



IDM GROWS GREAT MINDS!

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IDM Celebrates Joint Graduation in Botswana



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.

Growing Great Minds

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IDM Swaziland Board Member, Prof Patricia Joubert receives a token from Swaziland Country Director, Nonhlanhla Dlamini



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Editor's Note

This piece provides a graphically emboldened flashback as IDM wraps the unforgettable academically prolific year of 2017. Links to press articles in the 'IDM in Media' – 2017 column continue to narrate the IDM agenda. In admiration, IDM celebrates 'great minds' in academic ambience through joint graduation ceremony on 24th November 2017. The highlight, show-stopper and most memorable moment was when the University of Bolton's Professor Julian Coleman bestowed upon Mothusi Mashumba, MSc (Project Management) an award for excellent performance. IDM Valedictorian, B.Ed (Management and Leadership), Lorraine Fourie, nicknamed 'Fire' illuminated the podium with a heart-rending speech presented from the heart.

As one of the first higher learning institutions to be ISO Certified a decade ago, precisely 29th May 2007 and consistently quality verified, assured and certified, IDM has taken a deliberate action to intensify its research agenda. Before the graduation ceremony, the Institute had just emerged from its 3rd Biennial Research Conference in Swaziland from 2nd-3rd November 2017, where refined academics, scholars of note and research luminaries had converged to cultivate and further nourish 'great minds' under the theme: 'Growing Great Minds': Global Competitiveness through Training, Research and Consultancy. As build-up to the conference, IDM Botswana Campus, in partnership with Emerald Publishing trained the first cohort of Student Knowledge Ambassadors. Cherry on top, the Mountain in the Sky's Online Public Access Catalogue (OPAC) is accessible from anywhere in the world at <https://IDM.librarika.com>.

In a similar vein IDM, as an active partner of the Botswana Libraries Consortium (BLC), participated in Open Data Open Science National (ODOS) Workshop 30-31st October 2017 at The University of Botswana Conference Centre. As the whole scientific world converges in Botswana on 22nd -26th October 2018 for the second edition of International Data Week (IDW 2018) in Gaborone, Botswana, how apt could have been the opportunity?



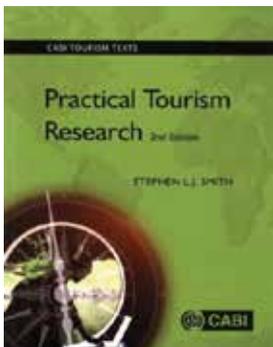
iNews Editor,
Bobana Badisang

In the letter and spirit of Education with Production, nine (9) young entrepreneurs were taken through a one week Entrepreneurial Development training programme, on IDM sponsorship. IDM Francistown Campus took part in two Boot camps organised by Nata Senior Secondary School and Mater Spei College.

We welcome great minds, senior consultants HR&OD and Public Health based at Lesotho and Francistown Campuses respectively. We ululate in celebration IDM's own 'babies' born between the months of October and December.

Sport offers IDM Community a change from the monotony of their daily life.

iNews signs off to end the year with Carols by Candlelight Christmas Party – 14th December 2017.



Practical Tourism Research (CABI Tourism Texts). 2nd ed. Oxfordshire OX: CAB International.

By Smith, Stephen L.J.(2017)

Outlines the concepts and tools essential to understanding, managing, and conducting research. Taking a practical approach throughout, the book provides advice on the use and cautions associated with some common research designs and tools used by tourism researchers.

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Editorial

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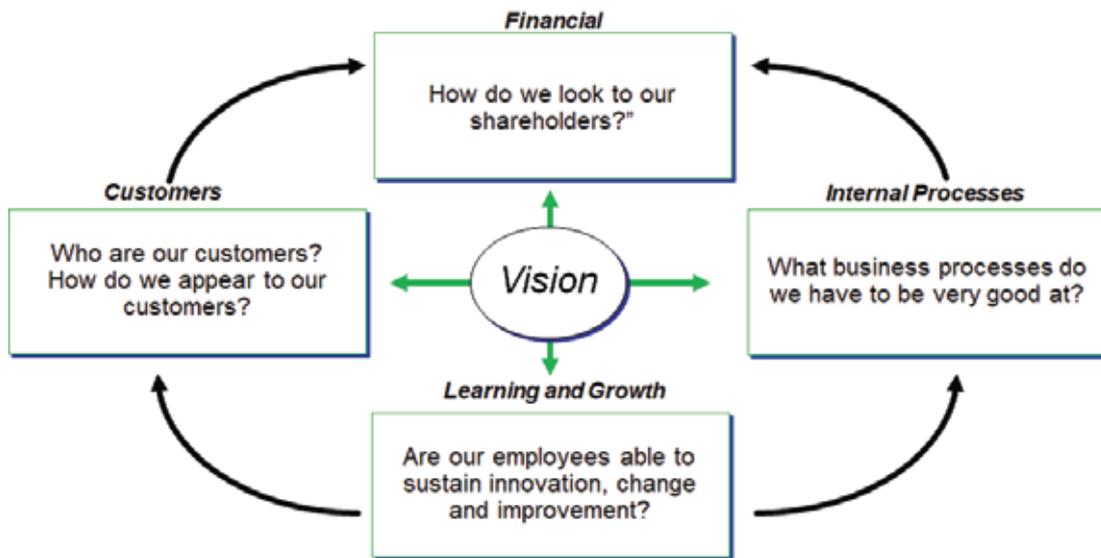
iNewsletter is a monthly publication of Institute of Development Management. The newsletter is designed to provide a platform for information exchange between employees, students and management in the three campuses of Botswana, Lesotho and Swaziland. Views and opinions expressed in this publication 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.

TRANSLATING OUR CORPORATE STRATEGIC PLAN 2016 – 2021

- By Thabiso Ntlole

One of the key aspects of our strategy is the translation of our Corporate Strategic Plan 2016 – 2021 into measures and targets. Through the strategy translation process, the strategy is designed into a framework which depicts clear links between strategic objectives and the impact therein. The balanced scorecard is a first in class approach for looking at our performance from four different perspectives and translating the strategy into operational terms.

Our initiatives implemented in the current planning period and the future were directly drawn from our strategy. Our strategy has set the baseline of initiatives we will undertake, and all our initiatives are meant to drive our strategic agenda.



IDM hosts Director of Public Service, Gambia



Pictures from Right: Mr Chida, Ms Mosienyane (OP), Mr Kuyateh, Mr Batlhophi and Ms Mathuba (OP)

Following a visit by IDM Regional Director, Mr Richard Malikongwa to the Republic of Gambia mid this year, the Director of Public Service in that country, Mr Nfamara Kuyateh returned the favor and visited Botswana, Lesotho and Swaziland campuses in the quest to assess the Institute's offering in terms of infrastructure.

Mr Kuyateh was also bench-marking for best practice around issues of governance.

During his visit, he had the opportunity to pay courtesy visit to the Office of the President where he met senior government officials to capture learnings on Botswana's 50 years democracy. The Republic of Gambia has a new government following years of civil unrest under military rule.

Under its 2016-2021 strategy, IDM looks to grow its presence beyond BLS.

"With this new partnership, we look forward to collaborate more with the government of Gambia and offer them our products and services. IDM has been in existence for more than four decades now," said Thabiso Ntlole, Strategy, Projects and Communications.



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.

our family and wish them a warm and happy stay, we also profile our Consultants who continue to take our brand to greater heights. In this Issue, we celebrate Mme Bontle Motshidisi in Francistown

Whilst in this edition, we welcome new employees to



Rethabile Sylvia Melao joined IDM Lesotho in November 2017 as Senior Consultant in HRM&OD discipline. She has held several positions in Lesotho's public sector including being Organisational Development Officer, Service Delivery Internal Consultant and HR Officer in the Ministry of the Public Service and Parliament of Lesotho - Senate Office.

Rethabile also has years of experience in consultancy having worked in

different government frontline services ministries. She holds a Master of Public Administration in Human Resource from the University of Botswana and B-Tech in Human Resource Management from Vaal University of Technology (SA).

Rethabile is married with two kids. She is a spiritual somebody who likes to spend most of her free time in church. She likes reading, singing and touring.

Meet **Bontle Motshidisi**, she joined IDM in October 2016 as a Senior Consultant in the department of Public Health based in Francistown. She facilitates students learning across all

levels in public health and programmes in the area of research. She is a mother of two beautiful ladies. I have passion for classic music and nature.



'IDM in Media' – 2017 Column

- By Keamogetse Kgwee

Keamogetse is a Library and Information Specialist at IDM Library.



2017 was a year filled with fond memories of our brand. We worked hard to remain visible, at the same time hosting news-making events that captivated much interest in the media fraternity, who also kept giving us positive feedback. The months of October and November gave us a springboard to jump even higher in our brand visibility space. The Research Conference in Swaziland and the Joint Graduation ceremony in Botswana both heightened our presence and made us a truly preferred service provider in the market. We were featured in almost all the news channels, and we strongly believe that we will carry the momentum into 2018.

- Botswana Gazette Reporter. (2017) IDM graduation ceremony attracts multitudes. **The Botswana Gazette**, Wednesday 29 November - 05 December 2017, pg. 28.
- Botswana Gazette Reporter. (2017) IDM convenes its 3rd Biannual Research Conference in Swaziland. **The Botswana Gazette**, Wednesday 15-21 November 2017, pg. 11.
- Makhubu, Manqoba. (2017) IDM SD hosts third research conference. Press Reader, 1 November 2017. <http://www.pressreader.com/swaziland/swazi-observer/20171101/282029032490859>
- The Patriot News Beat Reporter. (2017) Unlocking value: Man behind the rising IDM brand. The Patriot on Sunday (News Beat), November 2017, pg. 18-20.
- Weekend Post. (2017) IDM donates to Boswelagosi JSS prize giving ceremony. **Weekend Post**, Saturday 23-29 September 2017, pg. 9.
- Botswana Gazette Reporter. (2017) IDM success story. **Botswana Gazette (Time Out)**, Wednesday 20-26 September 2017, pg. T2 & T3.
- The Voice Reporter. (2017) IDM donates to Boswelagosi JSS prize giving ceremony. **The Voice**, Friday 22 September 2017, pg. 4B <http://thevoicebw.com/idm-gives-boswelagosi-jss-prize-giving-ceremony/>
- Weekend Post Reporter. (2017) IDM sponsors Boswelagosi prize giving ceremony. **Weekend Post**, Saturday 16-22 September 2017, pg. <http://weekendpost.co.bw/wp-news-details.php?nid=4292>
- The Patriot on Sunday. (2017) IDM-A success story. **The Patriot on Sunday**, Sunday 17 September 2017, pg. 8 & 9.
- Rakgati, Leungo. (2017) BOSSA national fair successful. **Daily News**, Thursday 14 September 2017, pg. 6. <http://www.dailynews.gov.bw/mobile/news-details.php?nid=38412&flag>
- Daily News Reporter. (2017) We support government on public health. **Daily News**, Friday 25 August 2017, pg. 7.
- The Patriot Woman Reporter. (2017) Dr O: the face of IDM Botswana. **The Patriot Woman**, July 2017, pg. 11,15.
- Dipheko, Keeletsang. (2017) IDM partners with international brands. **Botswana Guradian**, Friday 23 June 2017, pg. 7.
- Ngwako Mlilo, Portia. (2017) IDM partners with Ohio University. The Voice (Business), Friday 23 June 2017, pg. 7B. <https://thevoicebw.com/idm-partners-ohio-university/>
- Kgauhle, Calviniah. (2017) IDM to reposition itself in research. **Daily News**, Wednesday 18 June 2017, pg. 5. <http://www.dailynews.gov.bw/news-details.php?nid=36695>
- Sugar, Ontametse. (2017) IDM partners with Ohio University. The Patriot on Sunday, June 18 2017, pg. 3. <http://www.thepatriot.co.bw/news/item/4312-idm-partners-with-ohio-university.html>
- The Patriot Reporter. (2017) Institute of Development Management strengthens collaboration abroad. **The Patriot on Sunday (Business)**, Sunday 11 June 2017, pg. 9.
- Mmegi Reporter. (2017) Institute of Development Management takes service to the public. **Mmegi (mynews)**, Friday 31 March 2017, pg. 4.
- The Patriot Reporter. (2017) Institute of development Management (IDM) infuses education with tourism culture. **The Patriot on Sunday (Business)**, 05 March 2017, pg. 9.

 **Merry
Christmas
& a Happy
New Year**

Dear colleagues,

Management is happy to inform you that we will be closing for **Christmas and New Year on Friday 15th December 2017.**

We will resume on **Monday 8th January 2018.**

**We wish you all a Happy Holiday!
Board and Management.**

“Investment in My Own Excellence”

- Shanganani Majwabe

In early 2016, IDM introduced a leadership training programme called Investment In Excellence. The three-day programme was facilitated by Dr Kopano Mpuang of Pacific Institute focussing on Leading Self, with 15 Units taught by Lou Tice on video, activities, experimental exercises, group discussions, personal reflection, with the aid of the Personal Resource Manual.

A colleague, Shanganani Majwabe reflects on the programme 18 months later: *“The programme came to IDM at the time I needed it most. I was left with a week to take over a managerial role since my former supervisor was leaving the employ of IDM Botswana. The programme was more flexible and easy to absorb. It helped sharpen my leadership qualities and competencies. The training also offered a variety of learning styles that later helped me to acquire features of high performance culture on my career path, as well as how to*

enhance learning and application of educational perceptions. The cream on top of the cherry was to unfold scotomas in our minds. Scotomas are sensory lock-out of information from our environment. As you lock-on to something you are as well locked-out of something. I learned that scotomas help one to concentrate. The dilemma with scotomas is we don't know where they are because they are a blind spot in our minds.”



2017 IDM Joint Graduation Ceremony through the lens





IDM Swaziland holds end of year Christmas function

By Nontobeko Dlamini

2017 was ushered out in style with an end of year function for the IDM Swaziland campus staff members.

The event took place at Mdzimba view in Ezulwini an outdoor popular braai location situated near the scenic Mdzimba Mountain. The event was graced by the Regional Director Richard Malikongwa who thanked the team for their tireless efforts put in throughout the year.

Representing the board was professor Joubert who also appreciated the hard work rendered at the Swaziland campus. The event saw to staff members dancing the afternoon away, exchanging of Christmas gifts and enjoying the prepared lunch.

Also present at the function was Strategy and Communications Thabiso Nhole and Country Director Swaziland Nonhlanhla Dlamini.

Brand New IDM Research Book Review

- By Bobana Badisang

Training, research and consultancy: pillars for knowledge and sustainable economy?

Author: Institute of Development Management (Gaborone, Botswana),
Publisher: Gaborone, Botswana: Lightbooks, 2017.
Copyright: The authors of each paper individually, 2017
Edition/Format: Print book: Conference publication: English
Subjects: Economic and social research; education and training; Entrepreneurship; gender issues; ICTs; Botswana; Swaziland; Malawi; Southern Africa.

Web Version: <http://online.nextflipbook.com/dole/33vs/>

The book consists of 10 select research papers from the 2nd IDM Biennial Research Conference proceedings. Subjects of interest among others include: gendered entrepreneurship; SMEs; health monitoring; ICTs: e-resources and social media; knowledge management; education and training; graduate employability opportunities; and academic honesty. Of the 15 contributors, 8 are IDM and members and alumni. The book is published by a notable scholarly publisher of Botswana, Lightbooks. Among contributors are prolific authorities and noteworthy scholars in their respective fields with a high research impact factor: Onalenna Seitio-Kgokgwe, Tshiamo Keakabetse, Yaone Rapitsenyane.

IDM TRAINS EMERALD-KNOWLEDGE AMBASSADORS

By Galefele Bigman

On Monday 30th October 2017, the IDM Library in conjunction with Emerald Publishing Company, held its first IDM-Emerald knowledge ambassadors workshop facilitated by Mr Sibu Zondi, the Regional Manager-Sub – Saharan Africa where about 20 members of the student representative council (SRC) and class representatives were introduced to the; importance of modern technological tools in research, teaching & learning – with attention to the future of Emerald, how knowledge ambassadors can contribute significantly to

enhancing and ensuring optimum access to library services by their peers and the role of Emerald Knowledge Ambassadors initiative in promoting and influencing quality learning among the ambassadors themselves and the students community at large.

 **emeraldinsight**

STUDENTS AFFAIRS

Francistown Mall Activations

Francistown campus, in conjunction with IDM Marketing recently organised Mall Activations across the city to mark IDM presence, especially as the year draws to an end. The purpose of the activations was to create awareness among the Francistown community about IDM product offering and the array of services given to our clients. When we first establish new products, they are virtually unknown to the general public. Through activations, we offer our customers an experience that gives them a personal connection to our brand.

“Activations are ideal in that they create an opportunity for us to showcase our services at the same time creating excitement about our brand. In Francistown we managed to engage the

general public and sensitise them about IDM and the many products we offer. We believe that through these interventions we will be able to attract more customers to take up our programmes. As you know, our strategy focuses on making us the preferred service provider in the market, and this is one of the many interventions that we can use to achieve this mandate,” said Paul Liato, Francistown Campus Manager.

IDM Francistown Campus also took part in two Boot camps organised by Nata Senior Secondary School and Mater Spei College. The two events helped IDM to market its products to school pupils who attended the Boot camps.



Paul Liato, Francistown Campus Manager



IDM Records Officer, Tshego Matshaba (R) engaging a client



To our Student Community

We thank you for your dedication and commitment to your studies and the IDM brand.

We wish you and your families a Happy Holiday. Please come back re-energized in the New Year!

IDM Management

IDM Lesotho Library Catalogue goes Online

By Bobana Badisang

Congratulations to IDM Lesotho Campus Library! Their Online Public Access Catalogue (OPAC) on Librarika is accessible from anywhere in the world at <http://IDM.librarika.com>. Librarika is an Integrated Library System (ILS) for managing the library online. One can also leverage this wonderful library information platform to manage their organization's library, family library or even your own personal library online. The ILS integrates a bibliographic database, a patron database and has powerful searching functionalities. Some of the features include 'ask librarian' and discussions among others. Library statistical data is accessible through a dashboard that instantly provides data on processes. The system also provides information on top collections and new arrivals. Patrons may also send reviews online. Well done!

IDM sponsors young entrepreneurs

Nine young entrepreneurs were taken through a one week Entrepreneurial Development training programme, thanks to IDM sponsorship. The trainees were selected following a partnership between **IDM and the Ministry of Youth Empowerment, Sport and Culture Development towards the 2nd Annual Youth Business Expo**. The Expo aimed at enhancing market access for youth entrepreneurs' products and services to grow their customer base.

Entrepreneurial Development is widely recognised as an important role player in achieving economic and



IDM Country Director, Dr. Onalenna Seitio-Kgokgwe (3rd from left, middle row), with trainers and trainees

social development, including employment creation, economic growth and poverty alleviation. It targets Start Ups, SMMEs, and people with interest in business.

IDM TEAMS TRIUMPHS AT BOTESSA NATIONAL CHAMPIONSHIPS 2017

- By Galefele Bigman

IDM football, netball, volleyball and indoor (table tennis, tennis, badminton and chess) teams were recently competing in the BOTESSA Bracket B Top 4 tournament against the likes of UB, BOTHO, BIUST, ABM, LIMKOKWING, BAC and BUAN. Martin Fanie of Yarona FM was the guest speaker with a message on the campaign against drug and substance abuse in sport.

IDM volleyball men's team won their first game against BIUST (IDM3-BIUST2) on Saturday and qualified for the final against UB later that night where they lost 3-0 even though the loss was immaterial as they had already qualified for the BOTESSA National Championship.

The young and charismatic IDM Netball team continued from where they left of last year by defeating ABM netball team to qualify for the final against UB, and just like the volleyball team their loss in the final against UB was inconsequential as they had already qualified for the BOTESSA National Championship as well.

The Indomitable IDM football team defeated ABM team 2-0 in the first semi-final to qualify for the finals against BUAN. The final was a true football spectacle as IDM came behind from a 2-0 score deficit and scored 2 quick goals in the last 10 minutes of the game to force it into a penalty shoot-out where BUAN won 14-13 on penalties. IDM football team had nonetheless also qualified for the BOTESSA sport extravaganza. SRC Assistant Minister of Sport, the enigmatic Mr Phomolo "Dacho" Leoke emerged the only player to qualify for the national championships in badminton in the indoor category.



The young and charismatic IDM Netball team

The honourable SRC minister was also the defending badminton champion in the national championships as he won gold in the last BOTESSA national championships in 2016 held in Francistown.

During the games, IDM football team scooped 4th position. The netball team performed exceptionally well and made history as they won a silver medal. IDM volleyball men's team also won their first ever medal, a bronze (in the BOTESSA Nationals). We also managed to defend the Badminton Gold medal (by Mr Phomolo "Dacho" Leoke).

The coaching team was made up of Oaitse Ketshabile and Annah Mbangiwa (netball), Musa Bolokang and Gaboutlwelwe Kealaola (volleyball) Tefo Molatlhegi and Keamogetse Kgwee (football), Boikhutso Tawana (basketball) and Galefele Bigman (sport coordinator).

HAPPY BIRTHDAY

TO YOU



We celebrate your most special day with you! A happy belated birthday wish to our **October and November 'babies'** and happy birthday to our **December 'babies!'**

October birthdays

Name	Date
Rethabile Melao	16/10

November birthdays

Name	Date
Libuo Kotelo	23/11
Palesa Mokotoane	25/11
Regina Nkhahle	28/11
Annah Mbangiwa	18/11
Julia Motshegwe	05/11
Musa Bolokang	06/11
Thato Monyatsi	20/11
Tuduetso Mathodi	10/11
Grace Mojela	08/11
Seetie Mpoeleng	15/11
Galamoyo Phillime	11/11
Matshidiso Gakepina	27/11
Tsholofelo Mathibe	11/11
Elijah Moakofhi	21/11
Fidelia Manyake	07/11
Kebabonye Gabaake	11/11
Amantle Motsilanyane	25/11

December birthdays

Name	Date
Precious Selatane	27/12
Mokgadi Setlhare	03/12
Goitseone Galekhutle	27/12
Tebogo Podisi	18/12
Tatlhego Mogende	24/12
Motlabaseyo Kgosidintsi	25/12
Shanganani Majwabe	04/12
Onalenna Babutsi	31/12

BLS Events



BOTSWANA

Event	Date
Christmas Party	14th December 2017
Carols by Candlelight	14th December 2017
IDM Knowledge Ambassador Training, Francistown	
IDM Research Conference	2019



LESOTHO

Event	Date
Christmas Party	
Intercampus Games	
IDM Knowledge Ambassador Training	



SWAZILAND

Event	Date
Research Conference book launch	
Christmas Party	
IDM Joint Graduation Ceremony	
IDM Knowledge Ambassador Training	