

BULLETIN



September 2026
ISSUE 09

Welcome

As we welcome September edition of NIPAM Newsletter, we reflect on a month marked by learning, collaboration, innovation and meaningful engagements with our stakeholders.

At NIPAM, we believe that a strong and effective public service begins with investing in people. Throughout September, the Institution continued to provide opportunities for public sector officials and other stakeholders to enhance their knowledge, strengthen professional capabilities and respond to the changing demands of the public sector.

Innovation remained an important theme during the month, particularly through initiatives focused on the use of emerging technologies and Artificial Intelligence (AI) in the public service. These initiatives demonstrate NIPAM's commitment to preparing public sector professionals for a rapidly changing working environment.

In this edition, we bring you highlights from our training programmes, strategic engagements, partnerships and other activities that shaped NIPAM's work during September.

We thank our clients, partners, facilitators and stakeholders for their continued support and participation. Together, we remain committed to developing capable leaders, strengthening institutions and contributing to a more effective and responsive public service.



Training Highlights

During the month of September, we trained a total number of 218 trainees, which reflects a month of learning, growth and professional development. Public sector officials from various institutions attended programmes covering Leadership and Change Management, Advanced Microsoft Excel, Diplomacy, Protocol and Etiquette, and Artificial Intelligence for government Communication Officers.

These programmes provided trainees with practical knowledge and skills to enhance workplace performance, embrace innovation and contribute to improved public service delivery.

Through continued investment in capacity development, NIPAM remains committed to building a skilled, innovative and effective public service.

Performance Management Training

From 01 to 04 September 2026, seven (07) trainees attended the Performance Management training.

The training was designed to strengthen trainees' knowledge and practical understanding of effective performance management within the workplace. It provided trainees with valuable insights into the processes and principles involved in setting clear performance expectations, monitoring progress, assessing performance, and providing constructive feedback.

By the end of the training, trainees were better equipped with practical tools and approaches to support effective performance management within their respective institutions. The knowledge gained is expected to contribute to improved employee performance, stronger organisational outcomes, and a more results-oriented public service.

This training was facilitated by Mr. Lister Chaka



Microsoft Excel (Advanced) training

From 07 to 11 September 2026, nine (9) officials from Hardap Regional Council attended the Microsoft Excel (Advanced) training.

The training aimed at enhancing trainees' proficiency in using Microsoft Excel for effective data management, analysis, reporting, and decision-making in the workplace. Trainees were introduced to advanced Excel functions and practical techniques that can help improve accuracy, efficiency, and productivity in handling complex data.

The programme provided an opportunity for trainees to strengthen their skills through practical exercises and hands-on activities, enabling them to apply Excel tools and techniques to their day-to-day responsibilities.

The training was facilitated by Ms Sinte Mutelo

Training Highlights cont.

Affirmative Action Training

From 07 to 11 September 2026, seven (07) officials from the Outapi Town Council attended the Affirmative Action training.

The training was designed to enhance trainees' understanding of the principles, practices, and importance of affirmative action within the workplace. It provided trainees with relevant knowledge on promoting fairness, equal opportunities, diversity, and inclusivity in employment and organisational practices.

The knowledge and skills gained from the training are expected to assist officials in implementing affirmative action measures more effectively, while supporting compliance with relevant policies and legislative requirements. The training can also strengthen institutional capacity and promoting an inclusive and equitable working environment within local authorities.

The training was facilitated by Ms. Fabiola Katjivena



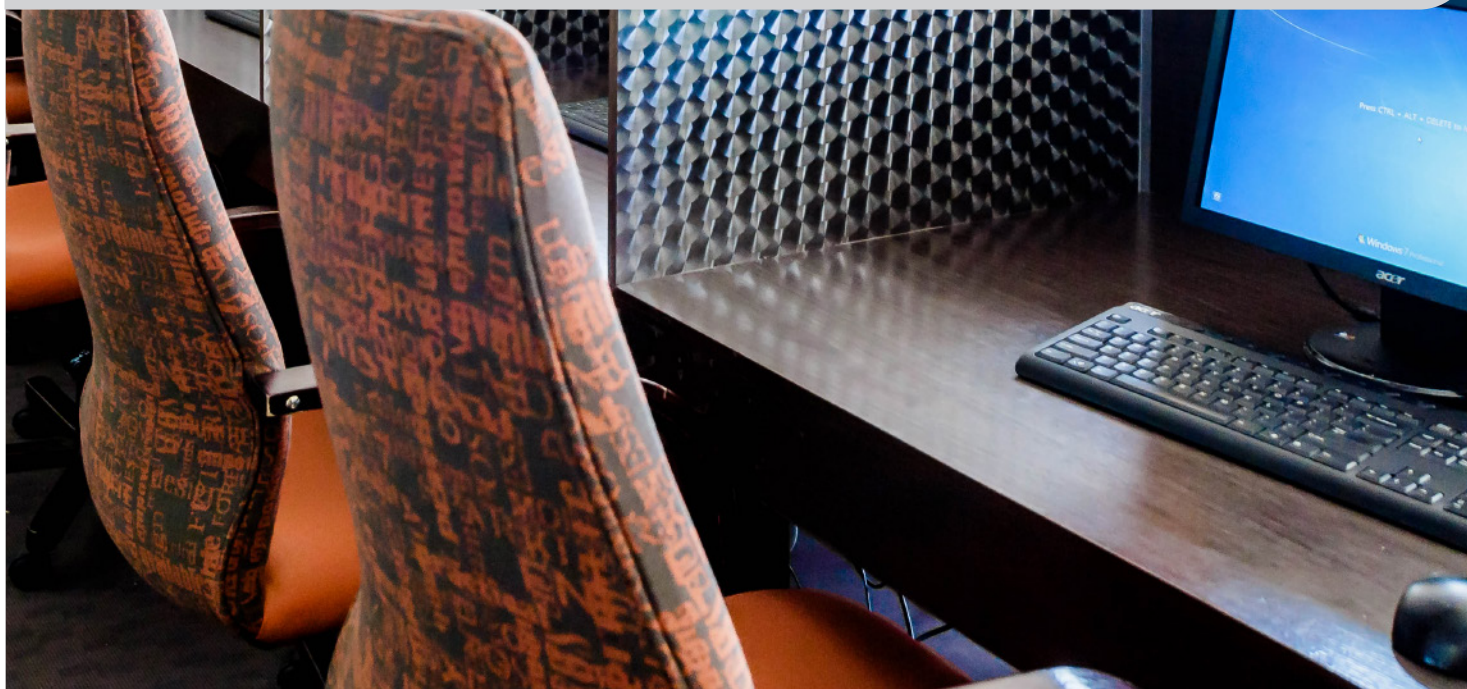
Microsoft Excel (Advanced) Training

From 14 to 18 September 2026, twelve (12) officials from Hardap Regional Council attended the Microsoft Excel (Advanced) training.

The five-day training programme focused on strengthening trainees' ability to use Microsoft Excel as an effective tool for data management, analysis, reporting, and workplace productivity. Trainees were exposed to advance Excel features and techniques designed to help them work more efficiently with large and complex sets of information.

The programme combined theoretical knowledge with practical exercises, allowing trainees to apply the skills acquired to real-world workplace scenarios. Key areas of learning included advanced data handling, the use of formulas and functions, data analysis, and the preparation of clear and professional reports.

The training was facilitated by Ms. Sinte Mutelo



Training Highlights cont.

Leadership and Change Management Training

From 14 to 18 September 2026, eight (8) councillors and senior officials from Ongwediva Town Council attended the Leadership and Change Management training.

The five-day training programme focused on strengthening leadership capabilities and equipping trainees with practical knowledge and skills to effectively manage change within their institution. The programme explored key principles of effective leadership, strategic decision-making, organisational transformation, and the management of change in the public-sector environment.

The knowledge and skills gained are expected to assist the councillors and senior officials in providing effective leadership, supporting organisational development, and guiding their teams through change. The training will further contribute to strengthening institutional capacity and promoting improved governance, performance, and service delivery at the local authority level.

The training was facilitated by Dr. Donald Hlahla



Training Highlights cont.

Diplomacy, Protocol and Etiquette Training

On Tuesday 15 September 2026, twelve (12) officials from Embassy of Finland, including Finland ambassador her excellence Katja Kalamäki, attended the Diplomacy, Protocol and Etiquette training.

The officials gained knowledge and understanding of state protocol principles and their application during official engagements, flag protocol which includes the appropriate display and handling of national and institutional flags, understanding of state and diplomatic ceremonies and the protocol requirements associated with such occasions.

The training was facilitated by Dr. Shepherd Nyambe



Training Highlights cont.



Time Management and Productivity Training

On 15 September 2026, ten (10) officials from SGX Distributor LTD Pty attended the Time Management and Productivity training.

The training focused on equipping trainees with practical skills and techniques to manage their time effectively, prioritise tasks, and improve productivity in the workplace. Trainees were introduced to strategies for planning and organising their daily responsibilities, managing competing demands, and making effective use of available resources.

Trainees explored ways to overcome common time-management challenges and develop productive work habits. The programme emphasised the importance of setting clear goals, managing deadlines, reducing distractions, and maintaining a balanced approach to workplace responsibilities.

The training was facilitated by Dr. Felix Mukasa

Training Highlights cont.

Artificial Intelligence training

From 07 to 11 September 2026, fifty (50) Public Relations and Communication Officers from various government institutions attended AI training.

The training focused on assisting public sector communicators understand the use of AI tools in their daily work. The training forms part of NIPAM's mandate to strengthen the capacity of public servants through innovative training with the ultimate goal of improving public-service delivery.

The training was facilitated by Mr Deon Bernard



Public Speaking and Presentation Skills

On 18 September 2026, seventy (70) officials from the Electoral Commission of Namibia attended the Public Speaking and Presentation Skills training.

The training focused on developing trainees' confidence and competence in delivering professional presentations and communicating information effectively to different audiences. Trainees were equipped with practical techniques for structuring presentations, delivering key messages clearly, and maintaining audience engagement.

The programme forms part of ongoing efforts to strengthen professional competencies and equip public-sector officials with communication skills that contribute to effective service delivery and organisational performance.

The training was facilitated by Mr Sinvula Mudabeti



Succession Planning Training

From 21 to 25 September 2026, twenty-seven (27) senior police officers, majority of whom are Regional Commanders, attended the Succession Planning Training programme.

The five-day training focused on strengthening trainees' understanding of succession planning and its importance in ensuring organisational continuity, leadership development, and effective institutional performance. The programme provided senior officers with practical knowledge and strategies for identifying, developing, and preparing employees to take on critical leadership and managerial responsibilities in the future.

The training further highlighted the role of succession planning in mitigating the risks associated with the loss of experienced personnel and ensuring the continuity of essential institutional functions.

The training was facilitated by Dr Donald Hlahla



Training Highlights cont.

Prime Minister Charity Foundation: September 2026 Implementation

In September 2026, NIPAM continued to implement training programmes under the Prime Minister Charity Foundation, equipping one hundred and seventy five (175) local authority officials with skills to lead and serve their communities more effectively. During the month, officials from various local authorities benefited from the Foundation's support.

Highlights of the month

Governance and Council Oversight Training

On September 2026 thirty (30) officials, including Chief Executive Officers and Councillors from various local authorities, attended the Governance and Council Oversight training. The programme equipped trainees with practical knowledge of governance, leadership and effective council oversight.

The training was facilitated by Ms Ester Nghipandulwa



Training Highlights cont.



Leadership and Business Strategy Training

Ninety-four (94) officials including Chief Executive Officers and Councillors from various local authorities, attended the Leadership and Business Strategy training. The two day training was conducted in three stages: 31 August to 01 September, 03 to 04 September, and 07 to 08 September 2026.

The training was aimed at strengthening leadership capacity and enhancing strategic thinking among local authority leaders. The programme provided participants with practical knowledge and insights to improve decision-making, organisational performance, strategic planning and effective leadership.

The training also created an opportunity for trainees to reflect on challenges facing local authorities and explore strategies for strengthening institutional effectiveness, accountability and service delivery.

The training was facilitated by Dr Nelson Matheus



Training Highlights cont.

Service Delivery training

From 10 to 11 September 2026, thirty-one (31) officials consisting of Councillors and Chief Executive Officers from various local authorities attended the Service Delivery training at Ongwediva.

The training provided an opportunity for local authority leaders to engage on challenges affecting service delivery and explore practical approaches to improving efficiency, accountability and responsiveness within their respective councils.

The training was facilitated by Mr Victor Musiwa



Training Highlights cont.

Risk Management training

From 23 to 24 September 2026, twenty (20) officials including Chief Executive Officers and Councillors from various local authorities attended the Risk Management training in Ongwediva.

The training focused on strengthening trainees' understanding of effective risk management practices and equipping them with practical tools to identify, assess and manage potential risks within their respective institutions.

The programme also highlighted the importance of proactive risk management in supporting sound decision-making, strengthening accountability and improving organisational performance

The training was facilitated by Mr Bryan Kandiriomuini



Stakeholders Engagement Highlights



Effective stakeholder engagement remains an important part of NIPAM's efforts to strengthen relationships, understand stakeholder needs, and promote collaboration in support of public-sector capacity development. As part of its stakeholder engagement plan, NIPAM continued to engage with key stakeholders, including government institutions, local authorities, development partners, and other organisations.

These engagements provided opportunities to share information, gather feedback, identify areas of collaboration, and strengthen partnerships that contribute to NIPAM's mandate of enhancing public-sector performance through training, research, and consultancy. The engagements also enable NIPAM to better understand the evolving needs of its stakeholders and align its programmes and services accordingly.

Stakeholder Engagement Highlights cont.

Strengthen collaboration with Ministry of Home Affairs, Immigration, Safety and Security

On 10 September 2026, On NIPAM management, led by Executive Director Dr Heroldt Murangi, paid a courtesy visit to the Ministry of Home Affairs, Immigration, Safety and Security.

The visit provided an opportunity for the two institutions to strengthen working relationship, foster closer institutional collaboration, and engage on areas of mutual interest in support of Namibia's public service development.

Discussions focused on opportunities to enhance cooperation, particularly in areas related to capacity building, professional development, and strengthening the competencies of public servants. The engagement also provided a platform for NIPAM to better understand the Ministry's evolving training and development needs and explore opportunities for future collaboration.

The courtesy visit reaffirmed NIPAM's commitment to building strategic partnerships with government institutions and supporting efforts to develop a skilled, responsive, and effective public service.



Stakeholder Engagement Highlights cont.

Integrated Strategic Business Plan Workshop

From 15 to 17 September 2026, NIPAM management participated in the Integrated Strategic Business Plan (ISBP) Development Workshop that took place at Gross Barmen.

The ISBP is a pivotal document that provides strategic direction for NIPAM. It is intended to guide the Institute in aligning its programmes, resources and organisational priorities with its mandate and long-term objectives.

Through this collaborative process, NIPAM management is working towards strengthening institutional performance, improving service delivery, enhancing innovation and ensuring the Institute remains responsive to the evolving needs of the public sector.



Stakeholder Engagement Highlights cont.



NIPAM engages government Learning Development Officers and Human Resources Managers

On 21 September 2026, a total of fifty-three (53) officials from various government institutions, attended the Learning Development Officers (LDO) and Human Resources Managers (HRM) breakfast meeting as part of NIPAM's stakeholder engagement.

The engagement provided an opportunity for NIPAM to share information on the programmes and services the institution offers, and gain a better understanding of the training and development needs of government institutions.

During his opening remarks, NIPAM Executive Director Dr. Heroldt Murangi, emphasised that LDO and HRM play an important role in identifying training needs, supporting staff development and ensuring that employees have opportunities to improve their knowledge and skills.

The annual breakfast meeting also provided a platform for participants to share their experiences, raise areas of concern and discuss opportunities for improving cooperation between NIPAM and public-sector institutions.

A total of eleven (11) resolutions were reached during the engagement. The resolutions focus on matters intended to improve the effectiveness and efficiency of the working relationship between NIPAM and the public sector. They provide a basis for addressing issues raised by stakeholders and strengthening cooperation in areas related to training, staff development and institutional needs.

Stakeholder Engagement Highlights cont.

Stakeholder Engagement: Kunene Region

From 21 to 25 September 2026, NIPAM's Manager of Marketing, Public and Strategic Relations Mr Johannes Hatutale, undertook a regional stakeholder engagement in the Kunene Region. During the visit, he engaged with the following local authorities: Opuwo Town Council, Kamanjab Village Council, Khorixas Town Council, and Outjo Municipality.

The engagement aimed to strengthen relationships between NIPAM and the local authorities, and to promote NIPAM's services, including training, consultancy, operational research, the Public Sector Awards and the Prime Minister's Charity Foundation. It also gave NIPAM a first-hand understanding of the challenges local authorities' experience, which will help shape services that respond to their needs.



Stakeholder Engagement Highlights cont.

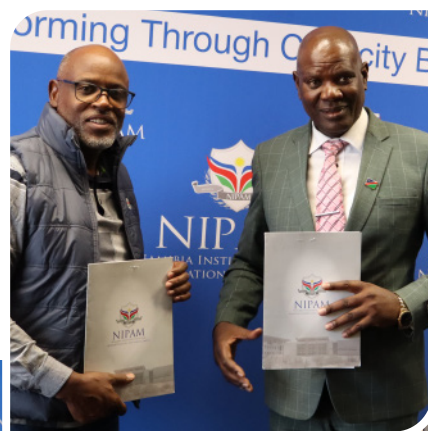
NIPAM and Rundu Town Council sign MoU

On 25 September 2026, NIPAM and Rundu Town Council have signed a Memorandum of Understanding (MoU) aimed at strengthening collaboration, institutional capacity and service delivery at local government level.

NIPAM Executive Director Dr Heroldt Murangi, emphasised that the partnership should go beyond the signing of an agreement and result in tangible improvements for the people of Rundu.

Dr Murangi said NIPAM's mandate is closely linked to sustainable national development, improving livelihoods and enhancing the quality of life of Namibians. He stressed that achieving these objectives requires investment in the people responsible for delivering public services.

Rundu Town Council Management Committee Chairperson honourable Josef Kamakende, said continuous professional development fosters adaptability, enabling the town council to navigate complex urbanisation challenges, strategic planning needs, and socio-economic growth in the town.





Interviews

As part of our commitment to understand the impact of our training programmes, NIPAM engages with trainees to hear about their experiences, key lessons, and how they intend to apply their newly acquired skills in the workplace.

Through these trainee interviews, participants share their perspectives on the training programmes, highlighting the knowledge gained, practical experiences, and value they derived from their time at NIPAM. Their reflections provide valuable insights into how NIPAM's capacity-building initiatives contribute to professional development and improved workplace performance.



Councillor Kwenani says more funds should be channelled to NIPAM to empower local authorities

City of Windhoek local authority councillor honourable Austin Kwenani, has urged government to avail more funds to NIPAM, for the institution to assist more local authorities with capacity building.

Kwenani who attended the Leadership and Business Strategy training for Local Authorities, said the training was a great opportunity to learn from other councillors and more training of that kind will help with better service delivery around the country.

"I encourage for more of these type of training courses, and hope government is making sure most budget from various government institutions and local authorities are channelled to NIPAM so that we have a coordinated and synchronize the way of doing things," he said.

Conclusion

The month of September NIPAM engage with various government institutions, local authorities, diplomatic missions, and other stakeholders, reaffirming the Institute's commitment to building strong partnerships and responding to the evolving needs of the public sector. These engagements provided valuable opportunities for collaboration, knowledge-sharing, and identifying areas of mutual interest.

From leadership and change management to digital skills, public speaking, succession planning, wellness, diplomacy, protocol, and other professional development programmes, the month's activities reflected NIPAM's continued commitment to empowering individuals and strengthening institutions.

As NIPAM looks ahead, the Institute remains committed to delivering relevant and impactful training, fostering strategic partnerships, and supporting the development of a capable, ethical, innovative, and responsive public service. Through continued collaboration with our stakeholders, NIPAM will continue to contribute to improved organisational performance and quality public service delivery in Namibia.



NIPAM – Shaping the Future of Public Sector Excellence!

Upcoming Training

October - November

Course	Dates		Cost	Town	Cost
	Oct	Nov			
ARCHIVES AND RECORD MANAGEMENT					
Record Management		02 - 06	N\$ 5 100.00		
CLIENT RELATIONS					
Communications Skills	12 - 16		N\$ 5 100.00		
Customer Care		16 - 20	N\$ 5 100.00		
DIPLOMACY AND PROTOCOL					
Protocol & Etiquette	05 - 09		N\$ 5 500.00		
FINANCE AND ACCOUNTING					
Finance for Non-Financial Managers		16 - 18	N\$ 3 200.00		
HEALTH AND SAFETY MANAGEMENT					
Cleaning and House Keeping		10 - 14	N\$ 4 500.00		
Disaster Risk Reduction and Climate Change		17 - 21	N\$ 5 500.00		
Mental Health	19 - 23		N\$ 5 100.00	Oshakati	N\$ 6 120.00
Occupational Health and Safety Management	05 - 10		N\$ 5 100.00		
HUMAN RESOURCES					
Disciplinary Procedures/ Conducting Disciplinary Hearing	05 - 09		N\$ 5 100.00		
Performance Management		09 - 13	N\$ 5 500.00	Keetmanshoop	N\$ 6 600.00
Talent Management		02 - 06	N\$ 5 500.00		
INFORMATION TECHNOLOGY					
Cybersecurity Fundamentals	05 - 09		N\$ 5 100.00		
Digitilisation		23 - 27	N\$ 5 100.00		
Microsoft Excel (Basic)	19 - 23		N\$ 4 500.00		
Microsoft Excel (Intermediate)		23 - 27 10 - 14	N\$ 4 500.00	Mariental	N\$ 6 500.00
Microsoft PowerPoint (Advanced)		18 - 20	N\$ 5 100.00		
LEADERSHIP AND MANAGEMENT					
Corporate Governance		23 - 25	N\$ 6 000.00		
Councilor Development	19 - 23		N\$ 7 200.00		
Culture Change for Public Servants		02 - 06	N\$ 5 100.00	Katima Mulilo	N\$ 6 120.00
Emotional Intelligence	05 - 09		N\$ 5 100.00		
Knowledge Management	26 - 30		N\$ 5 500.00		
Leadership and Change Management		23 - 27	N\$ 5 500.00		
Standing Rules and Orders for Regional Councils		16 - 20	N\$ 6 000.00		
Strategic Management	12 - 16		N\$ 5 500.00		
MANAGEMENT DEVELOPMENT PROGRAMMES					
Foundation Programme		02 - 06	N\$ 4 500.00		
Supervisory Development Programme	19 - 13		N\$ 5 100.00		
OFFICE ADMINISTRATION PROGRAMMES					
Business Writing Skills		16 - 20	N\$ 5 100.00	Gobabis	N\$ 6 120.00
Mastering Secretarial Skills (Office Admin)	19 - 23		N\$ 5 100.00		
PROJECT MANAGEMENT					
Monitoring and Evaluation	05 - 09		N\$ 5 100.00		
Project Management		10 - 14	N\$ 5 500.00		
PROPERTY MANAGEMENT					
Leasing and Letting Certificate	08 - 09	09 - 10	TBD	TBD	TBD
Property Portfolio Management Certificate	01, 02 & 05	02 - 04	TBD	TBD	TBD
Sectional Title Management Certificate	06 - 07	05 - 06	TBD	TBD	TBD
REGIONAL AND LOCAL GOVERNMENT					
Community Participation	26 - 30		N\$ 5 100.00		
Council Meeting Management	19 - 23		N\$ 5 100.00		
Formulating Administrative Policies		23 - 27	N\$ 5 500.00		
Writing Standards and Operating Procedures		23 - 27	N\$ 5 100.00		
RESEARCH					
Research Methodology		23 - 27	N\$ 5 500.00		