources over the internet anywhere anytime. We also introduced a Student Management System which enabled us to get the first batch of students' results from Lesotho Campus last year. Botswana and Swaziland campus are at an advanced stage of their implementation. With your involvement, we will continue to explore new and innovative ways of making your learning experience more exciting.

One of the coolest events I appreciate year on year is the Inter-campus games where you get to meet, play, interact and appreciate each other's cultural diversity. This year the games are billed for Lesotho and I cannot wait to be with you in February.

In conclusion, I wish to once again welcome you back and remind you that you individually have a responsibility to play in helping shape up the future of our Institution and our countries. In addition to our commitment to 'Growing Great Minds', our institution is guided by a set of values that direct us in everything we do. These are: **Quality Service Delivery; Good Corporate Governance; Professionalism; Innovation and Team Work.** I encourage you to live these values in order to achieve your goals and become good future leaders of our three nations.

I will continue to keep you informed and updated on developments throughout the year.

Best wishes,  
Regional Director

## KNOW YOUR CORPORATE STRATEGY

# STRATEGY IMPLEMENTATION AT INDIVIDUAL LEVEL

By Thabiso Ntlole



A key role of our Regional Director is to communicate our vision and to guide strategic planning and implementation. Successful implementation of our strategic plan involves teams at all levels in strategic planning. This will give headway to a shared vision, and increase each individual's motivation to see our

corporate strategic plan succeed. Our core undertaking is to ensure clear and consistent communication, from mapping our desired goals to designing performance measures.

Successful leaders often engage their teams by simply telling the story of their shared vision, and publicly celebrating large and small wins, such as the achievement of milestones. Implementing strategic plans require leaders who lead through inspiration and coaching rather than command and control. Recognizing and rewarding success, inspiring, and modelling behaviours is more likely to result in true commitment than use of authority, which can lead to passive resistance and hidden rebellion. To ensure that our vision is shared, teams and individuals need to know that they can test the theory, voice opinions, challenge

premises, and suggest alternatives without fear of reprimand.

The senior management team must come together to review, discuss, challenge, and finally agree on the strategic direction and key components of the plan. Without genuine commitment from the senior team, successful implementation is unlikely. The agreed strategic direction is ultimately cascaded across all levels of the organisation. Individual Performance Contracts are developed on the basis of the overarching strategic direction and signed off at individual level. The performance contract is a baseline against which contribution to achievement of the strategic plan is measured at individual level.

To achieve realisation of the strategic plan, senior management team members must challenge themselves to be clear in their purpose and intent of the organisation, and to push for consistent operational definitions that each member of the team agrees to.



# A WARM WELCOME TO IDM

At IDM, we believe in **'Growing Great Minds'**. We continue to attract talent that joins us in our journey to become the preferred service provider in Botswana, Lesotho and Swaziland. In this edition, we welcome new colleagues to our family and wish them a warm and happy stay, we also profile our Consultants who continue to take our brand to greater heights.



We welcome **Kegomoditswe Malefho** who joins us as a Consultant. She joined Gaborone campus in January 2018. Kegomoditswe previously worked for Office of the President as Safety, Health & Environment Coordinator. Prior to that, she worked for the Institute of Health Sciences as

a senior lecturer in Health Education and Promotion department. She has a Postgraduate Diploma in Public Health. She is married to Dula and they have a son, Thato.

**Odireleng Mmolai** joined IDM Botswana in September 2017 as Facilities Officer. He previously worked for Limkokwing University as a Lecturer in Faculty of Architecture and built environment. Prior to that, Odireleng worked for University of Botswana and New Era College.

He has Bachelor's Degree in Architecture Technology and currently doing Masters in Construction Management Engineering. Odireleng is a professional motorbike rider performing in International events such as the annual Kalahari 1000 Desert race and Khawa Dune challenge.



## MEET YOUR CONSULTANT



**Margaret Dube-Chikwanje** joined IDM in September 2017 as Senior Consultant (BIRM). She previously worked in different roles in different sectors of the market including Mining, Banking, Agriculture, and Construction, Investment Banking and Audit and Accounting firm in her role from accounts officer to finance manager over her 15 years of experience. Prior to

joining IDM she was running her own accounting firm. She completed her AAT in 2002 and further pursued CIMA and qualified in 2007 and received Commendation from CIMA for being ranked number 8th in the world for TOPCIMA. Margaret is married. She enjoys photography, reading, singing and travelling.

**Ms Tshoganetso Lucia Makhumalo** – Senior Consultant, Archives and Records Management joined IDM in September 2017. She started her records management career with Ngwaketse Land Board and Tlokwen Land Board respectively where she was awarded several accolades, amongst them, Best Innovator and PS special award.

A UB Master's Degree holder in Archives and Records Management and Bachelor of Library and Information Studies, Tshoganetso possesses knowledge in the application of ISO 15489 on

records management environment, having prepared a model framework for the Management of Land records in Botswana in line with ISO standards. She is a member of the Records and Information Association of Botswana (RIAB), South African Society of Archivists (SASA) and ESARBICA.

She has written and presented some papers at international conferences hosted by the associations. Tshoganetso is a married woman and a mother to Phenyio, Khwezi and Nkwebi.



**Paul Liato** is currently serving as acting Campus Manager in Francistown. He first joined IDM Botswana in August 2002 as an external consultant while he was a Business Development Manager at Tswana Blinds(Pty) Limited. Later in 2010, Paul was employed as a full time consultant. When the Francistown Campus opened in 2015, Paul was sent there as the first Senior Consultant, with an added responsibility to coordinate all academic services.

He holds MCIPS, Bachelor of Business Administration and an advanced Certificate in Sales and Marketing. He is an accredited trainer and assessor with Botswana Qualifications Authority and a member of the Chartered Institute of Purchasing and Supply (UK). He is currently pursuing a Msc in Strategic Procurement Management with the University of South Wales (UK) on block release mode. Paul is happily married. He likes travelling and safari tours.





**Lingani Moya** joined IDM as a Consultant in October 2016. His love for the brand can be traced as far back as 2012 when he was offered External Consultant position in Francistown. Two years later, Lingani found an opportunity again at IDM's Francistown office to join the IT team on a one year contract, whilst at the same time performing his part-time lecturing duties. In 2015 he was employed on a permanent basis as an IT

Officer but continued to lecture, because he believes that is his calling. He holds a BSc in Computer Science and a B.Com. (Hons) in Information Systems from University of the Western Cape in 2011. He did internship at Computa Center (SA) (IT Services & Solutions) Cape Town, South Africa under Quality Department as an Intern.

**Armstrong Dlamini** is a University of Swaziland graduate in Social Science. He went on to pursue his Masters in Labour studies at the University of Johannesburg. He is an expert in Business Process Management and Strategy Consulting. Mr Dlamini is a member of the Balance Scorecard Institute. He boasts extensive experience in management services. He is also a member of teaching faculty in Leadership and HR management modules. His research interests

include Performance metrics as well as Development of business ethics for national integrity systems. As Head of Training and Student Affairs at IDM he oversees the following divisions: Business and Information Resources Management; Human Resource and Organizational Development Management Public Health Management and Student Affairs. Health Management and Student Affairs.



**Matlotlo Howe** holds a Master of Public Administration (Human Resource Management), Bachelor of Arts (Public Administration and Political Science) and a Diploma in Public Administration and Management. She is an expert in the field of Human Resources Management and Organizational Development having consulted for various companies and organizations. Matlotlo Howe is also a member of the Institute of People Management (IPM). She currently heads the Human Resource and Organizational Development

Management department with the following programmes: • **Diploma in Human Resources Management** • **Bachelor of Human Resources Management** • **Bachelor of Office Management**. Her vast consultancy experience has seen her engaged in Organizational Development interventions, Designing and development of Performance Management Systems (PMS), Organizational Structure reviews, Salary Structure and Job Descriptions as well as recruitment and selection consultancy.

**Pulane Ramakongoana** joined IDM Lesotho in 2016 as a Senior Consultant. She has been awarded MCIPS by the Chattered Institute of Purchasing and Supply, she also holds BCom Honours from the University of Kwazulu Natal and BA Economics from the National University of Lesotho. She has previously worked in the Lesotho Public service.

Pulane has set a strategy of "believing without evidence" in 2018 where she aims to work hard

and collaborate with her peers to yield positive results. She also has released the new entrants into the market, and the concentration of competition, she aims to offer differentiated proposals and quality services as opposed to IDM's competitors. She also aims to be fully engaged on Management consultancies and to hold more short courses; she will achieve all these by enhancing her market intelligence skills and research.



**Peete Michael Masupha** joined IDM Lesotho in April 2017 as an IT Consultant, responsible for dissemination of technical knowledge and expertise, especially in the IT Management field by means of training (both scheduled and client specific), conducting consultant interventions and applied research. He is responsible for providing both professional service to clients to achieve

efficiency, maximize revenue and improve customer experience. Peete holds a Bachelors of Computer Applications from Punjab Technical University of India and a Diploma in Computer Systems Engineering from Lerotoli Polytechnic Lesotho. He likes travelling. For him 2018 is a fresh beginning to tap into his greatest potential and be the best he can be professionally and personally.

**'Matšenase Tšenase** joined IDM Lesotho in June 2017 as a Senior Consultant. For over 20 years she worked at various levels of the Ministry of Health, responsible for program management, training, supervision, mentorship and coordinating activities with donors and strategic partners. She is a double qualified nurse/midwife who holds Masters of International Public health.

'Matšenase new year resolution is to be fully engaged on Public Health Management consultancies, research and training. She aims to work collaboratively with several NGOs and the Ministry of Health, given her experience on the field, she believes that she is an asset at IDM and skills and research.







## IDM HOSTS INDIANA UNIVERSITY FACULTY

**T**he Institute of Development Management (IDM) recently hosted faculty from Indiana University (IU). Timothy Smith, Director of International Relations and Business Development at the Kelly School of Business (IU) and Rex Stockton, Chancellor's Professor at IU were in Gaborone from 23rd – 28th January 2018. The purpose of their visit was to strengthen collaboration between the two institutions with a view to enhance IDM's programmes through capacity building activities and program review and design.

Dr Onalenna Seitio-Kgokgwe, Botswana Country Director said the visit marks an important step as the two institutions reaffirm their commitment and collaboration to a partnership they have enjoyed over the years. "IDM continues to establish and maintain solid relationships with international institutions of repute to enhance our product offering and learner experience. Indiana University has been our partner for many years and out of this partnership we have seen collaborative projects and programmes, and enhanced our teaching-learning processes. We have further strengthened our research capacity through collaborative projects that generated evidence that informed programmes and policy decisions for the betterment of our country," she said.

For the past few years, IDM/IU partnership has focused on strengthening public health and entrepreneurship programmes. In the area of Public Health, the two institutions collaborated in developing robust public health programmes which offer learners an exciting opportunity to innovate, develop and implement concepts that play a pivotal role in influencing positive change in the Health and Wellness sector in Botswana. In addition IDM/IU conducted a number of research studies in the area of HIV/AIDS, and disseminated the results through various approaches including publishing.

The Kelly School of Business in Indiana has contributed significantly by supporting not only our teaching staff but also entrepreneurs in Botswana

"Our collaboration with IU and in particular the Kelly School of Business also offers a window of opportunity for the youth and women entrepreneurs. We are beginning to see transfer of skills that will enable entrepreneurs to improve performance of their businesses. While in Botswana, IU faculty conducted coaching and mentoring training for IDM core team that is currently mentoring a group of 30 young entrepreneurs. The entrepreneurs also had a golden opportunity to be trained by the Director from the Kelly School of business. Their training focused on the role of networking in building and growing their business which I believe is critical in development of these young people's businesses."

These activities form part of IDM's Entrepreneurship Incubation Hub which was born out of the partnership with IU.

Dr. Kgokgwe said IDM is a home-grown institution that strives to develop programmes with a positive impact at national level, adding that they continue to respond to the needs and aspirations of

government to maintain relevance in the local market.

The last leg of the Indiana University team visit included a cultural tour of Botswana's renowned heritage sites that included the Three Dikgosi monument to appreciate how Bechuanaland Protectorate came about. They further went to see Kolobeng Livingstone station and Manyana Rock Paintings and Livingstone Tree.

IDM/IU  
partnership has  
focused on  
strengthening  
public health and  
entrepreneurship  
programmes.



# IDM IN MEDIA

## Index to Press Clippings on Business and Innovative Entrepreneurship in Botswana - By Keamogetse Kgwee

Newspaper clippings form an important part of the collection at IDM. Articles which are relevant to the courses offered at IDM are carefully clipped and indexed and these provide the much needed information in the writing of scientific papers. Study findings by Krtalic & Hasenay (2012) revealed that scholars who used newspapers in their scientific research considered them crucial material for the quality of their research.

1. Setswalo, Ulla. (2015) Trio produces mind blowing cosmetics from marula tree. **The Monitor, Monday 17 August 2015, Vol.16. No.30 p. B.15.**  
URL: <http://www.mmegi.bw/index.php?aid=53357&dir=2015/august/17>: **Further Research:** <http://www.envngo.co.bw/pages/vpr%26d.html>
2. Benza, Brian. (2016) Modest Economic growth seen in NDP11. Mmegi (Business) Tuesday 10 May 2016, p.11.  
<http://www.mmegi.bw/index.php?aid=59825&dir=2016/may/10>
3. Mosinyi, Thato. (2016) CEDA launch mobile offices. Daily News (Daily Business) Tuesday 10 May 2016. No.88, p.6.  
<http://www.dailynews.gov.bw/news-details.php?nid=28098>
4. Motshwarakgole, Nnete. (2016) Local Enterprise Authority helps small business. Daily News Tuesday 10 May 2016. No.88, p.6.  
<http://www.dailynews.gov.bw/news-details.php?nid=28100>
5. Pinielo, Isaac. (2016) New textile institution to plug skills gap. Mmegi Tuesday 17 May 2016 Vol.33, No.72. p.11.<http://www.mmegi.bw/index.php?aid=60003&dir=2016/may/17>
6. Matundu-Uananisa, Henda J. and Kambato, Penestors. (2015) Ovambanderu youth's economic drive through cultural tourism. Echo Wednesday 20-26 2015, p17.  
<http://www.echo.co.bw/travel/605-ovambanderu-youth%E2%80%99s-economic-drive-through-cultural-tourism.html>

## INSTITUTE OF DEVELOPMENT MANAGEMENT IN MEDIA - 2018

- By Keamogetse Kgwee

1. IDM/Indiana University strengthen partnership: 24 January 2018, **News Bulletin on Duma FM radio station** on the interview with Country Director and Indiana University visitors
2. IDM hosts Indiana University: 25 January 2018, **Radio interview on RB1's Around The World Today** with Botswana Country Director
3. IDM's collaboration with Indiana University: 26 January 2018, **Radio interview on RB1's Sefalana sa Papadi** with Chris Moiketsi, Marketing and Communications Manager
4. Masokola, Alfred. (2018) IDM reflects on partnership with US Flagship University. **Weekend Post**, Saturday 27 January-02 February 2018. Pg. 7  
<http://www.weekendpost.co.bw/wp-news-details.php?nid=4744>
5. Dikuelo, Pauline. (2018) IDM drills entrepreneurs. **The Monitor (Business)**, Monday 29 January 2018. Pg. 16.  
<http://www.mmegi.bw/index.php?aid=74196&dir=2018/january/29>
6. The Patriot Reporter. (2018) IDM, Indiana University partnership blossoms. **The Patriot on Sunday**, Sunday 28 January 2018. Pg. 3
7. Weekend Post Reporter. (2018) IDM facilitates short courses for upskilling. **Weekend Post**, Saturday 13-19 January 2018. Pg. 7.



## RESEARCH NEWS

# IDM GRADUATE STUDENTS' INTELLECTUAL ASSETS

- By Keamogetse Kgwee

In the current knowledge economy setting, graduate students at IDM on the University of Bolton MSc programmes contribute to a body of knowledge within their chosen discipline. They follow rigorous research within a set of ethics. iNews will be serializing an index to University of Bolton MSc dissertations.

Mosimanegape, Neltah T. (2015) **Risks and opportunities in property crowd funding: a case study for real estate in Gaborone, Botswana.**

(Submitted in partial fulfilment of the requirements for the degree of MSc Project Management). Gaborone: Off Campus Division of the University of Bolton/ Institute of Development Management.

Malokwane, Kgomotso. (2015) **Evaluating causes and effects of the performance of poverty eradication projects: the case of Kweneng District Council.**

(Submitted in partial fulfilment of the requirements for the degree of MSc Project Management). Gaborone: Off Campus Division of the University of Bolton/ Institute of Development Management.

Tshekedi, Rapula T. (2015) **A critical analysis of the management of public funded construction**

**projects in Botswana: a case study of Sir Seretse Khama International Airport expansion and upgrading projects.**

(Submitted in partial fulfilment of the requirements for the degree of MSc Project Management). Gaborone: Off Campus Division of the University of Bolton/ Institute of Development Management.

Phenyo, Phefo. (2015) **Factors affecting the effectiveness of Botswana agricultural marketing board grain distribution.**

(Submitted in partial fulfilment of the requirements for the degree of MSc Project Management). Gaborone: Off Campus Division of the University of Bolton/ Institute of Development Management.

Malambo, Maalila. (2015) **A critical review of project implementation strategy of the Southern African Development Community (SADC) secretariat (2011-2014).**

(Submitted in partial fulfilment of the requirements for the degree of MSc Project Management). Gaborone: Off Campus Division of the University of Bolton/ Institute of Development Management.

## Centre for Continuing Professional Development (CCPD), Botswana Campus

- By Goitseone Galekhutle

The first two months of the year have seen consultants engrossed in high profile training. In line with IDM's aspirations for 2018 to be the institute's watershed year, CCPD is asserting itself as the premier facilitator of knowledge and skills transfer and upgrade for clients and stakeholders; to broaden clients' business horizons; and to comply with professional requirements. The Centre now has courses starting every week covering clients from the public, parastatal and the private sector. The highlight was training for Botswana's young entrepreneurs, IDM CSR endeavor in collaboration with the Ministry of Youth Empowerment, Sport and Culture (MYSC) that was facilitated by the University of Indiana. The same group of entrepreneurs had been earlier been trained in November 2017.

**15th – 26th January 2018:** Training of Trainers attended by Department of Veterinary Services, High Court of Botswana, Woolworths Botswana, IDM members and Self-sponsored clientele.

**15th –19th January 2018:** Leadership and Management Development - Ministry of Land Management Water and Sanitation Services, Ministry of Health's Greater Gaborone District Health Management Team (GGDHMT).

**15th January – 23rd February 2018:** Records and Information Management - Ministry of Basic Education, Ministry of Finance and Economic Development.

**26th January 2018:** Entrepreneurship Management and Innovation facilitated by Indiana University for Young Entrepreneurs who won 1st 2nd and 3rd Prizes at MYSC Youth Expo 2017).

**29th January 2018:** Effective Communication Skills, Palapye for Statistics Botswana.



# Botswana and Lesotho campuses Christmas parties in pictures

2017 ended on a high note for colleagues in the BLS countries as they celebrated success in style. Colleagues planned and executed exciting events that enhanced their working relationships at the same time providing a platform to socialise and have fun. Big Up to the 'invisible hands' that worked hard to make these events a success!





## ON THE LIGHTER SIDE, YOUR NEW YEAR'S RESOLUTIONS

Every year we develop a set of resolutions with an aim to improve our lives both at home, at work and in the society. This year iNews caught up with some colleagues in Swaziland who shed light on what they would like to achieve in 2018. Let's remember to hold them accountable at the end of December.



**Nomsa Dlamini - Human Resources Manager:** "Forgetting things of old and working with renewed energy and focus in 2018."



**Fungayi Nyaumwe - CIPS consultant:** "I don't normally make resolutions but I actually believe in setting goals for myself. These are my goals for 2018:

1. To bite my tongue more. Only speak when there is a need to and not to sweat over petty issues.
2. Eat healthy and exercise more
3. Up my game at work, be more professional, dress professionally and feel good about myself.
4. Plan a family vacation
5. Carry on with my studies"



**Ntombi Groening - Receptionist:** "This year 2018 is for getting in shape, it is for improved self-esteem, it is for taking risks, to stop procrastinating and to go the extra mile at work."



**Nomcebo Dlamini - Academic Secretary:** "Working hard to achieve all my set career goals. I also want to improve my service delivery."

## STUDENTS AFFAIRS

# The role of Student Services Unit

- By Ronald Molosiwa

Student Services Unit provides information, advice and guidance to all students at Institute of Development Management. Students and staff collaborate to create a framework that maximizes students' wellbeing in order to focus on their studies. Together with management, the unit continually evaluates effectiveness of programmes and incorporate feedback generated through student survey and make appropriate policy revisions based on results of the survey and other feedback mechanisms.

### Developing Support Services for Students:

This area develops services listed below, including administrative checks and balances to ensure students fully utilize them. The primary objective of Learning Support is to

prevent student drop-out and enhance student performance. This includes students with specific learning difficulties, health conditions and mental health difficulties. We offer opportunities for students to make a real difference to the Institution and the local community whilst developing the kind of transferrable skills that employers are looking for through:

- **Diversity and inclusion** - IDM offers extra support for students who have been under Social Welfare/Social Services commonly referred to as Students with Special Needs. Through International Students Services programme we also assist students with settle-in issues such as student permit, cultural exchange programmes/ multi-cultural services among others.





Senior Consultant (HR & OD), Edith Chimusoro addressing new Public Administration and HR learners

- **Careers Service** - In consultation with the newly established Field Attachment Unit, we know and understand how important finding a job is for all students, and recognize the additional pressures they may experience. We aim to support all our students to get relevant work experience through volunteering in other services through short-term placements and job shadowing.
- **Student Counseling Service** - Campus life can sometimes produce a great deal of stress. The reasons for this can range from a heavy workload and imminent deadlines, to difficulties of a personal nature. Student Counseling provides an opportunity to discuss any difficulties students may be experiencing in their academic life with a qualified person.
- **We offer:** Time and space; an opportunity to talk about any concerns and to build and learn new skills to support a student.
- **Confidentiality:** Our counselors all work within the Botswana Professional Health Council (BHPC) Framework. In line with the BHPC code of ethics, the information that is discussed will remain confidential unless a student asks a counselor to share it with someone else. There are a few

exceptions to this which will be explained to a student when they contact the service.

- **Student Representative Council (SRC)**

The SRC is the mother body for all students registered with IDM. It also acts as the overseer of student clubs and societies operating at IDM. The SRC is fully affiliated to Human Resource Development Council (HRDC) and maintains a semi-autonomous structure and operates within the confines of the IDM rules and regulations.

**Spirituality, Faith-based and Religious Services:**

IDM welcomes all students (Francistown and Gaborone) to an open and inclusive environment guided by religious values. Staff from Academic & Support departments and students are involved in various activities not only within the campuses but also the surrounding communities.

**Campus Life:**

We offer safety on campus, Housing programmes (living and learning communities) and transportation services.

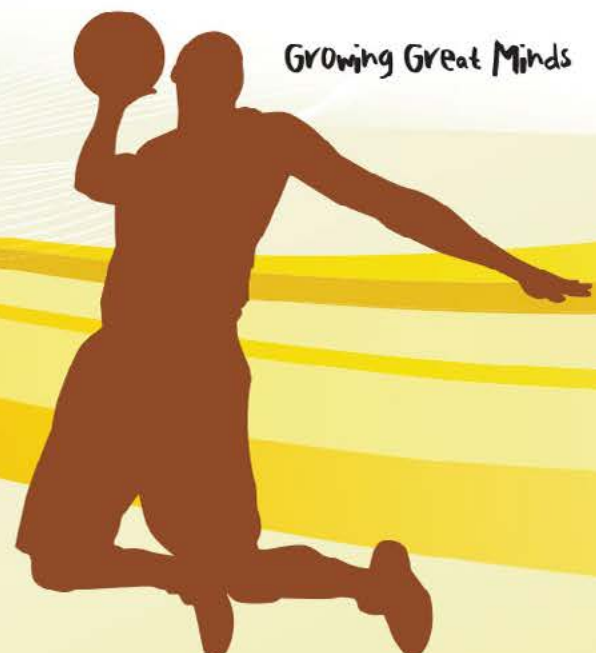


Inter Campus  
games

Growing Great Minds

Starting 24th – 28th March 2018

1 IDM, 3 Nations! All Roads Lead To Lesotho!



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Institute Of Development Management





# A day in the life of a Registrar

A Registrar is an official in an academic institution who handles student records. In this edition of iNews, we make an encounter with Lerato Moloi, Registrar at Botswana Campus to understand and appreciate her role in detail, her high and low moments, milestones and the support she needs from other colleagues to achieve her mandate and make IDM an institution of choice for learners:

## Give us a brief overview of what your job as Registrar entails?

- Supervision of the Admissions Team, Student Welfare and Student Records
- Administration of DTEF sponsorship processes
- Preparation of evening class schedule at the beginning of the semester
- Maintain the institute's semester enrolments
- Registration of students at the beginning of semester and communication with sponsors
- Participation in graduation preparations
- Maintain the general welfare of students

## How many students are currently enrolled at IDM Botswana (Gaborone and Francistown)?

- Francistown-399
- Gaborone-2607

## Students are currently registering for 2018 first semester; take us through this process and what it means for the student and IDM.

Registration into the new semester means the student has met all the requirement set by the institution and their sponsors in order to proceed to

the next semester. It is a great for the students to proceed as it means they are a step closer to achieving their end goal which is a complete qualification from IDM.

## Out of the many programmes offered by IDM, which ones would you say attract a lot of students and why?

I would say the programmes that attract lot of students is Bachelor of Public Health with a total of 462 students in Gaborone campus and 170 in Francistown. This is because according to statistics Botswana the health sector is one of the sectors that are not saturated in the country.

## What would you say were your greatest milestones in 2017?

- An increase our student population by 65%
- New programmes were introduced being Bsc in Computer Networking and Software Engineering; BBA Travel and Tourism each with total of 36 and 40 students respectively who are sponsored by the government.

## What are some of the challenges that the Registrar's office encounter on a day to day basis?

The main challenge that the office has is that due to the high number of clients that the office receives it has to cater for all their needs. There have been instances, when we would really get constrained, especially with students with special needs due of limited resources.





Happy  
BIRTHDAY



Warmest birthday wishes to our **January 'babies'**. Many happy returns!

#### November birthdays

Name	Date
Treasure Ndlazi	22/01
Benkosi Madlela	23/01
Boitshepo Moseki	01/01
Tumelo Kwapa	01/02
Stanford Phokedi	01/18
Mankalimeng Tlake	08/01
Mamatsoai Nkoe	20/01
Monty Letubo	01/01
Keamogetse Kgwee	01/21
Kenosi M	01/26
Sandra Makgokolo	01/01
Siphiwe Madabe	01/29

## BLS EVENTS

### BOTSWANA

Event	Date
<b>Visit by Indiana University</b>	23-28 January
<ul style="list-style-type: none"> <li>Mentoring &amp; Coaching training of faculty staff</li> <li>Mentoring &amp; Coaching of 30 young entrepreneurs</li> </ul>	



IDM/IU on Safari tour of Mokolodi Game Reserve

### UPCOMING EVENTS

### LESOTHO

Event	Date
EXCO and Academic Council	19 – 23rd February 2018
Board Meeting	21st – 23rd March 2018
Inter-campus Games	24th – 28th March 2018

### SWAZILAND

Event	Date
Mlindazwe Career fair	15 March 2018
SRC Elections	February 2018

### Upcoming IDM Sport Events - By Galefele Bigman

Date	Activity	Venue
16th February	CUCSA General Assembly	Gaborone
17th February	Athletics- CampusTeam Selections (IDM)	Gaborone/Francistown
24th February	Developmental Games	Zimbabwe
26th February	Athletics Competition-Bracket B	To Be Announced.
3rd March	Special Needs Games	Gaborone
10th March	Athletics Competition-National Championships	Francistown