

Employee

AFRICA

BE WORLD CLASS

ATTITUDE VS SKILL-
WHAT TO HIRE FOR

PACKAGING
A BRAND

100 YEARS:
CELEBRATING
DR CHIEPE

EA SUMMIT
2023

Celebrating CHIGWENYA

CYNTHIA CHIGWENYA

Political Researcher & Pracademic
Youth Ambassador for Southern Africa

ISBN 978-99968-953-0-2



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ABSA EMPLOYEES SHINE AT ONE YOUNG WORLD SUMMIT



Kenanao Phele

Brand and Digital Marketing Manager
Absa Bank Botswana

The impact of the summit is unquantifiable honestly. One Young World brings together change-makers from every corner of the world together, so it's not a talk shop like most summits are because the problem solvers are in the room and sharing with all how they have solved some of the urgent issues in their communities. One of my favorite topics discussed was Ethical Leadership which is urgently needed across the globe and each one of us can contribute to that by committing to integrity, equality, diversity, and inclusion amongst other things. That's what I have purposefully internalized and will be striving to incorporate these principles in my daily interactions with my colleagues and stakeholders. Lastly, you can't come out of the One Young World Summit and not have another layer of boldness and bravery. Those 4 days and the subsequent community you become part of are just natural drivers toward a better version of yourself.



Tlotlo Motlamme

Customer Experience Officer
Absa Bank Botswana

The summit has unlocked networks that I would have never imagined I would have. The depth and diversity of the networks make it easy to share thoughts, and ideas and access support with all my initiatives. This access makes it easy to run successful and impactful initiatives. Absa not only gains an empowered and re-energized employee but an impact agent with deep relationships with 'the world' ready to drive change. The summit has also helped to refocus on what organizations like Absa can do to drive meaningful change and we are already working on some amazing initiatives to make a meaningful difference.



Keabaka Bome

Governance and Control Officer
Absa Bank Botswana

The summit has enabled me to progress not only with my career but with my personal impact project. I have a growing passion around women's representation in STEM subjects, more especially in Technology. Research has shown that only about 25% of the female population across the globe actually build careers in Tech. Technology advances tremendously every year, this leaves me wondering if my gender would be fully represented in a now-growing digital world. The summit has brought life to my ideas as we had a whole plenary session on gender equality where industry leaders expressed the concerning, plummeting trend of females in the Tech industry. To say this session fueled the fire that burnt within me is an understatement. I realized then that my desire to make this impact is a far much needed cause.



Omphile Nkokou

Legal Officer
Absa Bank Botswana

From the moment I landed, I was already telling my colleagues about my learnings from the Summit. I have so many ideas about how we as Absa can become a sustainable business, especially in our corporate social responsibility space. It is imperative that the activities we as a bank engage in as part of giving back to the community are sustainable projects which the community will continue to benefit from long after we have engaged with them. In addition, all the Ambassadors from Absa Group have set up a working group, the idea is to collaborate on one social impact project which will be delivered in our individual countries and across Africa. We have literally hit the ground running. We are exploring ways of identifying a common need across the continent and merging it with Absa's commitment to playing a shaping role in society.

Employee **AFRICA**

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EDITOR'S NOTE



YVONNE MOOKA

Editor-In-Chief
Employee Africa Magazine

Two years I decided to quit my job. I was working for two (2) leading local newspaper publications.

For someone who was doing well in the media, my resignation attracted a lot of questions from different people. While some were against my decision, others gave me their blessings.

Here is the thing: Quitting a job is not the easiest move ever! You have to sit down and think and plan hard. Often times we hear of workplace conflicts. People fight,

sabotage, bully and do all sorts of ugly things to others. This is bound to happen because we spend a lot of time at work. Actually, research shows that the average person will spend 90,000 hours at work over a lifetime. Andrew Naber, US psychologist in his survey found that we spend a lot of time at work and it really affects people's general happiness, and also life outcomes. Mental health in the workplace is a serious issue. We discussed this in our previous issue.

Other than mental health, I always talk to people about character. I learned during my early years in the corporate sector that character can either close or open doors for you. The late Dr Myles Munroe puts this way, 'You will keep by your character what you attracted by your educational qualifications or good looks.' We have an article on ***The Importance of Character at Work*** and we believe it will inspire you, especially as an employee. It's a dog-eat-dog out there and if you lack character, you'll be a bitter employee. Skill-sets are not enough.

Going back to my news reporting years, when I joined the industry, most of my colleagues were older my mother. Like, over 50 years old. These are what we call industry veterans. There was a vivid generation diversity. As you flip through the pages, you'll be empowered on ***Genera-***

tion Diversity in the Workplace and see where you fit. It will also help you understand your colleagues better.

As Employee Africa magazine, we want you to be the head and not the tail at work and in your business. The workforce is competitive. Our Etiquette coach has written an eye-opening article on ***How to be World Class***. You need to also have the proper skills to sell your brand, and this is where etiquette comes in. Self-Leadership is very critical in today's world. You must be vision-oriented, and that's what our President here at Employee Africa Mr Mompoloki Makwana always encourages at his coaching sessions. He has written an insightful article on it. We have also featured Botswana's finest fashionista and popular businesswoman Mpho Laing. She has since moved to Nigeria where she is making great moves. She has always been unstoppable. A force to reckon with.

See, the existence of Employee Africa magazine is to empower employees and business leaders today to create vibrant workplaces. We believe in you. There is greatness in the inside of you.

I hope you will enjoy our second edition and I look forward to your incredible feedback.

ABOUT THE EDITOR

Yvonne Mooka is a multi-award winning journalist from Botswana who joined The BBC after a decade with The Botswana Guardian and The Midweek Sun news-

papers. She is also the founder of Yvonne Media International. She recently joined The New York Times as a correspondent from Botswana.

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The Future of Work

Facing Adversity Today



FOUNDER
Mompoloki Makwana

Time heals everything. Beautiful moments come and go. Hard times come and go. Nothing lasts forever. "This too shall pass" is the statement we use for all seasons, they come to pass. The world is in the pain. Everyone can feel it; the young and the old, the rich and the poor. We are all under one blanket of pain. With all these happening around us, we are still hopeful and we have faith that this too shall pass. It will be a thing of the past that we will talk about as history with our upcoming generation.

As we go through the hard times, we should also keep our eyes on the new era that is unfolding ahead of us. Every era gives birth to the next one, we are in a transition phase. Things are not going to remain the same as it was before. Our families are being challenged, our workplaces are challenged, our businesses are facing hurdles. It is a rough journey. What will happen after all this passes? A new era will surface. As we face today's problem, we are also in transition to create a road map of what we are going to do next. Here are some tips I would like to share with you in this era of transition and healing.

Learn from the difficult times, don't make them more difficult!

Get your facts right. Get information from trusted sources. This will help you. Some media platforms are fueling fear, avoid accessing information from them. Fuel your faith and not your fears. Things have changed already, our finances, relationships, and businesses are no longer the same. Find alternatives for creating a bond, and establishing platforms to create opportunities for yourself and for others.

Be flexible and switch things up!

Things will never be the same as before. Do

not be stuck on what used to work for you. Find better methods, processes, and communication methods that can open opportunities for you and those around you. It is true what Albert Einstein said: "adversity introduces a man to himself". Go deep into the inside of you and find out what you can introduce in times like this to provide service and value to the community. Use available platforms to provide service to those around you by disseminating factual updated information to help in dealing with the crisis. Get creative. What can you introduce in a time like this one?

Identify what you are grateful for!

It is challenging to be all positive in times like this. But look around you, you are still here and that means you are still in the game. We have lost so much yes! But you are still here and that is something you have to be grateful for. List all things that you are grateful for today in the midst of all this trouble. It will help you to look at things from a different perspective and attitude. That's a better step when it comes to healing and going through adversities.

Do not focus only on things that are going wrong. Focus more on what is going well also. It will bring the light you need and the courage in you to face your situation. You may have lost a lot, you may be going through lots of heavy painful emotions but look at life from a different side. What is better right now? What do you have to have right now? That little progress and light can bring the little sunshine of hope to your hard times. Take one step at a time. Things get better with time.

Become stronger from this.

Every adversity has its own chaos. It has its own lessons. Learn from this and do not let it break you but build you. Let this be a moment

where you are becoming more intentional and present in your relationship with your family, friends and colleagues. Let this be a driving force for kindness, support and love. Let this be a building block to a life of more intention, forgiveness, togetherness and more unity. We do not have control over what we are facing but we do have control on how we are responding to this and that is our superpower. We can choose to respond with fear, hate and a bad attitude or we can choose to respond with more kindness, love and unity. Let's choose love. Forward we go.

Build your community.

This time is not only about taking care of your family. It is about being a blessing to those around you, your neighbors who may have nothing at all. Or your colleague who may be the only bread winners to a family of more than 10 or more. However way you can help, be of service. Be a blessing to those around you. Do what you can to make sure that your neighbor has something to eat at the end of the day if you can. When you get a chance, ask to find if others are okay or if they need help. It will go a long way.

Welcome to another issue of Employee Africa magazine.



A full-page portrait of Cynthia Chigwenya, a Black woman with her hair pulled back, smiling at the camera. She is wearing a black blazer with a white vertical stripe down the center and a white belt. The background is a warm, out-of-focus interior with orange and yellow tones.

CYNTHIA CHIGWENYA

Political Researcher & Pracademic
Youth Ambassador for Southern Africa.

Celebrating CHIGWENYA

Celebrating CHIGWENYA

Cynthia Chigwenya is a political researcher and pracademic. She has conducted studies on reconstruction in post-genocide Rwanda, conflict mediation in South Sudan, traditional justice mechanisms and reparation grants in post-conflict societies. Her academic background is Criminology, Criminal Justice, and International Studies; she holds an MA in Development Studies and an MPhil in Social Policy and Development. Cynthia currently serves as the African Union's Youth Ambassador for Southern Africa, advocating for the adoption, and implementation of National Action Plans on Youth, Peace and Security (YPS) in SADC. She promoted YPS priorities at the expert discussion on 'Key Outcomes of the 2022 EU-AU Summit,' spoke at the 6th-anniversary of UN Resolution 2250 and recommended the AU's Peace and Security Council to proactively partner with youth in tackling insurgencies in Cabo Delgado, Mozambique. Cynthia works as a Programme Coordinator for Political Dialogue in Sub-Saharan Africa at Konrad-Adenauer-Stiftung, a German political foundation. She has previously held research positions in the South African Parliament and at the National Genocide Commission in Rwanda.

Milestones reached, individually and collectively since appointment in November 2021 and our official assumption of duties in February 2022.

- I participated in the Continental Dialogue, held in Burundi, where the Bujumbura Declaration on Youth, Peace and Security (YPS) in Africa was signed and later endorsed by the Peace and Security Council (PSC). Accessible via <https://www.peaceau.org/uploads/eng-bujumbura-declaration-on-continental-dialogue-on-youth-peace-and-security-24-april-2022.pdf> to access this document.
- I advocated for youth inclusivity in peacebuilding during the 6th-anniversary celebration of the United Nations Security Council Resolution 2250.
- Conceptualised, organised and moderated the Regional Sensitisation Workshop on Promoting and Capacitating Youth Peacebuilders in Southern Africa (hybrid), accessible via <https://youtu.be/>



bwo8d_hTKJ8

- I co-moderated a session on Regional Collaboration during the High-Level Conference on Youth-Inclusive Peace Processes/ Doha Conference.
- Delivered concluding remarks at the 1st Joint Retreat between the AU's PSC and the African Peer Review Mechanism, highlighting the role of youth as peacebuilders.
- The recommendation proposed by the Youth Ambassador for North Africa on conducting an empirical study on youth migration, peace and security was accepted and included, verbatim, in the PSC's communique in March.
- I participated in the African Union's Borders Programme meeting between Zimbabwe and Zambia over the joint governance of the Zambezi waters and
- Promoted YPS priorities at the Expert Discussion on 'Key Outcomes of the EU-AU Summit 2022', organised by the Ger-

man Africa Foundation

- Recommended the proactive partnering with, training and building capacities of youth in Mozambique during the 4th open session of the PSC.
- I also participated in the Gender-Responsive Budgeting (GRB) deliberations at the SADC Secretariat Parliamentary Forum's Statutory Meeting of the Standing Committee on GEWYAD in Johannesburg.
- Advocated for partnerships with youth peacebuilders' networks during the Africa Security Dialogue, held in Somaliland.
- Presented Southern Africa's shared values on YPS during the ministerial meeting on YPS in Harare, where over 15 member states, I/NGOs, CSOs and youth networks were represented.
- Spoke at the ASWAN Forum and shared methods for enhanced systemic integration of youth and women in peacebuilding and development.



- Participated in the Roundtable Dialogue on Developing and Implementing National Actions Plans on Youth, Peace and Security, held in Nigeria, which is the only country with an institutionalised NAP in Africa.

- Moderated a session on developing National Actions Plans on Youth, Peace and Security in Southern Africa during the High-Level Ministerial meeting. The objectives were to transfer lessons from Nigeria's experience in developing a NAP.

- Regional administrators of the YPS Network for Southern Africa, which has over 260 representatives of youth-led groups/organisations and individual peacebuilders.

- During the Black History Month Celebrations, hosted in February 2022 by

the African Union's Ambassador to the United States, I moderated a session on economic and social opportunities between African residents and their diaspora counterparts.

- At the regional symposium on the Role of Youth in Promoting Transitional Justice in Southern Africa, I engaged with 16 youth representatives from SADC, including the Indian Ocean States at.

- Participated in the Inter-generational Dialogue reflecting on the Continental Framework on Youth, Peace and Security.

- Engaged with the Executive Director and YPS researcher at the Institute for Security Studies on priorities for my term and discussed possible collaborations.

- **Trends:** The Youth Bulge, Security, and Peace in Africa Center for Strategic Studies, US Defense Department x African Union engagement

- Guest Speaker at the All-Africa Conference of Churches (AACC) Youth Congress on the role of the church and religion in peacebuilding and development.

- Made a presentation on youth, peace, and security priorities at a "Populism and Social Cohesion in Southern Africa" workshop at the Institute for Justice and Reconciliation in Cape Town.

- Delivered a keynote address at the Inter-generational Dialogue on Women Peace and Security in Pretoria, hosted by the South African Government, the Embassy of Ireland and the Institute for Justice and Reconciliation (IJR).

- Meeting with Zimbabwe's National Peace and Reconciliation Commission (NPRC) after which two focal persons were appointed to facilitate the development of a NAP.

- Engaged with the Maritime Security team at the Institute for Security Studies on ocean governance, blue economy management and youth-inclusivity within that sector. Also explored the broader nexus between youth and maritime security in Southern Africa.

- Designed a preliminary roadmap for the adoption, development, and implementation of a National Action Plan (NAP) on Youth Peace and Security in Zimbabwe, which was approved by the National Peace and Reconciliation Commission and the Ministry of Youth, Sports, Arts and Recreation.

QUOTE

I am excited for the next generation of African youth, particularly young African girls who no longer have to dream of or imagine young women in politics. Despite shortfalls, I appreciate the progress made towards youth-inclusion and I motivated by the prospects of such developments.

- Cynthia Chigwenya, Youth Ambassador for Southern Africa.

Expert Panel



GENERATION DIVERSITY IN THE WORKPLACE

Written by SHIMITA J. MUSSAGY

Workplaces are organisms that are continuously evolving, and we have seen in the past decades the role of technology as played in how we work and communicate inside organizations, with our customers and in our personal life. But technology is not the only reason we see these changes. With globalization, we have a more diverse workforce with different ethnicity, gender, sexual orientation, location, nationality, disability status, skills and age.

In this article, we will focus on age factor and the generation gaps that we encounter in today's workplaces. If we look around our offices, our co-workers are from different age groups. Presently in an office, we can have five generations working, with each group with their one set of ideas, knowledge and skills. Each generation has their own characteristics that are defined or influenced by the political, economy, social and the culture of their environment where they were raised. The Silent Generation or Traditionalist were born between 1925 to 1945. As the name suggests, they were traditional people with very deep strong morals, civic duty, patriotic loyalty and work ethics. They were born and raised during the Great Depression and World War II, and that shaped them into a need to have economic security, and that could only be achieved through hard work and prudence. They were educated to respect others and authority, allowing them to develop strong interpersonal skills.

Because of the era they were born and raised, they were determined individuals that knew how to persevere in face of adversity and being resilient in challenging circumstances. Many silent generations individuals have retired, but the need to interact with others and financial reasons some remain still in the workforce.

The traditionalists believe in authority and, therefore respect what management decides without questioning. Although willing to work with others, they prefer to

work by themselves. They thrive better with structure and prefer a formal and hierarchical environment. To benefit from the multi-generation environment, they will need the help from younger peers with technology and, in exchange they can pass on skills and mentor them in exchange. When recruiting for this generation, they will value your company history and what will be their contribution for the future of the organization. To retain, benefits and a good pay is crucial, as well





as, responsibility and recognition for a job well done.

Baby Boomers were born between 1946 to 1964. In that period, we can see an increase on child birth and a post-war economic boom. That allowed this group to become larger than the previous generation. They are workaholic, as they are driven by prestige and professional advancement. Self-assured individuals, independent, strong work ethics and goal oriented. Baby Boomers style of management is participative. They are loyal to their employees and are more inclined to accept chain of command. As a form of motivation, they want to be recognized for their input and worth.

Challenges that you can encounter with this group are that they are not very comfortable with work/life balance, flexible schedules and can be cynical and judgmental. In terms of recruitment, they will value your company mission and will expect that you will respect their experience. When hired, they expect moderate feedback and peers' recognition. Money, bonus and titles will satisfy this group and be more unlikely to leave your company. With Generation X (1965 - 1981), the

group is referred as the latchkey generation because most of them had both parents working and had little adult presence. The good side of that was that they became very adaptable and independent adults and that can be seen in the work environment. They are the generation of mobile phones and computer revolution so they are tech-savvy and are described as digital natives. Contrary to their parents, they choose to have a work/life balance instead of being workaholics. They're communicators, are willing to learn, are determined, and outstanding multi-taskers. They like to challenge other ways of thinking and be involved in decision-making.

Communication is important for Gen X's as they believe in leadership through competency. They can be driven to better perform by flexible work hours, structure career path, mentoring and ongoing training. When recruiting, be direct and clear about what the position entitles, so they can decide they are a good fit because they value work satisfaction. Bonus, stocks of the company, benefits and flexibility are important to retain these professionals.

Millennials or Gen Y (1981 – 2000) are the largest world population and are ethnical diverse, open-minded and support diversity and inclusion, as they connect and develop relationships with people from all races, ethnicities and age. They have grown up in a tech and web environment – social media and always “online” - internet and cell phones are a priority. Constantly experiencing the progress of technology and a constant changing world, they are good in accepting change and know how to benefit from the tools that are available to them. Curious individuals, they appreciate work as team, so they can exchange ideas with her peers. They value regular feedback and acknowledgement for their work. Eager to acquire new skills, they value mentorship and learning. They are focused in corporate social responsibility and seek companies with a purpose besides profit. This generation is attracted by work/ life balance, flexibility and career development.

Millennials want leaders to mentor them and given them opportunities to growth. Because they are inexperienced, they need more structure and supervision. As individuals, they have an optimistic view

“ Millennials want leaders to mentor them and given them opportunities to growth”



of life and it's important that they have work/life balance. When managing this generation, consider that time is important and they will want flexibility in work hours, a relaxed work environment where they can have interaction with others. One of this group challenges are that, they require constant feedback and will need some help adjusting if they need to work alone. When recruiting these professionals define their roles, your expectations and keep in mind that technology is important and a tool for them to perform their duties. Generation Z, Gen Z, iGen or Centennials (1997 – 2012) are the younger and an ethnic diverse generation. They are highly connected to the use of communication as they belong to the era of social media

and are called tech-addicted. Independent individuals that are less concerned with privacy and personal information. More accepting and social-minded individuals, they are focused on social issues such as mental health, higher education, environment, economic security, equity and engage on civic matters and, that will reflect on the companies they will choose to work. To recruit and retain this new generation, you have to understand that they are not reluctant to compromise their career visions.

They want more work balance than the previous generations, more flexibility, authenticity and more career progression. They want realistic job posting for entry level position – how can a person that

is looking for his/her first job can have 5 years of experience? And a company that doesn't have that in consideration probably is not a good fit as they have unrealistic expectations. As said before, Gen Z want to work with companies that have corporate social responsibility policies and support DEI&B, not only in paper but in actions. They want organizations to invest in an effective onboarding process that focus in the culture of the organization, processes, goals, peer's and managers' socialization. Other factor that is crucial for this generation is L&D through mentorship programs and online courses. Conclusion Ageism is a form of discriminating and illegal in the workplace. It affects everyone. At some point, we have heard people implying that someone is less valuable or worthy of respect because of their age; or people rejecting to hire someone over or under certain age; or presumed that younger people are unskilled, irresponsible or unreliable. You are not allowed to terminate someone's employment because of their age, deny them a promotion and harass/ make jokes because of their age.

To avoid ageism that can lend you with a lawsuit, experts' advice that:

- Organizations must embrace a multi-generation workforce, where all are recognized by their contribution for the success of the company;
- Training managers and employees on discrimination & diversity;
- Defined policies that cover ageism and make sure that everyone is aware that the company has zero tolerance for any type of discrimination;
- Reward system based on performance;
- Make sure that the hiring process is not bias using diversity hiring tools;
- Be careful on layoff decision and that they are not made based on employee's age.
- Survey employees to offer generation sensitive benefits;
- Leverage technology to facilitate diversity training;

• Break down the age barriers. It's important to build work environment that encourage professionals of every age, position, talent and personality. Recognize the strengths of every generation and use them to the benefit of the organization and the development of all professionals. What steps have you taken to embrace generational diversity at your workplace? Tell us about your experience on our pages of Facebook or LinkedIn. We are all unique as individuals!

BE WORLD CLASS

Written by
SAMMY MATLHAGELA





Written by
SAMMY MATLHAGELA

I am excited to share with you some important insights that can help you position yourself for opportunities surrounding you. Every day comes with opportunities. It is upon us to avail ourselves to them. In his words, reknown motivational speaker Les Brown says 'It is better to be ready and not find opportunities than to find opportunities and not be ready.' How true can that statement be? With that, let us dive in and find out what can turn us into the magnets to attract great jobs or what we need to do to create our own opportunities and jobs.

In this era of advanced technology where automation is a new craze, most sectors which were popular in the past are fast approaching saturation. The labour demand in these sectors has decreased due to the introduction of machines and software, thus contributing to the constantly escalating graduate unemployment rates. Due to this and the negative effects of Covid 19 pandemic, a qualification or talent alone cannot make you stand out. It is therefore important to find ways that can separate us from the pack and give us leverage over our competitors.

As an etiquette coach and having worked in the banking industry for the past 13 years, I have realised that talent is just a small drop in the ocean. You need to bring more to the table than just talent.

While technology has taken over, we cannot deny that human contact is still very much important and relevant. My job is to help you to be polished, know the proper etiquette that will draw the right people to you or give you an advantage over others. Etiquette is the unwritten rules that one needs to know in order to sail through all the different social and business settings with ease. While a lot of people may talk about personal branding, we need to understand that personal branding is about how you package yourself and what you promise to deliver to your audience. It doesn't end there; you need to also have the proper skills to sell your brand, and this is where etiquette comes in. Etiquette starts from the inside; it is about you knowing yourselves and the principles that you value. If you can master that, it then becomes easier for you to engage with other people knowing what to do and say in different platforms. Below I would like to share with you a synopsis from my Book 1 : Navigating the career Maze which is a part of two books titled; Behind the scenes No More , Thanks to Etiquette. The world grows smaller by the day while competition becomes stiffer.

The only way to win is to be world class. As professionals we have become accustomed to competing with our peers locally; within the country or even the city or village we live in, forgetting that there

is more to learn and aim for. We need to compete globally. For us to do so, we ought to aim to be world class in whatever we do. World class means being one of the best there is in the world. Yes, it is very possible to be world class. It basically means you have to give your best, be committed and dedicated to becoming your best-self so that you can offer the world the best of you.

Think of people you know around you that you look up to and think that they are world class. All these people have been able to be on the world stage because they had perfected their crafts, prepared well in time and aimed to be the best. There is really nothing special about them because they live among us, went to the same schools with us and had the same opportunities we had. However, what has set them apart is the decisions they made to be intentional about living their lives and contributing immensely, not only to their country but to the world. These are individuals who live a purpose-driven life and make every day of their lives count. They motivate, inspire and build the people around them.

Being World class is a fusion of different thing put together.

1.Talent

It is about talent, the natural gifts one possesses to give outstanding performance or results. Talented individuals are innovative. They bring ideas and are creative. There is simply no substitute for talent. Organizations are constantly looking for talent because they need individuals who can create a spark and introduce new ways of doing things. Currently, employers do not want to hire and train. They want to "plug and play" and they can only do that if they hire talented individuals who can work towards bringing world class solutions without being too much of a cost to the employer.

2.Passion

Talent, coupled with passion, is a perfect combination towards being world class. Passionate people always go an extra mile. They are willing to do whatever it takes to get something done. Passion is the burning desire to achieve. It is a driving force towards greatness. Tell me of one person who is deemed to be world class who is not passionate about their craft? Being passionate is contagious and can simply draw the right people and opportunities towards you.

3. A good attitude

Talent and passion work perfectly, if coupled with a winning attitude. Attitude is everything in the workplace. Attitude determines one's altitude. A positive attitude is one of the basics of etiquette. It is about portraying a persona that sees a glass half full and refillable instead of half empty. Always seeing possibilities where others do not see them. In his book, *Embrace your Greatness*, Mompoloki Makwana, demonstrates what having a strong positive attitude is by writing as follows: "The truth is when we approach each day with an expectation of great things to happen for us, we ultimately set ourselves up for great things to happen to us. Expectation is the beginning of all great things especially when it is the expectation of great things backed up by our consistent action. When we set our expectations right, we prepare for the next opportunity and we are always in the lookout for the next big thing".

For me, this is the true definition of a positive attitude—always expecting great things and always preparing for the next opportunity. With the right attitude, you are half-way towards being world class. It is no surprise that Mompoloki Makwana has authored three books and is a passionate personal development coach. He has the winning attitude. I am sure we all know of someone who has fallen from grace because of their undesirable attitude, in the form of ego and undermining other people. People with a positive attitude deliver stellar performances because they are teachable, eager to learn, grow and expand their skill set. A can-do attitude is contagious, and lifts morale.

4. Relevance

Being world class means being able to keep up with what is happening in the world. One needs to have the ability to stay ahead of the game, the ability to quickly adapt to the changes and stay relevant. Be aware of the newest innovations and current trends. There must be a willingness to show that you know what you are doing, even when things tend to go the wrong way.

5. Hard- work

Cliché as it may sound, to be world class, you need to be a hard worker. You can work smart while working hard, because good old-fashioned hard work pays. Hard work is the synergy between inspiration and perspiration. All the people



and companies giving world class products and services and reaching their goals have worked hard to get to where they are. Being world class means never being satisfied with where you are, you constantly need to find ways of bettering yourself. You must be up to date with what your competitors are doing but remain your biggest competitor and do better than you have always done.

6. Self-Presentation (First Impressions)

It is often said that a book should not be judged by its cover, but in the corporate world, it works in the contrary. One's image plays a major role in positioning them for success; clients, potential employers and investors judge and rate you by the way you present yourself physically before they can even tap into your mental or academic offering.

Personal image gives people a picture of who you are. How you follow the rules of etiquette and carry yourself projects the person you are and how you want to be remembered. One of the fundamental basics of etiquette is first impressions. According to the oxford dictionary, impression is defined as: "an idea, feeling, or opinion about something or someone; especially one formed without conscious thought or based on little evidence."

First impressions are made subconsciously—before the conscious mind takes over. The way you walk, stand, sit, dress, wear your hair all creates a visual picture that either leaves a positive or negative impression. The world will judge you before you say a word, before you can introduce yourself and before you tell your own story. It is therefore important to always ensure that you portray yourself

well. First impressions are often based on three aspects being; Appearance, confidence and attitude.

Often people will remember what they have seen as opposed to what they have heard. This explains why 55 percent of appearance makes first impressions. Our image has a greater impact on how we are judged. It is important for one's personal image to represent both their professional and social brands to allow potential business associates to have a true picture, before they commit themselves. Every organization is dependent on its employees to represent its brand and image.

Organizations are constantly looking for individuals who have a track record of delivering results. As much as the confidence and self-presentation can take you halfway to the finish line, however, you need to have something to offer before you can accept the offer. Your results need to speak for you as well. Organizations hire people with most, if not all the above-mentioned attributes being talent, passion, positive winning attitude, hard work, and fortitude. These attributes combined with the latest technology lead to an ever evolving, stellar-performing world-class workforce. Be one of them; be world-class.

While I have managed to navigate the career maze, I have observed that the higher you go up the corporate ladder, the more polished and refined you are expected to be. A fulfilling career can open doors to more opportunities that often take place in the social scene. As a seasoned employee, employer or whichever path you choose, you are somehow going to participate in other life events and activities outside your work environment. These could be intertwined to your work, however in a more social ground. These events and activities may include being a host or a guest, travelling within and outside the country, entertaining business associates and not forgetting the use of social media. Just like Business has its own rules of etiquette and Protocol, social settings also call for appropriate etiquette.

It is essential to note that how you conduct yourself in the workplace as well as how you relate to work colleagues and customers not only plays a great role in advancing the objectives of your company but has huge implications on how you are perceived by even those outside the workplace and how they relate to you. The realisation that etiquette and protocol apply to all aspects of our lives, both pro-



fessionally and socially, dictates that we should invest in the acquisition of knowledge and skills in etiquette and protocol. Proper etiquette helps you to sail through the social scene graciously and effortlessly. You do not have to wonder about which "glass to use for red wine" or "which topics to talk about over dinner." Often most of us draw unnecessary attention to ourselves by doing the unexpected and failing to acknowledge that we did not know. Etiquette is that tool that will help you play on level ground and walk the social scene with confidence knowing exactly what to do or say. No one likes to feel uncomfortable or out of place, therefore the need to possess the right social skills can never be over-emphasized.

While we are busy building ourselves in to world class individuals in preparation of meeting opportunities, we need not to forget that we have to maintain the same character and personalities both at work

and in our social environments. It is important to be very aware of your social environment because at times we meet business associates, prospective and future employers in the social scenes. We are introduced to many different people at different social events therefore you need to always put your best foot forward and make it a pleasurable experience for everyone who meets you.

I truly believe and hope that the above article will help you to introspect and reflect on who you really want to be and how you want the world to receive you. Remember that the world responds to that which is well packaged and attractive. You are entirely up to you.

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LEADING THROUGH CHANGE

: Shifts leaders must undergo to deal with change & lead better today

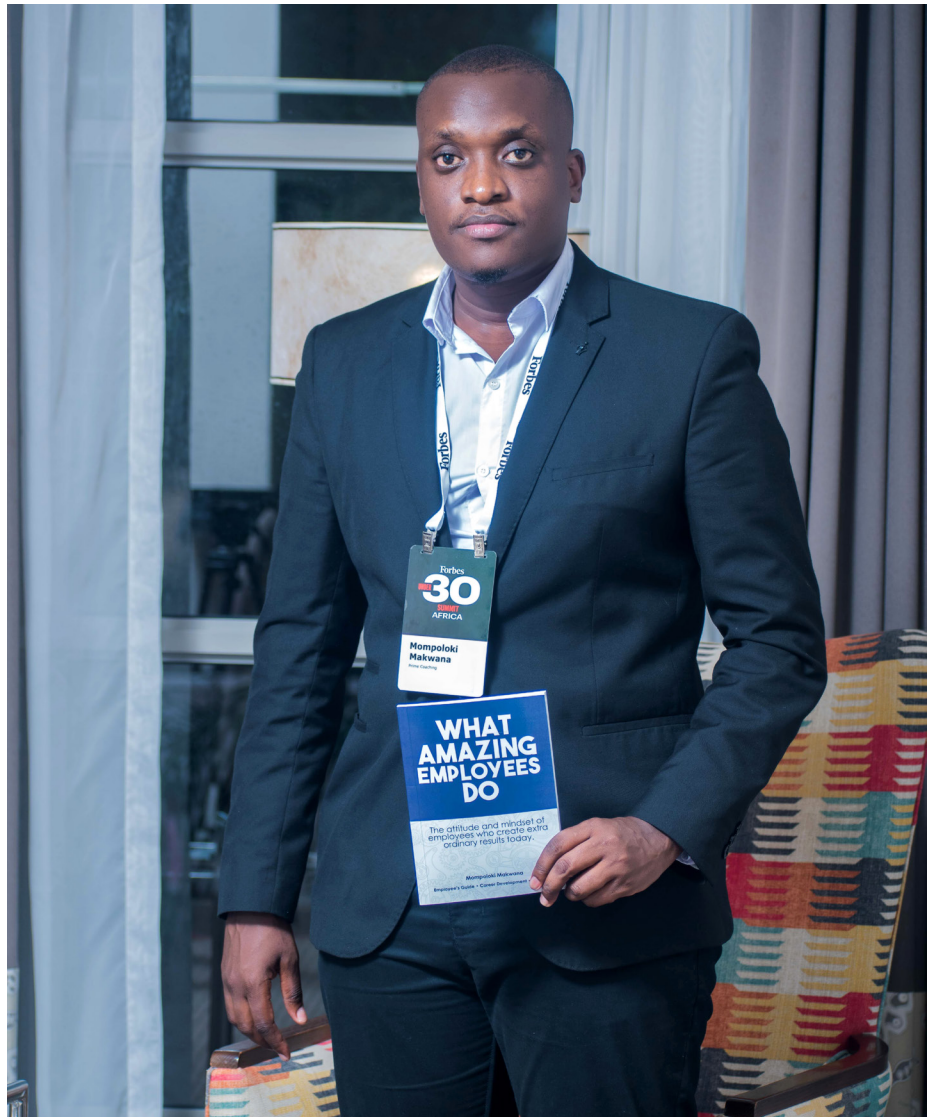
By Mompoloki Makwana
Employee Africa, Managing Director [MD]

Change is the necessary part of any organization. When you hear the word change, what comes to your mind? Change can be stressful, daunting and challenging. However, managing change can be one of the strategies that will help your organization to achieve its goals and move forward. Leading people through change is important to help ease worries, encourage communication and address uncertainty.

There is high demand for great leaders who can lead through change. Organizations are looking for leaders who can lead by example and create a roadmap for growth, resilience and adaptability during change. Leaders must rise with solutions and action plans and not excuses. They are the driving force for dealing with change and uncertainty. This era demands leaders and employees to drive productivity, cultivate flexible workplace cultures, build vibrant teams and enhance excellence to keep the organization going in the face of adversity.

There are shifts that organizational leaders must undergo to stay relevant in the ever-changing economy today. These psychological shifts will enable leaders to adapt to change and drive growth wherever it is needed in their organization. In this introduction, I will focus on the four shifts that leaders must undergo to embrace change and ride on the winds of change to lead better.

First shift: Leaders must help individual employees within their organizations to



accept, own and embrace the fact that they also leaders. Empower and help your teams to lead the change, and allow them to take initiative. Give them the space to

exercise their skills, resilience and experience to embrace the change. Allow them to own key strategic decisions and actions that will bring to culture change and

organizational resilience during adversity. As a leader, provide support and direction where the need arises but allow the teams to lead the next key strategic actions that will drive teamwork, accountability, resource mobilization and ultimately the general growth of the organization. Consider assembling a change management team of the people you trust and who are familiar with adapting to change to help you support your general staff. Start recruiting from within, build the faith in your teams. Spread positivity and display a hopeful view of change. Help your team stay focused despite the distractions that come with changes in the organization.

Second shift: Leaders must create opportunities for retooling; Learning, unlearning and relearning for their opportunities. Don't just assume that everyone will find ways to develop themselves and adapt to the changes, but lead by example and pave a path for your teams. Adapting to change must be an intentional pursuit spearheaded by leaders to build team morale and ease the stress. There is a higher demand to help your teams to retool and relearn time and again.

Put in place learning and adaptation structures that can enable your teams to embrace new demands in your organization. Tailored training and development are the new normal demands in order to stay relevant and steps further from your competitors. Provide timely, relevant training and mentoring support to your teams to lighten the burden of new hefty demands that come with change. Employees can better process change when they understand why it is happening. Take time to explain the reason for change taking place and discuss the employee's roles in that transition. Present change as a welcome opportunity for growth rather than a painful necessity.

Third shift: Leaders must lead by example to develop and augment the new workplace culture which can act as a shock absorber for the ongoing changes within the organization. Culture should not be fixed. Culture changes and evolves with team to accommodate change. Change forces your culture to evolve with time. Instead of denying it, decide to ride on the winds of change to provide necessary support for your teams. Be open and flexible in your approach to introduce new systems, resources, processes and routines that can help your teams to embrace new ways of doing things – new culture! Create an environment that allows your



teams to be culture change ambassadors. Solicit ideas from all team members regarding culture change and what **BETTER FOR ALL** can look like.

Fourth shift: Leaders must keep their eyes on the bigger picture while dealing with daily strategic goals. In this VOCU era, it is easy for leaders to lose sight of the bigger picture while dealing with small daily demands. Be mindful to keep your eyes on the bigger picture and constantly remind your teams the vision of the organization so that they remain aligned while making changes.

Show them your WHY so they understand

the need for changes that are made. Decide what is most important for your teams to focus on. Offer resources to help your team manage their emotions and possible anxiety.

This edition shares insights on how best you can position yourself during this time of change. When you work on yourself and place more demands on yourself, you can develop the character, discipline and resilience you need to face adversity today. You are responsible for the quality of leader you develop in yourself. This magazine is your handbook for navigating through the change happening today.

ATTITUDE VS SKILL- WHAT TO HIRE FOR

Written by
McDONALD RADITLADI



We've all met someone in the workplace who's obviously skilled and intelligent but still isn't performing well. We've met an employee who's good at what they do but doesn't get along with everyone. In the end, these people offer little to the business and are incredibly difficult to work with. This has to do with their attitude towards work. No amount of intelligence will make a person more motivated, engaged, persevering, self-controlled, focused, and diligent. Employees with positive attitudes, on the other hand, can easily be all the things I listed above, and more.

I once attended a conference where one speaker did something profound with the word attitude. He listed attitude together with 'education' and 'knowledge,' then later assigned every letter of each word to its numerical standing on the alphabet – e(5), d(4), u(21), c(3), a(1), t(20), i(9), o(15) and n(14) which added up to 92% (We will regard that as percentage for the sake of this conversation).

And then Knowledge – k(11), n(14), o(15), w(23), l(12), e(5), d(4), g(7), e(5) = 95% and last but not least – a(1), t(20), t(20), i(9), t(20), u(21), d(4) and e(5) = 100%! Yeah, you guessed, if this was test scores, yeah, education and knowledge have good scores but only attitude will give you everything, 100 percent. And the most profound thing that differentiates attitude and skill is that it is so easy to train for skill but you almost can't teach attitude especially in the workplace to a fully-grown adult. It's learned for some time as we grow. It is influenced by our interactions with family, friends and other people that we encounter as we grow, so it is a result of upbringing and life experiences. Further, attitude plays a crucial role on our behaviors. Two people can be presented with an identical situation but how they react will most likely differ based on their attitude.

Research has shown that your attitude is the most important factor in determining how well you do in life.



I cannot agree with this more based on my experience in the human resources space. Most of my career was in the financial and mining industries. And of course, these areas do have rather technical career path where skill is of paramount importance—that is, engineers, accountants, dealers, among others. But it is also in these two industries where I have seen a lot of people thrive on attitude even without the required minimum qualifications.

I have met people so many of my varsity mates who were doing Humanities and Arts-related degrees in these spaces and they were doing so well and progressing. Of course, there will be wise enough to also upskill on professional and short

course to ensure relevance but the bottom line is that they are thriving in areas that they were not necessarily trained in.

It is easy to gauge attitude as opposed to skill. We have seen how written job interviews are rarely used during job selection but interviewers now test behavioral competencies; how a candidate will approach different job-related scenarios presented to them. And this has been rather useful in identifying people with the right attitude to bring to one's team. In a nutshell, below are my five major reasons why I will always prefer attitude over skill when hiring;



1. THE EVOLVING WORLD OF WORK AND JOBS

The world of work is evolving at an alarming rate with the first world now in the 5th Industrial revolution while we are still struggling to cope with the 4th IR. As an employer, you need employees who will adapt and move with the times as promptly as humanly possible. However, those who prioritize skills will always want to do things the way they were 'taught' and not evolve. Imagine people who trained as typists, if they don't possess a can-do attitude, they would be sitting at home because we no longer operate typewriters. Machines and robotics are on a day to day being developed to ease the way we do work, making the skills we learnt not so relevant if we do not upskill and embrace change.

2. POSITIVE ATTITUDE IS HARDER TO TEACH THAN SKILL

Yeah, though attitude is more enduring, it can also be changed. But this will take more time and effort to reconstruct someone's belief system and change their perspective and approach to different things as opposed to teaching them a new skill.

In fact, there must be certain attitudes that are a hard nut to crack but skill can be learnt by both the young and the old. It will always be easier to retrain and upskill your employees than to try and alter their beliefs and behaviors so it's important that you pick candidates who display more positive attitudes as opposed to skilled but arrogant folk or those that resist change.

3. NETWORKING

Companies now prefer employees who are team-players. Remember that team work makes the dream work! So, people with more positive attitudes are usually liked by their colleagues, clients and stakeholders and this can only bring positive results to the organization as opposed to the 'know-it-alls' who have a way of stepping on other people's toes and destroying synergies in the workplace.

4. CULTURE AND VALUE FIT

Organizations thrive on positive work cultures. We have heard how "Culture eats strategy for breakfast." Yeah, companies want to cultivate

and develop the right cultures that will support and ensure the delivery of their strategies. So, people with positive attitudes would normally fit like a glove in a hand in positive working environments. If employees share the same ideas, values and goals, they are proven to feel happier and more satisfied with their jobs which in turn creates shared value for both employees and their employers.

5. POSITIVITY IS CONTAGIOUS

Lately, we throw around words like 'energy' and 'vibes' and prefer people with positive vibes or energy. We want to be around people we vibe with or whose energies we like. That is the attitude! Employees with can-do attitudes are inspiring to their team mates and are usually preferred for promotions and representing the companies in external platforms. This is because leaders know that these people will effortlessly sell the brand and inspire other employees and clients to want to associate with the brand.

Companies have realized that technical skills can be mastered over time. Acquiring a good-fitting talent with the right work attitude should be your priority — do not focus on technical skills alone! We have heard how people leave bad bosses/leaders and not necessarily their jobs. So, imagine if we all hired people with the right attitude and interpersonal skills, we would succeed on retaining employees longer and saving on replacement costs and loss of productivity.

A little tip, if you have a department with employees who abuse sick leaves, you may want to investigate the attitude of their leaders or even colleagues. Employees spend over half of their waking hours in your workplace, therefore ensure it's a conducive one and it all starts with making the right hires, and that starts with the right attitude. Bottom line, hire for attitude and train for skill.

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Self-Leadership the Antidote Guarding Against the Complacency Effect

SELF-LEADERSHIP: THE ANTIDOTE GUARDING AGAINST COMPLACENCY EFFECT

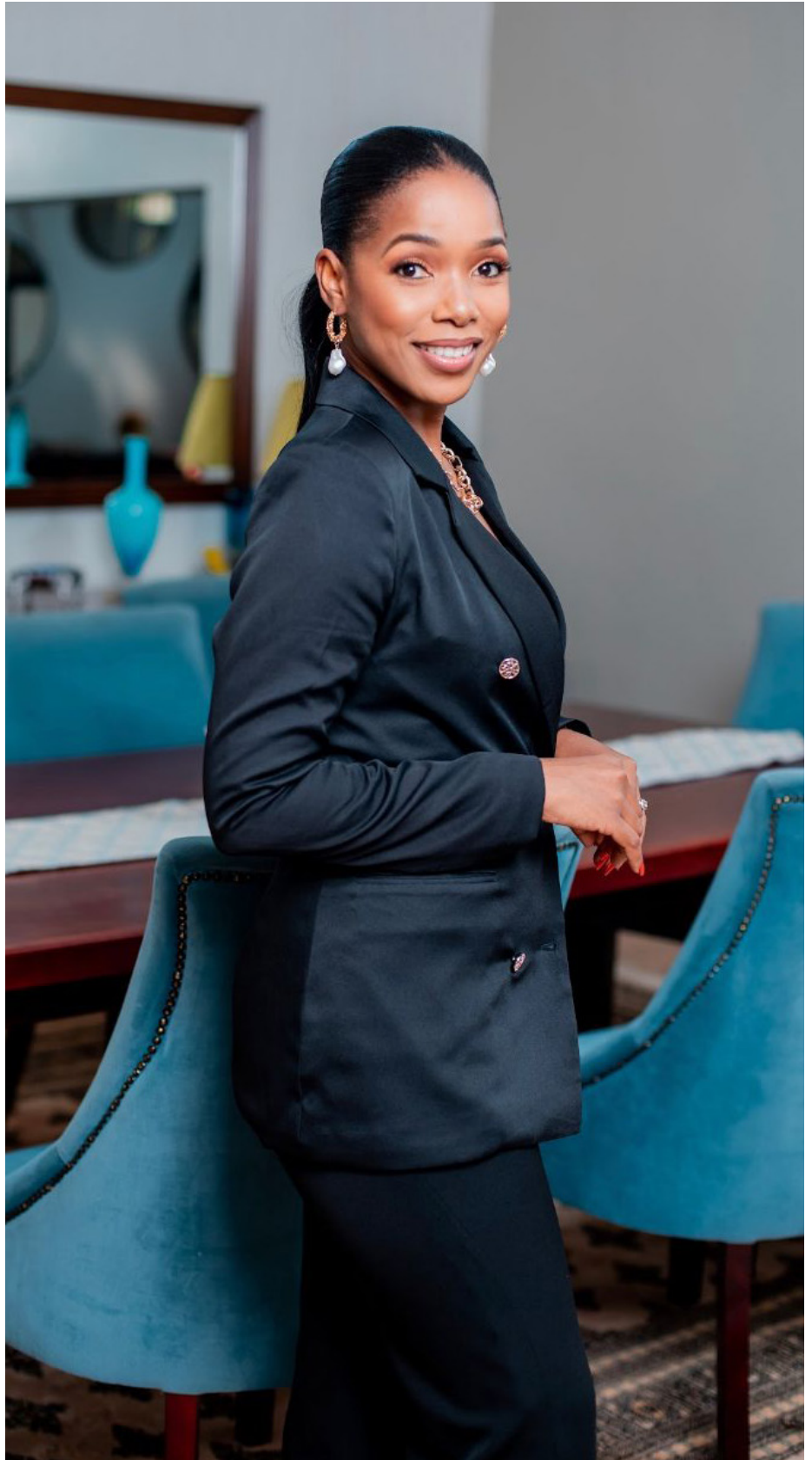
Writes Nonofa Jesse

One of the gravest threats to human potential, I have come to learn of and not underestimate, is COMPLACENCY! Most people have settled and have become comfortable with where they are at or what they do, even though they know they can do better and give more.

Complacency has the potential of robbing one of their valuable assets in the form of productive and refined gifts and talent. It thus requires one to develop self-leadership to conquer this thief called complacency! Self-leadership is all about having a clear vision of one's life journey and directing oneself to living it out to the best of one's ability. Self-leadership is a continuous lifelong process of self (awareness, knowledge, understanding, management and leading). It is important therefore for one to be undoubtedly and resolutely committed to the process.

I have come to learn the importance of the self-discovery process over the years, as a pertinent component of personal effectiveness. I have observed in my experience, working with a wide array of people, that many do not know themselves that well. This then has an impact on how people show up in life (either grabbing hold of opportunities or losing out or living in one's element or merely existing). Self-awareness brings about self-knowledge, but it does not stop there for me, it has to be accompanied by understanding (one's ability to decipher the knowledge), and eventually be displayed in wisdom. The journey to effective self-leadership often begins with a quest of discovering self "unearthing our hidden brilliance", which is a continuous lifelong process of learning to lead self and here is the breakdown of the steps in the process.

Self-awareness: An appreciation of one's individual experiences in the form of attributes, traits, likes and dislikes, preferences, aspirations, strengths, and



weaknesses, as well as, energy stimuli or source (how it's charged or drained). Overall, how one operates and functions in their innate state or element.

Self-knowledge: An assessment of information that one has obtained from their awareness about self, by gauging how they feel and think about themselves in light of their interaction with the information.

Self-understanding: The ability to comprehend the knowledge that one has gained about themselves and to utilize it to serve one's best interests. One is able to objectively see themselves for who they truly are and what purpose they serve.

Self-management: The ability of one to regulate themselves (actions, behaviors, emotions, and thoughts) in a manner that ensures living a productive lifestyle, which one thrives, at a personal and a professional capacity.

Self-leadership: The art and practice of one influencing the way they think, feel and act towards their desired objectives which is in alignment with an envisioned future and legacy.

My go to book in terms of drawing life lessons is the Holy Bible. The scriptures say in Hosea 4:6 "My people are ruined because they don't know what's right or true." (The Message translation). It is important to educate and equip people; therefore, as a Consultant and Coach, I endeavor to help set in place support structures and systems to help the absorption and practice of self-knowledge and understanding, which leads to self-leadership.



STAGE	STRATEGY
Self-awareness	Be open minded and view yourself from a non-judgmental viewpoint.
Self-knowledge	Learn as much as you can about yourself.
Self-understanding	Interact with yourself and also have an appreciation of how you experience you, as well as, how others experience you.
Self-management	Take an inventory of your life and be honest with yourself if you are happy with your current reality.
Self-leadership	Ask yourself if you are leading yourself towards a life you have envisaged, if not course correct (get on the right path)!



“Growth always necessitates that we move from one point to another”

NB: If you need support, reach out for assistance; that is what we exist for as coaches!

Here are 3 ways to guard against complacency as you master self-leadership!

1. Continuously evaluate your level of curiosity!

Maintaining a curious attitude keeps one interested and eager to know more! If your level of interest in what you are doing has declined, be sure to investigate the root cause and tackle it head-on! Reach out to people who still have

the spark, read more and be patient with yourself while consistently taking baby steps towards awakening your curiosity.

2. Take stock of yourself & solicit feedback!

Growth always necessitates that we move from one point to another. If we are not moving in our careers, not improving in our way of doing things, it is time to take stock! Seek objective feedback from people you know will not sweet talk you to your career grave. Evaluate the feedback and start working on a personal improvement execution plan.

3. Strive to be better for yourself!

I have come across people who think developing themselves or working hard is for the benefit of their employer! Because of this mentality they will never strive to go above and beyond their call of duty! How sad... The greatest lesson I have learnt with going the extra-mile is that I always stand to WIN.

As I learn new things, I stretch and grow, and most importantly I build my self-confidence and self-leadership. This, no one can take away from me!



PACKAGING A BRAND

Written by PAKO MOSHAGA

“Sell me this pen” is a classic test of sales skills. It’s an assessment technique that is used to weigh how effectively a sales person can sell an item as ordinary as a pen. The trick in getting a buyer is not about how well the pen can write but rather about striking an emotional chord that ignites interest in the pen. Passing the test needs word play as well being able to articulate value.

If you can convince someone to buy an item as generic as a pen, then you can sell just about anything, right? What if you were the item up for sale? What if you only had a limited time, say two minutes? The time factor is the effectiveness behind what’s called Elevator pitch.” This is a hypothetical scene in which you find yourself with a one-on-one opportunity to speak to someone of influence, such as a Chief Executive Officer, that you want to pitch to. You may be proposing that the CEO’s company hire you or enlist your services as a business owner.

Much like selling a pen, the pitch is a game of tact and strategy. As with any interaction, the trick is to capture the listener’s attention with your first few lines. Such golden moments are hard to come by and so it’s best to bring your A-game. Have a ready-made pitch in your back pocket. In the absence of one, you will likely be unable to arrange your points effectively and may leave out key areas.

“Opportunity dances with those already on the dance floor”-H. Jackson Brown Jr.

THE PILLARS OF A SOLID PITCH ARE:

- It highlights only points that are relevant to the listener.
- It carries a sense of passion and ambition.
- Your goal is articulated.

The first step is to have a firm grasp of your strengths, skills and accomplishments. From these you derive the value that you are able to offer. That value is packaged as a brand. The brand serves as your promise. If we look at Nike and what its promise is, it’s safe to say that their adverts generally speak about quality and how Nike is associated with superior athletes. Crossing over to the vehicle space, BMW drivers are assured of superior technology and efficient engines. The question is what is your brand? What can you promise the CEO? Therein lays the foundation of your pitch. Learn how to package yourself and put your best foot forward.

Pako Moshaga is the founder and Man-



“Sell me this pen”

ABOUT THE AUTHOR

aging Consultant at Talitha Cumi Consulting. He is a writer, speaker and public speaking coach. He has been hosted by Yaron FM, Gabz FM, Duma FM, RB2 and The Botswana Guardian as an expert on positioning and presentation. Moshaga has given keynote talks to staff at Botho University and Botswana Accountancy College. He has also been invited to empowerment platforms such as the Corporate Millennial, the University of Botswana Mentorship Program and the SDA Student Association.

His international talks include the Toastmasters Southern Africa Conference wherein he addressed club

members from 7 African countries and addressing an audience of 500+ members of the Ghana based Code 57 platform. As a writer, Moshaga has contributed articles to The Midweek Sun, Resurrect Magazine and Malawi based DYT Network.

Moshaga doubles as a financial services professional with over 10 years’ experience across 3 commercial banks and 6 years of his experience was at a management level. He has guest lectured on Corporate Finance and is a Botswana Qualifications Authority approved Finance and Risk trainer.

NATURAL DIAMOND SUMMIT A HUB FOR DIAMOND INDUSTRY PLAYERS TO EXCHANGE KNOWLEDGE

- De Beers Group CEO Bruce Cleaver



DE BEERS CEO BRUCE CLEAVER PAYS TRIBUTE TO DR CHIEPE

This year, the summit is of particular significance to me as I step back from my role as CEO of De Beers after nearly 7 years, and look at the industry, its challenges and opportunities through the lens of my evolving role as Co-Chairman.

As I look back on my career at De Beers, one of the things that I will cherish most is the relationships that I have formed with all of you over the years. I have learned so much from the great many incredible people that I have worked with and interacted with, and this has enriched my journey tremendously and made it all the more worthwhile. I would especially like to thank His Excellency Dr Mokgweetsi Masisi, and his incredibly able team for a great partnership and friendship, which I know will endure beyond my tenure as CEO.

ON DR CHIEPE

It is in this spirit of appreciating individuals that have made a very positive contribution to our industry and to Botswana's success, that I wish to pay tribute to Botswana's first female Cabinet Member, Dr Chiepe, who has recently celebrated her milestone one hundredth birthday.

Dr Chiepe is an absolutely inspirational woman who achieved so many firsts in her time, paving the way for all the women who came after her, following her service as Minister of Minerals and Natural Resources from 1977 to 1984. Please join me in recognizing Dr Chiepe for her enormous contribution to Botswana.

Part of the Statement by Bruce Cleaver, CEO of De Beers Group on the occasion of The Natural Diamond Summit 2022 held in Gaborone, Botswana

We are very pleased to have you as our guests at this Summit, which we are delighted to be hosting once again in collaboration with our partners from the Government of Botswana.

When we first launched the Natural Diamond Summit – previously known as the Diamond Conference – several years ago, we had very clear objectives. We wanted to create a platform where stakeholders in the diamond industry could come together to discuss relevant and topical issues pertinent to the industry. That vision has not changed.

What has changed, however, and dramatically is the external environment. There are so many more challenges and considerations confronting the world in general, and the diamond industry in particular, today. There is so much more uncertainty that the industry must navigate – meaning more questions for us to ponder, and more urgency for us to act. This has inspired us to take a holistic look at the socio-economic, cultural and political landscape in which we operate so that we can refocus our efforts on addressing the issues that impact the natural diamond industry and unlocking future opportunity.

CLEAVER COMMENDS BOTSWANA GOVT FOR SAILING THROUGH COV-

ID-19 PANDEMIC

We are also very pleased to host this inaugural Natural Diamond Summit in person. After nearly two years, this is a most welcome development, as it allows us to acknowledge, with gratitude and humility, our shared humanity in the face of the devastating impact of the Covid-19 pandemic and the tragic loss of millions of lives. We must never forget that it was only by pulling together during the hard times, that we, as people, and as an industry, have been able to gather here together again in an environment where the Covid risk has been significantly reduced. I must acknowledge and applaud the tremendous leadership of His Excellency in navigating the people of Botswana safely through this challenging time.

This Summit, therefore, symbolizes our collective will to recover, and provides an invaluable platform for the industry to take stock, reflect, strategize and cooperate on mutually beneficial solutions to prepare us for sustained success in the new diamond world that is evolving around us. So, we thank you all for having accepted our invitation to attend this Summit in person, and we look forward to fruitful discussions.

A woman with short, dark, curly hair is sitting on a red leather tufted chair. She is wearing a strapless, form-fitting dress with a vibrant, multi-colored pattern in shades of blue, green, yellow, and black. She is also wearing gold high-heeled pumps with a bow detail. Her right hand is resting on the chair's backrest, and her left hand is resting on her lap. She is looking towards the camera with a slight smile. The background is a blurred indoor setting.

Written by: YVONNE MOOKA

A MOMENT WITH MPHO LAING

A MOMENT WITH MPHO LAING

She needs no introduction. This is one woman who has done great exploits in the Botswana fashion industry. Her Batswana admirers describe her as the country's leading fashionista. She has since relocated to Nigeria where she is still a powerhouse.

In an interview with YVONNE MOOKA, Laing bares it all.



Back in the day, she was known as 'The Lady with mohawk'- the hair style she used to fearlessly wear. The mohawk dramatic appearance is the main reason why the cuts were and are still in the spotlight: they feature the contrast of the shaved sides and an outstanding, long strip of hair that runs from the hairline to the back of the head. During our interview, we joked about it when I asked her to talk about it. "It wasn't as fashionable as it is now. I was probably the first woman to wear it in Botswana. Now a lot of people are rocking it," she says. She however says that she is now in her 40s and prefers a grown-woman look. "I think I have done so many crazy hairstyles. Right now I'm into braids and puffs, but there's still a bit of edginess to it," she states.

Laing shares that her fashion inspiration comes from her stylish mother whom she speaks about with so much excitement. "My mother was a very stylish woman. When I was two or three years, she rode a motor-bike. She was even referred to

as MmaSerowe," she says. Serowe is her home village.

GROWING UP

Like many African children, Laing states that she was raised by her late grandmother, whom she speaks fondly of. The wisdom she taught her compares to none. "She had a big heart and she was loved by everyone from church to the whole community. She fed everybody. I don't remember my grandmother talk bad about anybody. She liked empowering women," she says, adding that her grandmother was a hopeless and cheerful giver who instilled the same principles also on her. "When I lost her, I felt like I lost something valuable. I was 12 years-old when it happened," she recalls.

CAREER

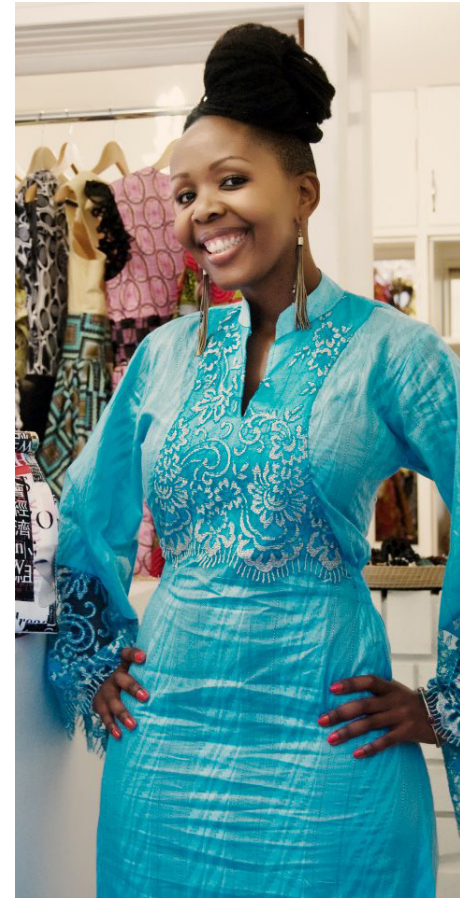
A Guidance and Counselling teacher by profession, Laing states that her first job was in Gaborone and then in Lentswele-

tau, a small village near Gaborone. She describes it as the most humbling experience ever. "It was more of me coming to help children coming from less-privileged families and slow learners. I was always concerned about them," Laing says. Citing examples, she says that she assisted learners with hearing aids. She recalls an incident a young girl from would come to school late. "She was always beaten for coming late. I would later call her to find out what was wrong only for me to learn that she had no mother and was always forced to wake up early to prepare her younger siblings for school. Her father was working far away from them," she says.

Such experiences have helped shaped Laing into being more empathetic towards other people.

Laing would later work for Lapologa magazine as Fashion editor. The highlight of it was when she co-organized an event called Mosadi which celebrated women. She says they brought in female artists, models, DJs and had female prominent female figures in Botswana as guest speakers, among them Dr Unity Dow who is the first female judge, Dr Athaliah Molokomme, who is the first female Attorney General, the late Clara Olsen-the first female Executive Secretary of the Botswana Democratic Party (BDP) and the late Beata Kasale, being the first female publisher. They also had a fashion show for female exhibitors. She has also





worked for The Voice newspaper and Duma FM radio station.

A GIRLS' GIRL

It is often said that women encourage each other. This narrative does not apply in Laing's world. She says she loves working with other women and seeing them succeed. Actually, she says that she has always worked better with women. "We have some mutual understanding. It's tough out there because of patriarchy. As women, we need to boost one another and see

each other shine. Above all, we must believe in ourselves," she says.

LIFE IN NIGERIA

Laing's personal motto is 'Let not boarders be your boundaries.' This explains why she has since moved to Nigeria. She speaks with so much joy when she describes Nigerians. "I like their personalities. Their confidence is on another level. That's what attracted me to their country. They are hard-workers and they value growth. They like education," she

says. Impressively, through her company Mpho Laing International, Laing has a publication called Nigerian Content which inspires hope and success for Nigeria as a country, by rebranding the oil and gas industry for investment. The publication does not only show the economic potential and physical features of the local oil and gas industry but also partnerships with various people, companies and organizations who have worked hand in hand with Nigerian Content Development and Monitoring Board (NCDMB). ML International is A Pan African project management company that specializes in research, communications, facilitating investments and publishing. Laing is also an interior designer of note. She works with night clubs, hotels, TV stations and restaurants, among others.

THE FUTURE

"Life has become so short and unpredictable. I take each day as it comes. The positivity in me will always remain," she says. But her retirement plan gives her a picture of her and her grandchildren at a farm. She would also want to continue with her interior design business and make use of her counselling qualification when she comes back to Botswana. Laing is a mother of one daughter.

100 YEARS: CELEBRATING DR CHIEPE



PHOTO CREDIT: BW PRESIDENCY

The 26th October 2022 marked history in the Republic of Botswana as His Excellency Dr Mokgweetsi Masisi hosted a state banquet ceremony in honour of a long serving stalwart, diplomat, who went through all the ranks in the public service Dr Gaositwe Chiepe. Below we share her biography throughout the years;



Dr. Gaositwe Keagakwa Tibe Chiepe was born in Serowe on 20th October 1922. She started her primary schooling in Serowe, before proceeding to Tigerkloof for her secondary education in 1939 alongside Botswana's first president, Sir Seretse Khama, where she became the school's best student. In 1947 she completed a Bachelor of Science Degree and Post Graduate Diploma in Education at Fort Hare, thus becoming the first woman Degree holder in Botswana. In 1959, she attained a Masters of Arts at the University of Bristol (England). Dr Chiepe holds a number of honorary Doctorate degrees from various institutions

including Fort Hare and the University of Chicago.

A woman of many firsts, Dr Chiepe was the first woman education officer in Botswana from 1948 to 1953, as well as the first woman to be appointed a cabinet minister. She was instrumental in developing Botswana's education system and is known to many as the woman who fought for free education in Botswana. From 1970 she served as Botswana's High Commissioner in London. Having become a specially MP in 1974 she became Botswana's first female member of Cabinet. In 1979 she was elected to represent the

Serowe South constituency. As Minister of Trade and Industry and subsequently Mineral Resources and Water Affairs, Dr. Chiepe played a key role during the crucial Debswana negotiations which saw the Botswana Government become a major player in the global diamond industry. From 1984 to 1994 she served as Foreign Minister, before retiring in 1999 as Minister of Education.

Dr Chiepe is a recipient of the Presidential Order of Honour and Golden Jubilee Medal as well as numerous international awards including royal honours of Japan and Sweden.

Employee **AFRICA** FOCUS

RECOVERY IN YOUTH EMPLOYMENT IS STILL LAGGING, SAYS ILO

A new report, issued ahead of International Youth Day, shows large regional differences in young people's prospects in the labour market.

GENEVA (ILO News) – Recovery in youth employment is still lagging, according to a new report by the International Labour Organization (ILO), which confirms that the COVID-19 pandemic has hurt young people more than any other age group.

The Global Employment Trends for Youth 2022: Investing in transforming futures for young people report finds that the pandemic has exacerbated the numerous labour market challenges facing those aged between 15 and 24 years, who have experienced a much higher percentage loss in employment than adults since early 2020. The total global number of unemployed youths is estimated to reach 73 million in 2022, a slight improvement from 2021 (75 million) but still six million above the pre-pandemic level of 2019, the report says.

The share of youth not in employment, education or training (NEET) in 2020 – the latest year for which a global estimate is available – rose to 23.3 per cent, an increase of 1.5 percentage points from the previous year and a level not seen in at least 15 years. This group of young people are at particular risk of seeing their labour market opportunities and outcomes deteriorate also over the longer-term as “scarring” effects take hold.

Young women are worse off than young men, exhibiting a much lower employment-to-population ratio (EPR). In 2022, 27.4 per cent of young women globally are projected to be in employment, compared to 40.3 per cent of young men. This means that young men are almost 1.5 times more likely than young women to be employed. The gender gap, which has shown little sign of closing over the past two decades, is largest in lower-middle-income countries, at 17.3 percentage points, and smallest in high-income countries, at 2.3 percentage points.

Regional differences

The recovery in youth unemployment is



projected to diverge between low- and middle-income countries on the one hand and high-income countries on the other. High income countries are the only ones expected to achieve youth unemployment rates close to those of 2019 by the end of 2022, while in the other country income groups, the rates are projected to remain more than 1 percentage point above their pre-crisis values, says the report.

In Europe and Central Asia (ECA) the unemployment rate of young people is projected to be 1.5 percentage points higher than the world average in 2022 – 16.4 per cent versus 14.9 per cent, respectively. There has been substantial progress in reducing youth unemployment – for both women and men – but the actual and potential shocks of the war in Ukraine are highly likely to affect the results.

The unemployment rate of young people in the Asia and Pacific region is projected to reach 14.9 per cent in 2022, the same as the global average, although there are important divergences between sub-re-

gions and countries.

In Latin American countries the youth unemployment rate is still worrying, projected at 20.5 per cent in 2022. Historically, young women's unemployment rates have been higher than young men's, but the crisis exacerbated this trend. The picture is radically different in North America, where the youth unemployment rates is projected to be below world average levels, at 8.3 per cent.

In Africa, a youth unemployment rate of 12.7 per cent masks the fact that many youths have chosen to withdraw from the labour market altogether. Over one in five young people in Africa were not in employment, education, or training (NEET) in 2020, and the trend has been deteriorating.

The Arab States have the highest and the fastest growing unemployment rate of young people worldwide, projected at 24.8 per cent in 2022. The situation is worse for young women in the region,



Martha Newton

Deputy Director-Gender for Policy

with 42.5 per cent unemployment in 2022, which is almost three times as high as the global average for young women (14.5 percent).

OPPORTUNITIES IN THE GREEN, DIGITAL AND CARE ECONOMIES

Young women and men are well placed to benefit from the expansion of green and blue (ocean resources and their sustainable use) economies. According to the report, an additional 8.4 million jobs for young people could be created by 2030 through the implementation of green and blue policy measures.

Targeted investments in digital technologies could also absorb high numbers of young workers. The report estimates that achieving universal broadband coverage by 2030 could lead to a net increase in employment of 24 million new jobs worldwide, of which 6.4 million would be taken by young people.

“What young people need most is well functioning labour markets with decent job opportunities for those already participating in the labour market, along with quality education and training opportuni-

ties for those yet to enter it.”

Martha Newton, ILO Deputy Director-General for Policy Investments in care sectors (in health and in education) benefit young people in four key respects: they improve young people’s employment prospects; they make it easier for young women and men with family responsibilities to remain in the labour force; they promote the well-being of young people by expanding education and training opportunities and catering for young people’s health; and, as a result of all the above, they help lower youth NEET rates, especially among young women. The report estimates that investments in care sectors would create 17.9 million more jobs for young people by 2030, in care sectors (14.4 million jobs) and in other sectors (3.4 million jobs).

The report finds that undertaking the green, digital and care measures together as part of a big investment push would raise global gross domestic product (GDP) by 4.2 per cent and create an additional 139 million jobs for workers of all ages worldwide, of which 32 million would be accounted by young people.

DECENT WORK

Investment in these sectors must be accompanied by the promotion of decent working conditions for all young workers, the study says. This includes ensuring that they enjoy fundamental rights and protections including freedom of association, the right to collective bargaining, equal pay for work of equal value, and freedom from violence and harassment at work.

“The COVID-19 crisis has revealed a number of shortcomings in the way the needs of young people are addressed, especially the more vulnerable such as first-time jobseekers, school dropouts, fresh graduates with little experience and those who remain inactive not by choice,” said Martha Newton, ILO Deputy Director-General for Policy.

“What young people need most is well functioning labour markets with decent job opportunities for those already participating in the labour market, along with quality education and training opportunities for those yet to enter it.”

Source: www.ilo.org

SAP DRIVES BUSINESS EFFICIENCIES THROUGH TECHNOLOGY AS AN INNOVATION ENABLER

: SAP SADC Mid-Market Road Show : Technology as an innovation enabler

: Technology adaptation : Impact and role of SAP in Botswana

Staff Writer

SAP, which was founded 50 years ago and has a presence in more than 140 countries around the world, is celebrating 30 years in Africa. During a visit to Botswana as part of its SADC mid-market roadshow, SAP spokespersons stated that their value proposition has expanded to include additional services such as technology that enables the sourcing and procurement of materials and services for businesses, managing and monitoring customer experience, and data & database management solutions, to name a few. SAP software solutions help businesses manage nearly every aspect of their operations, from finance to human resources, procurement, and logistics. SAP's business suite includes a variety of business applications as well as industry-specific functionality. SAP's mission is to help the world run better and improve



creation, addressing issues such as environmental degradation with a focus on creating sustainable development across a range of industries such as transportation, logistics and electricity generation. The advancement of cloud technology also contributes to cost reductions in business operations, which improves organizations' environmental footprint.

In his keynote address, Dumisani Moyo the marketing director of SAP Africa emphasized SAP's mission to provide technology that drives efficiencies for businesses. "It is not simply a matter of doing more to increase profits. Technology enables businesses to continue doing what they have always done while also automating repetitive processes to reduce costs," he added. Organisations must constantly innovate to survive. Businesses can create a more efficient, sustainable, and cost-effective operating environment by embracing technology. It is now widely recognized that technological innovations provide businesses with new opportunities for value creation. From 1955 to 2011, Fortune 500 companies took an average of 20 years to reach a billion-dollar valuation; today's digital startups do so in four. That is the true power of technology!

According to a recent PwC UK study

commissioned by Microsoft, the use of artificial intelligence (AI) across a variety of industries, including agriculture, energy, transportation, and water, could result in a 4% reduction in global greenhouse gas emissions by 2030. Even data center businesses, which offer services such as web hosting and other IT cloud services, are making changes to improve efficiency and benefit both their customers and the environment. According to the Storage Networking Industry Association (SNIA), electronics account for 5% of global energy consumption, with that figure expected to rise to 40% by 2030. Companies, for example, can automate HR processes where possible so that HR Teams can devote their time and energy to more important tasks such as improving the employee value proposition or focusing on company culture. Furthermore, automation and the use of technology can help improve employee efficiency and productivity, particularly for HR professionals whose attention and time may be pulled in many different directions. In this regard, automation can be used in the following areas:

- Managing employee information
- Managing payroll, including time sheets and paid time off (PTO) requests
- Managing employee benefits

"The fintech businesses are booming and becoming an enabler for efficiency in business development & growth." – Mr. Moyo

people's lives, and the company promises to innovate to help customers run at their best.

SAP is committed to assisting each customer in becoming a best-in-class business. Its solutions promote innovation, equality, and the spread of opportunity across borders and cultures. In collaboration with its customers and partners, SAP strives to transform industries, grow economies, uplift societies, and preserve the environment. SAP is deliberate in its value



- Planning organization events
- Staying up to date on compliance

Mr. Moyo stated that SAP believes in a future where technology improves people's lives and is critical for business innovation and long-term growth. "Technology is just as important as strategy," he expressed. Mr. Moyo emphasized the following perspectives as critical to how businesses can leverage technology for survival and efficiency:

- Effective technology to drive speed, scale, innovation, and productivity. He gave an example of Moderna, and how the company managed to leverage technology to develop the COVID-19 vaccine. SAP helped to quickly manage Moderna's transition from a start-up to a leader in the vaccine market during the COVID-19 pandemic.
- Cloud technology is a critical enabler of innovation. The automation of repetitive processes and tasks reduces costs and increases profits. The cloud enables businesses to rapidly change or adapt their business models. It fosters flexibility and adaptability for business transformation.
- Through innovation, businesses can grow revenues by differentiating their offerings or business models in their respective industries. Businesses can also take lead through innovation and unlock or create new revenue streams.
- Never stop improving. He challenged businesses to: (1) Prioritize optimization opportunities with instant analysis of processes, activities, and tasks; (2) Sharpen process performance based on actual

system usage, best practices, and industry benchmarking; and (3) Accelerate their progress with tailored insights on where to automate business processes leveraging technologies such as Artificial Intelligence.

During the fireside chat, Mr. Charles Setsoeneng of Debswana expressed that technology plays an important role in the economy of Botswana and recognized SAP for its commitment to providing efficiency to organizations. He also stated that cloud adoption has created an enabling environment for material and service sourcing, as well as improved customer experience.

He went on to say that these subscription-based solutions have made information exchange safer, as well as created an enabling environment and ecosystem for things like E-tendering, which Debswana implemented in 2019. In terms of Debswana's future state (the business of tomorrow), he stated that they are anticipating advances such as autonomous self-driving trucks, digital twins, and intelligent assets, among other things.





MENTAL HEALTH IN THE WORKPLACE: COMMUNICATION

Written by DR AMANDA H. HELMAN

Mental health in the workplace heavily involves healthy communication skills. Around the globe, mental health conversations do not occur often. Mental health is a person's emotional wellbeing and safety in a physical environment. A healthy work environment empowers each employee to use their voice and feel comfortable showing up where they are at in their life journey. In different cultures, states, regions, and nations, expressing one's mental health and wellbeing is often not accepted as a cultural norm of expression.

COMMUNICATION AND TRAINING FROM MENTAL HEALTH FIRST AID AND CONFERENCES

It is important for employers and business leaders across all sectors to have knowledge and training in mental health and trauma. Leaders who intentionally get training in Mental Health First Aid will learn basic terminology about Trauma, How to respond to employees based on various situations, Empathy and sensitivity training, and will learn Practical self-care awareness not only for themselves but for the employees.

A healthy environment that prioritizes staff self-care and wellness is highly important in today's current employment world following a pandemic. A focus on how to reduce anxiety and stress is very critical based on many Covid-19 response surveys, particularly one that identified that almost half of Africa's current mental health employers are not able to identify mental health concerns such as anxiety. Communication and conversations about mental health must be incorporated in updated policies and procedures to support mental health for employees.

Communication Support

Employers must have knowledge of how to respond when an employee chooses to share any mental health concerns. The employer's awareness of policies, procedures, and supportive community-based resources or global resources is important. Unfortunately, according to World Health Organisation's 2014 Mental Health Atlas survey about mental health, less than half of the employers had proficient policies and procedures in place to support mental health. In addition, the limited number of mental health workers in Africa (1.4 per 100,000 people) in comparison to global averages of nine mental health

workers per 100,000 people. These statistics reveal the critical need for additional staff training, policy and procedure training in the area of mental health, and additional knowledge about how to have conversations about mental health. Conversations about mental health include employers' understanding on how to proceed when critical information is provided by employees.

Depending on the severity of what is shared, the employer will need knowledge of how to proceed. For example, if an employer reveals any suicidality, it is essential for the employer to have policies in place for the company to respond to higher level care in that moment, what questions to ask, and what to say and do following this conversation to ensure the employee will be safe. Another example is if an employee reveals concerns about anxiety and the employer having training on how to respond or provide helpful resources is critical.

Healthy Interagency Communication and Collaboration

Healthy communication and conversations begin not only within the workplace environment but also with surrounding community supports, mental health facil-



DR AMANDA H. HELMA

ities, universities, and additional agencies that want to focus on building better work environments and communities in the area of mental health. Employers who

attend mental health training will not only glean information but can network and connect with other employers who want to focus on mental health needs of their staff.

One suggestion is to have monthly meetings where a network of employers can meet and discuss mental health concerns in the workplace, current policies and procedures, and identify ways to advocate for better mental health and well-being options for their employees.

Collaboration and conversations between places of employment will help employers address any strengths or areas of growth necessary to enhance current policies and procedures. The growing need of mental health workers in Africa as well as globally continues to be discussed. It is important to break through mental health stigmas for women, men, and children

to know the importance of help-seeking skills that will lead to healthy communication, well-being, and workplace environments.

Mental health practices, conversations and connections across different community sectors and employment agencies in Africa continues to be an area of growth. It is important for communities to work together and identify helpful resources available for employees both in-person and virtually. One step forward by employers to receive training and have a willingness to continue to engage in professional development to empower employees is vital.

Source: www.who.int/mental

EMPLOYEE AFRICA SUMMIT 2023

TARGETED AUDIENCE:
Business leaders, Entrepreneurs, Senior Executives

Powered by:

Employee AFRICA



DOES FRIDAY CASUAL ATTIRE MATTER IN A WORKPLACE?





Friday is the last day of the week and it's regarded as the beginning of the weekend. This is why in some companies Friday casual has become a norm.

In most companies they prefer this practice as an almost off-kilter aesthetic—the perfect opportunity to flash your sartorial cards to your colleagues and establish yourself as a style leader, not a

follower, in an office full of black suits and polished shoes.

How should I dress on Casual Friday? Casual Friday is still a day in the office no matter what they call it, so resist the temptation to divulge your weekend wear too early. Consider the few tips I have learnt about on choosing the kind of casual wear for your work profession

1. THE TYPE OF JOB YOU ARE WORKING

Dress code is a highly commendable language for the type of work someone is doing. Jobs differ in terms of dress requirements and it's clear that not every job can accommodate the comfort of Friday casual. In all the most important thing is to dress to the expectancy of your profession for productivity.

2. THE ORGANIZATION'S CULTURE

Different organizations have different sets of norms about what is the appropriate office attire. Therefore it is vital to consider what to wear, that it matches the organization's norm to avoid misrepresentation of the brand and identity, as that can have unnecessary effects. For instance there are companies that deals with safety, and to them casual wear does not favor the job requirement.

3. YOUR BOSS' DRESS CODE

It's one thing to take your clothing cues from the overall office culture, but your boss is the person doing your performance review, so his/her opinion matters! What does he or she wear on Casual Friday? Take a hint from that. It also gives your boss a good follow their dress code that you can represent them well in instances where there are inter-organizational interactions.

The Casual Friday Dress Code Defined Creating a look that every man can pull off, make good choice of essential style pieces for a winning Casual Friday office look. One that'll have you impressing the boss and clients while keeping you in step with your peers.

Different people have different tastes on fashion looks but smart casual is preferably an outstanding standard wear for a perfect Friday Casual. In most occasions I see men like to rock a broken look more specially in summer. Chinos and an open collar shirt with white or black sneakers depending on the clothing color they are wearing. In women it's different as usually rock on some jeans and a cute blouse with flat shoes.

At the end of the day your look should be presentable for the brand you represent. Use the day to purposefully make a statement with your attire. You have a bit more freedom here than on a normal work day, so put it to work.



We keep it flowing, for you.

TENDER INVITATION

TENDER REFERENCE NUMBER: WUC 068 (2022)

TENDER TITLE: Supply and Installation of Pressure Reducing Valve and Accessories (PRVs and Accessories) for Gaborone; Broadhurst, Block 6, 7 & 8

PROCURING ENTITY: Water Utilities Corporation

1. Sealed Tender offers are invited for the SUPPLY AND INSTALLATION OF PRESSURE REDUCING VALVE AND ACCESSORIES (PRVs AND ACCESSORIES) FOR GABORONE; BROADHURST, BLOCK 6, 7 & 8
2. The Works Contract will include the following:
 - a. Supply, Installation testing & commissioning
3. **PROCUREMENT METHOD: Open Domestic Bidding**
4. Tenderers must, in order to be considered for the award of the contract, be registered with the Public Procurement Regulatory Authority (PPRA) in the following categories:

Code 203, Electrical, Electronic, Mechanical and ICT Supplies,

Sub code 03 Mechanical Equipment, Machines, Spares and Accessories

5. This tender is reserved for 100% Citizen Owned Contractors in line with Section 76 of the Public Procurement Act.
6. Preference Margins will be applied to qualifying bidders in line with the following schemes: -Directive on the Economic Diversification Drive (EDD), Presidential Directive CAB 34 (B) 2014
7. Tenderers to purchase all their products from 100% Citizen locally based manufacturers and service providers, provided that the goods and services are locally available, competitively priced and meet tender specifications in terms of quality standard as certified or recognized by Botswana Bureau of Standards (BOBS) or other recognized certifying bodies.
8. Tender documents shall be obtained by visiting web address <https://www.wuc.bw/wuc-tenders-new>. Online documents will be available for purchase from 25 November 2022.
9. A non-refundable deposit of **P500.00** payable to Water Utilities Corporation. Bidders are to process payment on the website.
10. Queries relating to this tender should be addressed to the Senior Manager Supply Chain at procurement@wuc.bw and should reach the office not later than 10 days before the tender closing date.
11. A compulsory Site visit meeting with representatives of the Procuring Entity will take place at **Gaborone Water Works** on the **01 December 2022 at 09:00hrs**. The assembly point shall be at **Gaborone Water Works** where the site visit will commence. (Tenderers should arrive at or before **09:00 hrs**.)
12. The closing date and time for receipt of sealed tender offers is **1400hrs** hours on **12 January 2022**.
13. Late tender offers will not be accepted.

14. THE BID SUBMISSION METHOD: One Envelope Submission Method

One (1) original tender document marked ORIGINAL, two (2) duplicate copies of the original document marked COPY and one Memory stick in one sealed envelope clearly marked:

Tender Reference No: WUC 068 (2022) - SUPPLY AND INSTALLATION OF PRESSURE REDUCING VALVE AND ACCESSORIES (PRVs AND ACCESSORIES) FOR GABORONE; BROADHURST, BLOCK 6, 7 & 8 shall be delivered to: **The Senior Manager: Supply Chain, Tender Room, Water Utilities Corporation, Sedibeng House, Plot 17530, Luthuli Road, Old Industrial Site, Gaborone, Botswana**

The name and address of the bidder should be clearly marked on the envelope.

The Public Procurement Regulatory Authority Standardised Conditions of Tender for Works shall apply to this procurement, for which all the applicable Tender Data is contained in the tender documents.



BLACK COFFEE IN BOTSWANA

PHOTOGRAPHY CREDIT: PANTHEON PICTURES



Grammy award winner, Black Coffee headlined the biggest summer show this year in Botswana at Royal Aria Stadium on the 12th November 2022.

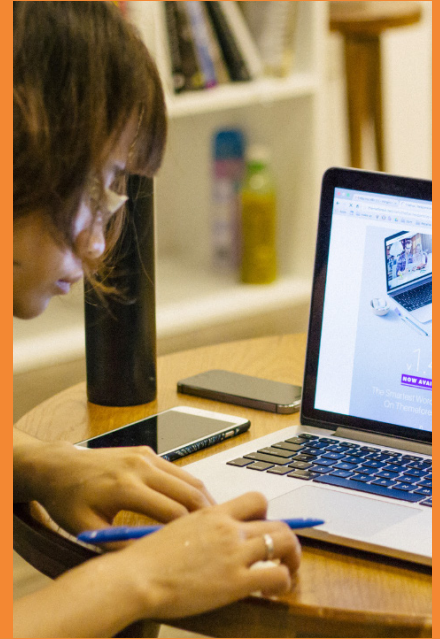
PHOTOGRAPHY CREDIT: INNOC PICS



BLACK COFFEE IN BOTSWANA

Thriving in your Career

....in the face of the 4th Industrial Revolution



Embracing change is the new normal. Getting better and improving is a must today in order to thrive and succeed in the job market. In his theory of Evolution, Charles Darwin talked about the concept of Survival of the Fittest.

This is true for the job market today, change is happening as we speak. The need for individuals to adapt, evolve and make necessary shifts is needed more now than ever. Job loss is skyrocketing today. Employees need to learn faster and make quicker decisions to hone their skills and talents in order to thrive today. It is no longer a game of qualifications only today. You need to be at the forefront when it comes cultivating the right attitude and skills relevant to the evolving job market by acquiring knowledge and exposing yourself.

Things are changing and so should you! Without a new perspective, skill set and mindset in your life today, it is very challenging to create opportunities for yourself. As people move from permanent jobs to short term contracts and the – work from home structures, this means a shift in our cultural set ups.

This shift like any other change will create opportunities. Businesses will shift in their structure and how they do things to accommodate for such a movement in patterns. Job markets are becoming more flexible. The rise of technology and other unforeseen factors has led to the disruption of the job markets as we know them today. That change should be a wake-up call to develop new ways of creating income. Your skills are a gateway to opportunities today. As futurist and phi-

losopher Alvin Toffler once wrote:

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

This means that people who are able to provide on-time customized solutions will be a better environment to create sustainable businesses to meet the demands of food, entertainment, clothing and traveling experiences. Look at the example of UBER – where people can send a text message to call a cab which can pick them to drop them wherever they want to go and they can pay for it on their cell phones.

The other example is MY FOODNESS Botswana, where you can just place an order for your food and have it delivered to your doorstep.

So many of these innovative business ideas are still coming. So it means for us to be able to create better opportunities for ourselves, we have to be able to compete. It is not a game of qualifications anymore but more about the ability to take advantage of what you know, heard, seen, have to create something for yourself by upgrading your skills and your knowledge.

Margie Warrell shared something insightful on her article on Forbes under the Leadership corner:

- **Unlearn the way you approach your brand.**
- **Unlearn the way you communicate your value.**
- **Unlearn the way you deliver your value.**
- **Unlearn the skills and knowledge needed to get to the next level.**

- **Unlearn who your target market is, what they want and why**

- **Unlearn how to get the most from your employees.**

To be up to date and relevant with what happening around you in the space of leadership, business, job markets you need to reinvent yourself. Here are some of the things to consider that can help you in your path:

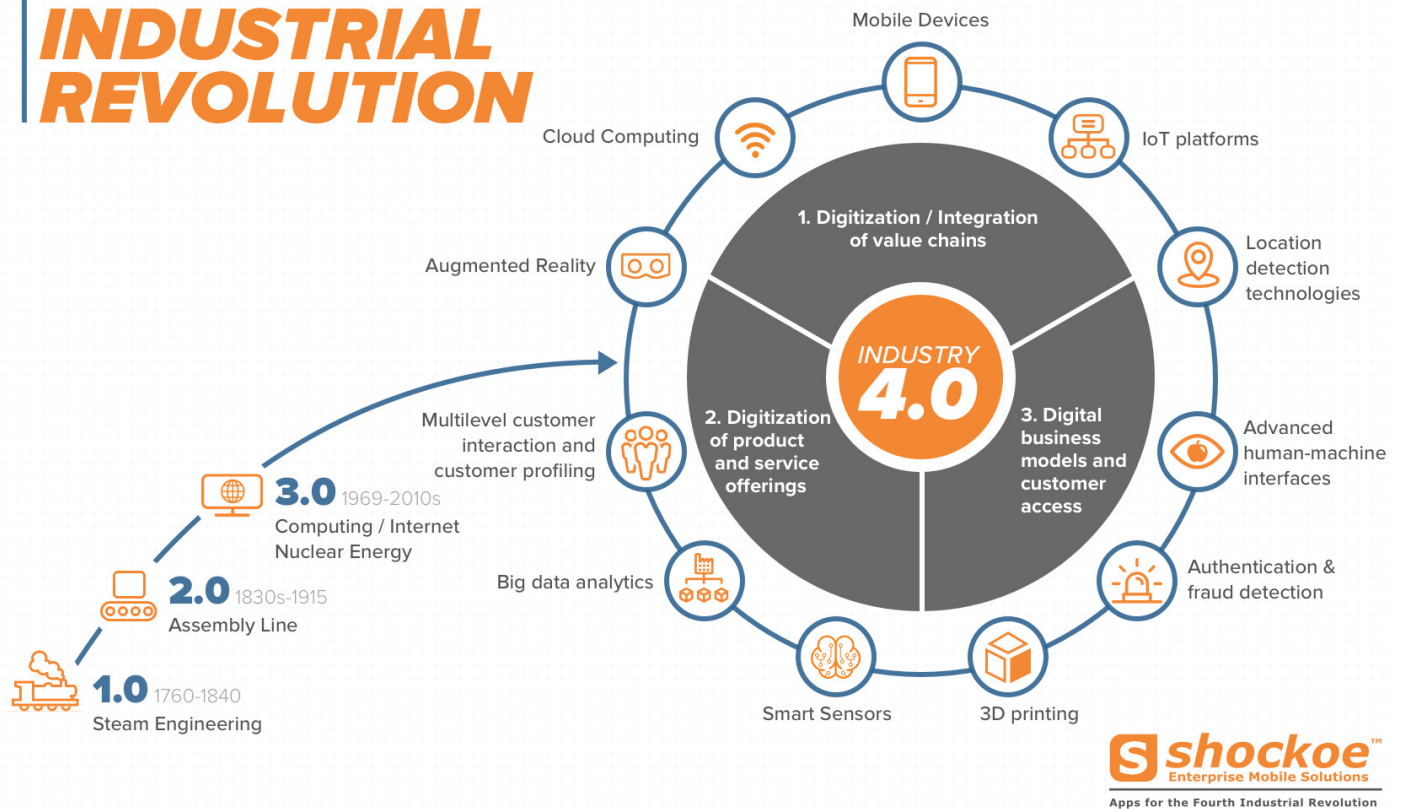
IDENTIFY YOUR SKILL SET & STRENGTHS

The emerging economy is going to close the doors of many businesses and leave many people jobless if they are not reinventing themselves, developing new skills and acquiring knowledge which can help them to thrive during this global shift. Those who are going to make personal growth shifts, commit to acquire knowledge will be in a better position to thrive and benefit from the shift that is already happening.

Ask yourself the following Questions:

1. What are some of the most sort after skills today in my industry that I need to develop?
 2. What are the new trends in my industry that I need to know more about today?
 3. What impact will the 4th Industrial revolution have in my industry in the long run?
 4. How can I position myself for opportunities in the evolving job market today?
- Although the concept of using your

THE DAWN OF THE

**FOURTH
INDUSTRIAL
REVOLUTION**

skills and talents to build something for yourself is not new, I think some people don't really know the greatness they possess in them.

They lack self-awareness about the skills, knowledge and the talents that they have within themselves. I have seen many people who are very talented and gifted but not sure about it, hence they settle for anything handed to them. The new economy demands you to be creative and apply yourself better than before. You need to identify what you are good at and starting building your own job. Your next job is in your hands, your skills.

Your income is in your talents and abilities.

Apply Yourself, Be Creative

Growing people constantly evolve.

They are not stuck in the old systems, processes and protocols that are no longer creating any value in the organization. They constantly shift and adopt new technologies that enhance growth, productivity and success within the organization. Their quest to grow and be creative pushes them to deliver incredible results at all times which helps the organization to

grow. To them, life is about learning, growing and changing. They are able to thrive because they are not stagnant and not locked up in their comfort zones.

They do not wait for things to change, they change things. They initiate transformation and growth. Whether it is when serving clients, making calls, participating in a meeting, they constantly create new ways to make these experiences exciting and educative.

"You may not control all the events that happen to you, but you can decide not to be reduced by them."

- Maya Angelou

NETWORK – A LOT

Know what other professionals know. How? Connect and learn. Network with others and be in the mix of things. Networking is one of the best resources for career development and professional success. Networking is one of the most effective methods for accelerating the pace of your career development and

providing you with new opportunities to succeed. Attend social networking sessions and connect with other professionals.

"A good network can provide job leads, possibilities for advancement and opportunities for personal improvement. If you hope to grow your career and increase your chances of professional success, you need to understand the importance of networking in business." –

Indeed Career Guide

While I was in the United States of America for my professional development training at Lehigh University in 2019, I attended the weekly Young Professional Networking Sessions and I learnt a lot from these sessions.

The sessions empowered me with relevant and timely information on my career as a Leadership and Career Coach. Networking opportunities provide an environment to learn from diverse individuals and it can help you to position yourself.

//BE UNSTOPPABLE

► Profile Update ◀

At Standard Chartered Bank we seek to provide convenience to our clients, this however, can only be achieved by knowing our clients and having easy access to them. To that end, as part of our account review, we have noted that some of our clients have not updated their personal details i.e. mobile number, emails and valid identity documents. Clients are therefore reminded that this is a requirement by the Financial Intelligence Act and Regulations.

We would like to inform our clients that updating these details can be conveniently done on your SC Mobile App or on our Online Banking platform at sc.com/bw. You can take control of your KYC updates in your own time, to avoid any stress, inconvenience, or surprises.

Log into Online Banking www.sc.com/bw

Click on Service Request

Click on Personal detail followed by Update Personal details

Your updates will immediately reflect on your profile.

Alternatively, please contact our 24/7 Client Care Centre at 3615800 or visit the nearest branch for further assistance.

Please note that if client personal details are not updated by 19 November 2022, then all withdrawals from your account will be restricted until the update is completed. This exercise is intended to ensure compliance with local regulation and to protect your account from unauthorised access and fraudulent transactions.



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**BOTSWANA
NATIONAL
PRODUCTIVITY
CENTRE**

Together, we transform Botswana



HELPING CREATE A PRODUCTIVE & COMPETITIVE NATION

The Botswana National Productivity Centre (BNPC) was established through an Act of Parliament in December 1993 as a Parastatal with a tripartite board comprising of representatives from government, employers' and workers' organisations together with a few stakeholders. The statutory mandate of the BNPC is to enhance the level of **productivity awareness** as an advocacy function and to enable individuals and organisations through training and consulting to be **productive and competitive**. The enablement process involves assisting organisations to adopt best management practices through **productivity-enhancing** tools and techniques.



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BNPC reserves the right to cancel programmes or change the content, dates and venues. In-house Programmes can be conducted on Client request.
- For Gaborone Effective Customer Service, Introduction to Supervision, Supervisory Development Programme (A), Professional & Self Development, Quality Management Systems, Kaizen, Project Management and Service Experience Design, contact Elisah@bnpc.bw or 3626304
- For Effective Customer Service, Introduction to Supervision, Supervisory Development Programme (B), contact neom@bnpc.bw or 2415808/2415500/3626400
- For Labour Relations Management(LMR) and Smart Work Ethics contact Maggie@bnpc.bw or 3626372
- For Strategic Development & Implementation and Balanced Score Card, contact JuliaT@bnpc.bw or 3626397



BNPC was certified ISO 9001:2015 compliant by BVQI on 24 September 2018
Certification Number: ISO 190032 UPG

For further details or any enquiries kindly contact

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Contact us today!

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