



NIPAM

*Transforming through  
Capacity Building.*

# BULLETIN

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## Consultative Breakfast With Learning & Development Officers

On 11 August 2025, NIPAM hosted a Consultative Breakfast Session with more than forty (40) Learning and Development Officers (LDOs) representing various Offices, Ministries and Agencies (OMAs) and Regional Councils offices.

Delivering the welcome remarks on behalf of the Executive Director, Mr. Sankwasa Mubita, Director: Strategy and Organisational Performance, also provided an overview of NIPAM's performance. This was followed by Ms. Rebekka Kakololo, Director: Academics, who gave an overview of NIPAM's training offerings, highlighting the range of programmes available to public institutions.

## Welcome

August 2025 was another impactful month for the Namibia Institute of Public Administration and Management (NIPAM), defined by meaningful engagements, strategic partnerships, and high-impact training interventions. The Institute continued to advance its mandate of building a capable and professional public service, while strengthening relationships with key stakeholders across Namibia. From consultative dialogues with Learning and Development Officers (LDOs), to empowering local authorities leaders, and formalising a strategic partnership with the Agro-Marketing and Trade Agency (AMTA), August was marked by collaboration and training.



The session provided a platform for dialogue between NIPAM and the LDOs, who play an essential role in ensuring the relevance and success of training interventions across government institutions. Discussions centred around current capacity-building challenges, emerging needs, and ways to strengthen collaboration in aligning training programmes to the realities of public service delivery. Importantly, NIPAM emphasised the need to strengthen its relationship with LDOs, recognising them as a vital link in ensuring that training interventions are impactful and aligned with institutional needs. The Institute also shared its plans to take more training opportunities into the regions, making capacity-building more accessible to public servants across the country.



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# REGIONAL SEMINAR/WORKSHOP

## Leadership and Change Management

On 13 August 2025, NIPAM hosted a targeted intervention for the Northern regions. Thirty (30) Councillors and Management from the Oshana Regional Council, Omusati Regional Council, Oshikuku Town Council, Otsandi Village Council, Okahao Town Council and Ongwediva Town Council attended a transformative Leadership seminar facilitated by Dr. Donald Hlahla in Ongwediva. The one-day session was designed to strengthen leadership capacity, sharpen governance skills, and equip regional and local authority leaders with practical tools to respond to the complex challenges of service delivery.

The seminar covered critical themes such as the distinction between leadership and management, adaptive leadership styles, and the principles of servant leadership. Participants explored strategies for overcoming resistance to change, building effective teams, and communicating with diverse stakeholders.

A recurring theme throughout the day was the urgent call for a cultural shift in the public service, moving away from “business as usual” towards a “Business Unusual” approach, echoing the President’s recent appeal for public servants to act with empathy, integrity, and accountability.



# NIPAM & AMTA

## Partnership

On 21 August 2025, NIPAM and the Agro-Marketing and Trade Agency (AMTA) signed a strategic Memorandum of Understanding (MoU) at the NIPAM Campus in Windhoek.

The MoU establishes a framework for collaboration in key areas such as training, consultancy, operational research, and supply chain support. NIPAM will provide targeted training programmes to AMTA staff, while AMTA will supply NIPAM's cafeteria with fresh produce and bottled water. This innovative arrangement not only enhances institutional capacity, but also promotes local enterprise and sustainability.

To ensure effective implementation, a Joint Technical Committee composed of senior officials from both institutions will oversee planning, execution, and resource coordination. The MoU, valid for thirty-six (36) months with annual reviews, reflects a commitment to transparency, accountability, and delivering tangible results for the Namibian public sector.



## Highlights

# Training and Consultancy

In August 2025, two hundred and twenty-one (221) participants from across Namibia's public sector and affiliated institutions took part in NIPAM's targeted training interventions. These programmes addressed priority skills needs, enhancing professional competencies, operational effectiveness, and service delivery across diverse government and organisational functions.



### Customer Care Training – (Mariental)

From 28 July to 1 August 2025, twenty-eight (28) participants from the Grootfontein Town Council and the Ministry of Urban and Rural Development attended training in Mariental. Facilitated by Dr. Donald Hlahla, the programme highlighted the importance of professional communication, empathy in service delivery, and strategies for enhancing customer satisfaction.

### **Procurement Training – Swakopmund**

From 28 July to 1 August 2025, this training was attended by twenty-seven (27) participants from various institutions in the public sector. Facilitated by Ms. Christine Makadza, the course covered procurement processes, strategic sourcing, supplier management, and contract negotiation, equipping participants with tools to manage procurement effectively and transparently.



### **Cleaning & Housekeeping Training – Otjiwarongo**

Held in Otjiwarongo from 4 to 8 August 2025, thirty-eight (38) participants from different institutions completed training facilitated by Ms. Beatrix Akuake. The sessions focused on workplace responsibilities, hygiene standards, waste management, and effective use of cleaning equipment and materials.

## Highlights cont.



### **Business Writing Skills Training – Windhoek (NIPAM Campus)**

Between 11 and 15 August 2025, eleven (11) participants drawn from Ohangwena Library Services and the Ministry of Agriculture, Fisheries, Water and Land Reform attended training at NIPAM. Facilitated by Mr. Sinvula Mudabeti, the course enhanced participants' ability to draft clear, professional, and impactful business documents tailored for public service needs.

### **Cleaning & Housekeeping Training – Windhoek (NIPAM Campus)**

From 18 to 22 August 2025, fifteen (15) participants from Oshana Regional Council and the Ministry of Works and Transport attended a second Cleaning and Housekeeping training, facilitated by Ms. Beatrix Akuake. The course reinforced hygiene practices, professional cleaning standards, and waste management skills to improve workplace efficiency.



## Highlights cont.

### Corporate Governance Training – Windhoek (NIPAM Campus)

Conducted from 18 to 22 August 2025, ten (10) participants from Zebra Holdings (Pty) Ltd attended training facilitated by Dr. Felix Mukasa and Mr. Joubert Tawana. The programme strengthened understanding of corporate governance frameworks, board responsibilities, and accountability mechanisms in the Namibian context.



### Monitoring & Evaluation Training – Swakopmund (National Council)

From 18 to 29 August 2025, a group of eleven (11) officials from the National Council undertook an intensive two-week Monitoring and Evaluation (M&E) training programme in Swakopmund. The first week was facilitated by Ms. Dore-ann van Wyk, followed by a second week led by Mr. Havelinus Shemuteka, ensuring a comprehensive learning experience.

The training equipped participants with practical skills in designing M&E frameworks, data collection, statistical analysis, and reporting. Through a hands-on approach, participants gained tools to monitor project implementation, evaluate outcomes, and generate evidence-based reports that strengthen accountability and decision-making within the institution.



### **Leadership and Change Management Training – Ondangwa**

From 18 to 22 August 2025, thirty-six (36) councilors and officials from the northern regions participated in Leadership and Change Management training in Ondangwa. Facilitated by Dr. Donald Hlahla, the programme covered leadership management, change management principles, team building, and adaptive leadership strategies.

### **Customer Care Training – Windhoek (NIPAM Campus)**

Also from 18 to 22 August 2025, fifteen (15) participants from various Offices, Ministries and Agencies (OMAs) institutions took part in Customer Care training facilitated by Mr. Webster Wambe. The sessions highlighted the importance of professional communication, empathy in service delivery, and strategies for enhancing customer satisfaction.

### **Security Protocol and Risk Training – Swakopmund**

From 18 to 22 August 2025, thirty (30) participants from various Offices, Ministries and Agencies (OMAs) attended the Security Protocol and Risk Training in Swakopmund, facilitated by Mr. Nawa Nawa. The programme focused on strengthening participants' ability to identify, assess, and manage security risks in official settings, ensuring the safety of dignitaries, staff, and stakeholders during high-level engagements.

The training applied international best practices in security risk management, providing participants with practical case studies and scenario-based exercises to enhance decision-making under pressure. Emphasis was placed on systematic risk assessment, proactive mitigation strategies, and adherence to global standards for official security operations.

These skills are critical for effectively managing security at national and international platforms, ensuring professionalism, preparedness, and adherence to best practices in security.





## Consultancy Services

Consultancy remains one of NIPAM's pillars of service delivery, with most assignments running as ongoing projects that require continuous engagement, stakeholder consultations, and technical expertise. During August, several consultancy projects progressed steadily, reflecting NIPAM's growing role in providing tailored institutional solutions across the public sector.

### **Namibian Competition Commission (NaCC): Strategic Planning Assignment**

NIPAM was contracted to review and finalise the Namibian Competition Commission's Integrated Strategic Business and Financial Plan (ISBP 2025–2030) as well as the Annual Business and Financial Plan (ABFP 2025/26).

The consultancy commenced with a Gap Analysis exercise, which resulted in a comprehensive report identifying strengths, weaknesses, and areas for strategic improvement. This formed the basis for refining the ISBP and ABFP, ensuring that both plans are practical, forward-looking, and aligned with NaCC's mandate to foster fair competition and protect consumer welfare in Namibia.

The assignment is currently ongoing and is expected to be finalised by the end of September 2025. Through this process, NIPAM is not only facilitating the development of robust strategic and financial plans but also contributing to stronger institutional governance and accountability within Namibia's regulatory framework.





### Conclusion

The activities of August 2025 highlighted NIPAM's role in strengthening relationships, empowering public leaders, and fostering institutional collaboration. Engagements with Learning and Development Officers, the Leadership Seminar in Ongwediva, and the signing of the MoU with AMTA all underscored the importance of building capacity and advancing public sector excellence. The month's training interventions further reinforced the Institute's mandate to deliver relevant and impactful programmes that support effective governance and national development.

**NIPAM – Shaping the Future of Public Sector Excellence!**

