



## SELECTED TESTIMONIALS (EXECUTIVE DEVELOPMENT PROGRAMMES)

### **Facilitating Governance – Legislative Principles, Procedures and Practices**

*'The personalised approach to the programme is a good one as it targets specific needs of individuals and generates solutions'*

(Judith Jeffers-Baker – Clerk of the Legislative Assembly, Government of Montserrat)

### **White collar Crime – Detection, Investigation, Prevention**

*'Well organised with helpful staff at GMSI. All the best for the future.'*

(Mr Andrew Sea, Senior Investigator, Ombudsman Commission of Papua New Guinea, Papua New Guinea)

### **Managing Public Finance – Implementing International Best Practice**

*'GMSI course contents are outstanding and excellently designed to assist developing countries to imbibe international best practices which are key to development'*

(Mr Raphael Olundu, Staff Officer, Nigerian Air Force, Nigeria)

### **Modernising Public Service Management**

*'A well organised, hands-on and participatory approach. Small-sized and targeted. Highly productive.'*

(Mr Eugene Otuonye, Q.C., Chairman, Public Service Commission, Turks and Caicos Islands)

### **Building Effectiveness – Enhancing Leadership Capabilities**

*'The course programme was generally excellent, rewarding and eye-opening.'*

(Maisaje Nuhu Ayuba, Assistant Manager – Personnel, Nigerian Ports Authority)

### **Executive Seminar for Heads of Public Service**

*'A very successful seminar. Keep up the good work.'*

(Engineer Benson Jelani, Head of the Civil Service, Yola)

#### GOVERNANCE AND MANAGEMENT SERVICES INTERNATIONAL

SUITE 7 · JAMAICA WHARF · 2 SHAD THAMES · TOWER BRIDGE · LONDON SE1 2YU · UNITED KINGDOM

Tel: 44 (0) 20 7403 6070/6199 · Fax: 44 (0) 20 7403 6077 · Email: [gmsi@gmsiuk.com](mailto:gmsi@gmsiuk.com) · Website: [www.gmsiuk.com](http://www.gmsiuk.com)

Governance and Management Services International Limited Registered in England and Wales Number 5866106

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### **Advanced Ombudsman Practice**

*'Very pleasant atmosphere of learning and thorough interacting with others. I also learnt how to improve and work as an Ombudsman.'*

(Professor Mira Phailbus, Provincial Ombudsperson, Pakistan)

### **Strengthening Investigative Skills**

*'The course in general was very interesting...indeed an eye opener, and I believe by implementing all that I have learned my investigation would be improved, and that would also improve my organisation'*

(Ms. Maserate Letsie, Investigation Officer, Office of the Ombudsman, Lesotho)

### **Macroeconomic Policy Analysis and Fiscal Policy Management**

*' Overall, the programme was interesting in the sense that it availed to me new ideas in modelling and also gave me an insight in macroeconomic analysis.'*

(Mr Baboucarr Jobe, Principal Economist, Ministry of Finance and Economic Affairs, The Gambia)

### **Leading and Succeeding in Government**

*'Programme was relevant to areas of interest for development. Intimately designed for interactive discussions. Exceeding expectation.'*

(Hon. Jermaine Wade, Parliamentary Secretary, Ministry of Youth Affairs, Sport and Culture, Montserrat)

### **Ombudsman Deputies – Optimising Performance for Institutional Excellence**

*'An excellent programme. We have been equipped with skills and knowledge to execute our role with efficiency and effectiveness. Thank you GMSI.'*

(Ms Fatou Njie, Deputy Ombudsman, Office of the Ombudsman, The Gambia)

### **Doing Ombudsman Investigations - Developing Effective Complaints Handling**

*'In my candid opinion my expectations have been exceeded. I have learnt insights that I never knew or expected. I hope to convince my Commissioners to send other colleagues, and for those who have attended this, any higher programme that would fully equip us. Excellent programme!'*

(Mr Joseph Whittal, Director, Commission on Human Rights and Administrative Justice, Ghana)

### **Supporting Legislatures – Strengthening the Role of Parliamentary Staff, Committee Clerks and Technical Advisers**

*'Let me take this opportunity to express my satisfaction not only on the training I attended but also the hospitality I enjoyed while in London from the GMSI Team in London. It was such a great pleasure to be with you there and to learn so many things in one week.'*

(Ms Annalisa Meroro, Chief Parliamentary Clerk, National Assembly, Namibia)

### **Facilitating Development, Professional Attachment for Trainers and Practitioners**

*'GMSI has shown us that they are one of the leading training [organisations] in the whole world. Their programmes are educative, participatory and there [was] no dull moment throughout my stay. I strongly recommend their programmes as it will enable us (Nigeria) to move our Public Service forward.'*

(Rotimi Babatunde Ajayi, Chief Administrative Officer, Department of Establishment and Training, FCTA, Nigeria)

### **Leading Transformation - Modernising the Public Service**

*'This is a progressive and desirable programme that needs to be continued periodically so that the Public Services would be kept abreast of worldwide, generally accepted practices.'*

(Alhaji Ibrahim Kuno, Head of the Civil Service, Gombe)

### **Growing High Performance – Building and Managing Teams that Exceed Expectations**

*'I feel personally fulfilled and accomplished in this exposition- having an entirely different perspective and mind-set about management and leadership issues.'*

(Mr Garba Joshua Joseph, Deputy Director, Education Secretariat, FCTA, Nigeria)

### **Managing at the Top – Study Programme for Permanent Secretaries, Chief When Mangers Deliver - Making Government Effective**

*'I thought it would be the usual theoretical programme but it turned out to be exciting, interactive, practical and useful for me to perform better. The programme was refreshing and quite informative. It has built a critical mass for the Ministry to have positive networking among colleagues that had hitherto worked individually.'*

(Mr G. O. Iyogun, Deputy Director, Federal Ministry of Education, Abuja)

### **Executives and Heads of Public Organisations**

*'Great! It was a time well spent and I think each presenter brought valuable aspects to the table.'*

(Ms Rosemary Tyrrell, Permanent Secretary, Cabinet Office, Bermuda)

### **Ombudsman Deputies – Optimising Performance for Institutional Excellence**

*'This has been a very well organised training programme. I have benefitted tremendously.'*

(Funso Olukoga, Commissioner of Lagos State, Public Complaints Commission, Nigeria)

### **Modernising Financial Accountability – New Trends in Public Sector Accounting**

*'I was able to interact with the great resourceful facilitators who passed onto me some extraordinarily useful materials that will be useful to me for life.'*

(Alhagi Bah, Head of Internal Audit, Ministry of Basic and Secondary Education, The Gambia)

### **Doing Ombudsman Investigations - Developing Effective Complaints Handling**

*'Access to informational best practices, deliver cutting edge ideas outstanding. I would like it that each and every investigator in our office go through the programme, hence speak the same language. The programme is really extraordinary.'*

(Mr Jacobs Thapelo, Legal Investigator, Office of the Ombudsman, Gaborone)

### **When Managers Deliver - Making Government Effective**

*'I expected that this programme would empower me with the skills to help me be a better manager and it has done more than that by showing me that I cannot be a good manager if I do not bring those who work under me to see how relevant they are by linking the jobs they do to the organisation goals and impact on the society.'*

*...The most important aspects of the programme were the ones that helped us to identify good and bad characteristics of a manager as it provided a guide for us to focus on as we strive to be better. The sharing of experiences through presentations was also important as it serve the purpose of the abusers and the abused being confronted with the truth.'*

*The course was very useful, but I would rather have preferred it to be of a longer duration.'*

(Mrs Ann O. Okonkwo, Deputy Director, Federal Ministry of Education, Abuja)

### **Leading Transformation - Modernising the Public Service**

*'Well organised, targeted programmes on the peculiar problems with our Nigeria Public Service and very cogent and appropriate measures to tackling them with assured success.'*

(Dr Agatha Ndugbu, Head of the Civil Service, Owerri)

### **Doing Ombudsman Investigations - Developing Effective Complaints Handling**

*'The course facilitator was outstanding and delivered what I expected. I am equipped and prepared to put what I learnt into practice.'*

(Ms C. K. Mongwaketse, Legal Investigator, Ombudsman Office, Gaborone)

### **Doing Ombudsman Investigation - Developing Effective Complaints Handling**

*'In my 23 years service I have never been exposed to a training of this type. It has updated my knowledge and given me a sense of belonging and relevance.'*

(Mr I.O.A Umennabude, Principal Investigator, Public Complaints Commission, Nigeria)

### **When Managers Deliver - Making Government Effective**

*'My expectations include improving my managerial competencies, acquiring new skills, and these were well met in the training. The interactive sessions, the participatory nature of facilitation, involving everyone and the sharing of personal experiences were quite exciting to me. ....(GMSI) did a wonderful job,. Keep it up and take on more challenges in governance matters in Nigeria. Please work more on our mindset and value system.'*

(Mrs Mabel Ozumba, Deputy Director, Federal Ministry of Education, Abuja)

### **Enhancing Performance - Building Capacity for Public Sector Transformation**

*'My expectations were more of theoretical approach to performance enhancing and some tedious written assignments. But, on the contrary, the programme was entirely relaxing, refreshing and the practical approach made the programme easy to assimilate.'*

(Mrs. Susan Oludiya, Assistant Director, State House, Nigeria)

### **Leading Transformation - Modernising the Public Service**

*'Deep appreciation to the Head of Civil Service of the Federation who arranged this programme and GMSI for a wonderful presentation.'*

(Mr Albert C. Edoqa, Head of the Civil Service, Enugu)

**Managing at the Top - Study Programme for Permanent Secretaries, Chief Executives and Heads of Public Organisations**

*'The programme was educative, interactive and thought provoking. Most of the issues that have been dealt with are in line with what I really want to see happen in my organisation... exposed to a lot of management strategies which will further enhance my capacity as a top manager.'*

(Alhaji Mambanyick Njie, Permanent Secretary, The Gambia Civil Service, Banjul)

**Managing Differently - Revitalising the Public Service Integrity in Government**

*'The programme has been expertly delivered from a perspective different from the known norms.'*

(Mr P.E. Otti, Deputy Director, Federal Civil Service Commission, Abuja)

**Programme on 'Managing People – Modernising Public Employment'**

*'The programme on the whole was very rewarding and enjoyable. I would like to see other members of the Commission and other bodies participate on the programme'*

(Mr G. O. Bright, Chairman, Public Service Commission, The Gambia)

**Managing Differently - Revitalising the Public Service**

*'.....Overall the programme sowed a seed in my mind and has challenged me to do small things differently.'*

(Mrs R.E Umana, Assistant Director, Federal Civil Service Commission, Abuja)

**Enhancing Performance - Building Capacity for Public Sector Transformation**

*'I appreciate the warm reception, friendly atmosphere and particularly the facilitators' humbleness.'*

(Mr A. Badamasi, Deputy Director, State House, Abuja)

**Public Protector South Africa – Strategy Review**

*'Facilitation, interaction and overall arrangement was beautiful'*

(Mr C Motan Public Protector South Africa)

**Agents and Catalysts: Advancing Gender Equality in Governance and Development**

*Very fruitful course. 'Will go a long way towards changing the poor situation of women in our society'*

(Pastor I. Anyanwu, Director of Administration Rivers State Government, Nigeria)

### **Developing Capacity for Implementation of the MDGs in Nigeria**

*'I am scoring this as outstanding. The lecturer presented E-Governance in a manner I have never seen it presented. Considering that I have attended a course in E-Government, etc before, this is the first time I am getting a good grip on it.'*

(Mrs O. A. Adewunmi, Office of the Head of the Civil Service of the Federation, Abuja)

### **Integrity in Government**

*'The programme was indeed refreshing, with insight on what to do to improve the performance of our organisation.'*

(Ms Thato Masiloane, Deputy Principal Secretary, Office of the Prime Minister, Lesotho)

### **Enhancing Effectiveness – Improving Leadership and Governance**

*'Overall the programme could be summarised in one word, professional'*

(Mr Edward Hauanga, Head of Defence Civil Training Division, Ministry of Defence, Namibia)

### **Hiring the Best – Selecting and Interviewing in the Public Sector**

*'Training met expectations, facilitators very very informative and engaging. They also encouraged issues and solutions to be discussed'*

(Ms Noella Weekes, Human Resources Manager, Government of Montserrat)

### **Making Aid Work – Managing Donor Programmes and Projects**

*'Excellent and very well put together training. Well delivered within a short time'*

(Dr Josephine Chukwurah, Director, TBHN, National Tuberculosis and Leprosy Control Programme, Federal Ministry of Health, Nigeria)

London, United Kingdom