

The NEWTIMES NEWSLETTER

ISSUE: April — May 2010

Since September 2006

A COMMUNICATION TO CEO'S / BUSINESS EXECUTIVES

REGULAR HIGHLIGHTS

- THE LEADERSHIP CHALLENGE
- THE BUSINESS PERSPECTIVE
- THOUGHT FOR THE MONTH
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Welcome to our yet again incisive newsletter that touches on personal, business and national development issues and strategies. We analyze the situation as it is and give you our own perspective. Let us together study and understand our national and business trends so that we can make important decisions from informed positions. This has been our contribution towards inspiring change in search of progress, since September 2006

Note: Subscription only access coming soon

THE LEADERSHIP CHALLENGE

Referendum: Church and National Leadership Contest Unhealthy for All

Watching the yes and no protagonists closely, one may tend to ignore or even dismiss them as stage actors. Apparently, there may be tendency of wishing away the church leaders' now entrenched contention of voting NO, during the envisaged national referendum. The political elite on the other hand would wish that the electorate be left alone to follow their conscience devoid of the church's influence.

Notably, the Christians who form about 80% of the National population are subjects of both church and state. Therefore, the influence if not confusion brought about by competition between both parties cannot be ignored or even taken for granted. In fact, the contests between the church voices and national leadership need to be toned down for good reasons. If the situation persists unabated, we may be courting trouble. Why do I say this?

In the recent past, we have continually witnessed cases of electoral malpractices which propelled some leaders into undeserved political leadership positions. In fact, they became honorable members fraudulently though not necessarily through their own efforts. At the moment, we may have no idea how many more may face the same fate as the 5 who have so far been sent packing by the courts of law. Yet, these

are the people who have been unable to compromise with the men and women of the cloth.

In order to forecast on who may emerge victorious, we may perhaps need to look at the power of influence in both situations. The men and women of cloth are in most cases driven into their positions through not only moral authority but also expertise of interpreting the good book coupled with the requisite charisma.

Never mind that



some of them especially those outside the mainstream churches are self imposed leaders and sometimes qualifying to be religious entrepreneurs. They have in other words used their charisma and ability to interpret the good book to form successful personal business entities under guise of the church. How else can we explain church property and wealth registered in the names of church pastors some of whom

have become bishops and doctors without going to school for the requisite knowledge?

If these were the majority of anti-constitution crusaders then, the yes wing of the political leadership could easily have their way. Sadly, the leaders of the mainstream churches many of whom are revered for their impeccable moral authority are the ones associated with admonishing the constitution making efforts.

Meanwhile, most of our political leaders are known to be driven by the legitimate influence of their offices whereby they can reward or punish. On the other hand, they are more often than not lacking in moral authority to lead and may therefore not have their way after all. In that regard, it looks like the voting pattern during the referendum may be determined by the degree of believability between the church and state leadership. I fear, the ordinary mwananchi (a large proportion of which comprises the youth and therefore 70% of the population) may eventually yield to the wishes of the spiritual leaders. They are likely to discard political influences therefore voting against the draft. Intransigence of the political elite therefore may eventually lead to wasted time and resources in the constitution making efforts, once more. Or could that have been the desired outcome?

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The BUSINESS PERSPECTIVE – Change Inspiring Reflections

Employers Could Benefit Through Helping Employees to acquire skills of “Owning Business Within Business”

When Michael, the Sales Manager of ABC limited called requiring to book for an energizer/re-energizer, I was initially taken aback. Energizers are 11/2 -2 hr motivational training sessions that we develop for organizational staff.



They are meant to continually reignite performance energy in order to constantly maintain high productivity levels. Michael's request of entrepreneurship training for sales staff was seemingly unusual. I was therefore unable to confirm the suitability of this desired area of training, until we had a face to face discussion. However, the training program was urgent and there was little time to spare. So, Michael found it easier to visit our offices for these inevitable discussions.

Upon arrival, I had already conceptualized an alternative energizer which I thought was more suitable for the sales team of ABC Limited. My ideas were seemingly outside Michael's desired achievements, though welcome. In fact, all Michael needed was for his sales people to understand what owning and managing a personal business entails. "Owning a business within a business?" I reacted. "Yes indeed; it is the only way that these sales people can meet the sales targets, which have constantly fallen short of the targets. Nevertheless, we are still doing better than previous years," explained Michael. "I imagined your training needs would revolve around sales training or even customer care man-

agement strategies," I volunteered while at the same time pointing at our programs.

"All we want is entrepreneurship skills, which we think will give us a new focus towards our sales functions, as we embrace other training programs, in the future," said Michael. With these remarks, I got convinced that Michael and his team indeed wanted to understand entrepreneurship skills and concepts. But, I needed to be sure how these members of the sales team are remunerated. "We pay them commission on the basis of performance," Michael intimated. With this revelation, it became clear that the sales team of ABC Limited was well positioned to conduct what is seemingly 'own businesses' within the business of ABC limited. And what could prevent them anyway?

Luckily, I did not have to take Michael and his team through a process of becoming entrepreneurs. Instead, I chose to take them through the intrapreneurship process. Intrapreneurship is not much different from entrepreneurship. The latter is largely practiced within the formal employment situation whereas the former is practiced outside formal employment. Notably, entrepreneurship concepts differ from business concepts. One is in principle about exchanging goods and services for monetary benefits, whereas the other revolves around value creation and addition, the money aspect being an end result.

Coincidentally, I met Richard

almost immediately after the training of ABC limited. This Kenyan guy works in one of the COMESA countries and is regularly privy to this newsletter and website content. Excited upon meeting this Author, he needed to know whether there is any way out of the Kenyan culture of get rich quick whatever it takes. Apparently, it is a major worry even to other regional business people. And without giving to much thought on the matter, I instantly told Richard that embracing entrepreneurship culture and concepts could probably be a starting point of possibly bringing much needed change.

Apparently, genuine entrepreneurs have no lust for money as an objective. They strive to meet societal needs using their inborn abilities and other personal attributes. Money becomes a result of their efforts. They eventually make as much as they would love to, without following shortcuts.

In this light, and after careful thought and analysis, I can now authoritatively recommend organizations to emulate Michael's idea of business training, for their sales staff. This training is an easy route of acquiring independent contractors within the workplace, particularly if the pay is performance based. This effectively means that all staff members who enjoy bonus and commissions could also be trained to become independent contractors. As the 'independent contractors' seek to build their 'businesses within business' using intrapreneurial skills, their remuneration continues growing. The overall organizational performance likewise flourishes but of course in leaps and bounds, this time. Sadly, the undoing of employers' will be failure to embrace entrepreneurial skills of risk taking.

This story is based on very recent real life experiences and interactions.

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PTAK News: PTAK – Professional Trainers Association of Kenya, the body registered by the Government aimed at taking workplace learning to new levels is continually growing in size and stride. The membership has now reached 700. Meanwhile, ALL registered members will without exemption require certification through attending an initial PTAK TOT – Trainer of Trainer's course. It is through this course that members are introduced to desired professional training standards. The courses take place every 3rd week of every month. Book your place early to avoid disappointment. SEE YOU during this writer's session of Training Evaluation and Impact Analysis . CONTACTS: KTTI Complex, 2nd Floor, Commercial Street, opposite KEMSA Phone: 254 20 2519102 Web:www.ptakoffice.org



Thought for the Month – May 2010 The Power of One Percent More Could Reduce Unethical Practices.

A recent news item captioned one man on a lonely mission of promoting a culture that is devoid of bribes, in the police force. Administration Police Superintendent Gitahi Kanyeki has seemingly been on a journey of taming one of the greatest ethical dilemmas that is afflicting the security forces and the society in general. This middle aged gentleman has even initiated a facebook site aimed at reaching more of his colleagues as he preaches against soliciting and taking of bribes. He says that bribe takers are cursed by the givers. Kanyeki's efforts have alongside earned him recognition and even state commendation.

Notably, the going for Kanyeki was of-course never a smooth ride especially in the beginning. He was jeered and ridiculed as he continually went against the grain. In the study of values and ethics, bribery is one of the most prominent dilemmas afflicting the society today. This bribery is practiced widely across nations. The only difference is the differing degrees amongst the different countries. Sadly, bribery, is treated as normal business practice especially whenever embraced by the majority.

The danger is that as bribery spreads mediocrity sets in. On the other hand the cost of goods and services escalate sometimes leading to inflationary trends. The end result is negative effects to the national economy. Apparently, some countries will avoid doing business with those where bribery is rampantly practiced. Imagine even the loss of face.

It is reassuring therefore to note that Kanyeki today attracts listeners as he pursues his preaching against bribery and/or bribe taking. Incidentally, water as has been noted before, boils at 100 degrees Celsius. At 97, 98 and even 99 degrees, the water is still very hot but yet to reach the boiling point. At 100 degrees water boils and changes form and specifically into steam .

That power of one degree more out of 100 is no doubt the one which eventually brings the desired change. Apparently, Kanyeki belongs to the lonely 10 percent of the population who continually bring much needed transformation. He needs to be encouraged and supported as he continues inspiring change especially amongst his colleagues. With resilience and determination, there will certainly be more like-minded citizens joining the anti-bribery train. In any case, rainstorms or floods are caused by many raindrops. As the raindrops recede, one by one, the storms and floods subside too.

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ADVERTISEMENTS

Key Solutions — Newtimes Business Solutions

We provide Holistic Corporate Capacity Building Training Solutions aimed at unleashing staff performance potential. Our Flagship program is the innovative *bottom up Corporate Employee (Re-) Branding Solution* titled

Staff Motivation and Capacity Building Training for

- General/Junior staff—2 days
- Supervisory/ Mid Mgt Staff and Professionals— 3 days
- Senior Managers— 3 days

Applied Business Leadership Skills (2 days) for CEOs and Business Executives is the 4th tier of *this program*

This highly researched program addresses most organizational attitude management and performance skills that relate to our local and regional social cultural situation, as has been experienced by past and ongoing clients.

All other courses (see <http://www.newtimesconsultants.com/Training%20programmes.html>) and programs such as application of the balance score card will easily fall into place and at the same time continually reinforce the now solid employee brands.

For now book your (Re) Energizer (short motivational training sessions), as you plan for the fully fledged training programs. You only need to indicate your Immediate challenges and have them sorted in a session of 1 1/2 – 2 hrs

All Our Courses are DIT approved. They are intended to arm participants with soft skills and/or emotional intelligence irrespective of professional background. The key benefit is achievement of sound foundation for continually improving performance.

WHAT OUR CLIENTS SAY ABOUT OUR PROGRAMS Please Check @ <http://www.newtimesconsultants.com/testimonials.html>

OUR PAST AND CONTINUING CLIENTS – Check www.newtimesconsultants.com

Images never lie. They instead communicate even more effectively. You can now view some which are continually uploaded @ <http://www.newtimesconsultants.com/pictorials.html>

You can also view video clips depicting us live in action @ <http://newtimesconsultants.com/vidoeogallery.html>

NOTE: Our recently introduced HR Recruitment and Placement Solutions @ <http://www.newtimesconsultants.com/hrdforum.html>



INSPIRATION FOR THE MONTH

The Power of Believing In Your Aspirations

I am for the first time listening to the Joel Osteen program aired by the Family TV. Alongside, I get hooked to the words, “who **would have thought**” and “**believe**” which are constantly mentioned by this vibrant preacher. Joel Osteen gives his testimony on how the power of believing made him a top preacher against all expectations. At the same time he explains that God cannot act on empty hearts. In the meantime, the mission initiated by Osteen senior had to go on, even after his demise. There was nobody who was more befitting for the purpose more than Joel Osteen himself.

Yet, Joel felt he did not have the qualities of fitting into his late father’s large shoes. Faced with no alternatives, it took the power of **believing** to become what Joel Osteen is today. Who would have thought that Joel Osteen would so successively drive his father’s original mission? Who would have thought that Joel Osteen’s mission would eventually become an international forum for giving

hope to the world? Who would have thought...?

It takes the power of believing in yourself and God to succeed in your aspirations. Many are the times that we get discouraged from progressing by listening to what other people say about us. Many are the times that we get discouraged from pursuing tough personal goals because other people are not doing the same. Many are the times that we get discouraged by “temporally inconveniences.” Many are the times that we get involved in unethical practices just because “it is the way things are done in in Kenya or Africa.”

It takes the power of believing in ourselves and God to get to the next level. In fact, who would have thought that Professor Wangari Mathai would ever be a Nobel Peace Prize Winner, especially considering her tribulations, which are commonly known to us? Who would have thought that Macdonald Mariga would become a top brand in football? Who would have thought that Kimani Wanjiru would conquer the world in long distance running? Who would have thought that you yourself would become a top Writer, Singer, Scientist, Mathematician or CEO. In fact, who would have thought that this Author would ever become a change Inspiring Writer, Management Trainer and Consultant. It only takes the power of believing in yourself, and God and then working towards what you want to become. “If you believe you can, you can,” says Denis Waitley.

By **Mwangi Wanjumbi Newtimes E-Newsletter Author More** @ <http://www.newtimesconsultants.com>



Did you know?

- That only 15 % of our successes in life are attributable to our technical skills whereas the rest 85% is attributable to our soft or people skills? - Dale Carnegie, 1931
- That you are old at 20 years if you stop learning and young at 80 if you continue learning? (ask Bestcher, a top American Insurance Salesman)
- Did you know that an actively learning mind depreciates by only 3% in a lifetime?
- Did you know that our website (<http://www.newtimesconsultants.com>) has now been re-branded and is personally managed by the author of this newsletter ?

Our Motto: Inspiring Change Our Guiding Principle: Continually Taking Business to the Next level.

This is a bi-monthly Communication to Corporate CEOs/Business Executives from Mwangi Wanjumbi, the Managing Consultant and Chief Trainer of Newtimes Business Solutions. He is himself a Business Strategy Consultant and Management/leadership Skills as well as Motivational Trainer

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THE CEO'S DILEMMA

To Embrace Intrapreneurship skills or not?



Elsewhere in this newsletter is a story on Intrapreneurship skills training recommended for corporate bodies. In the past and especially in our local situation, we have been involved in teaching entrepreneurship skills to retirement and outplacement candidates only. Their situation has been occasioned by the commonly applied organizational survival strategy of retrenchment.

It has now emerged that entrepreneurship (external) or intrapreneurship (internal) concepts and skills if embraced would provide a good foundation of curing some of the challenges that are affecting our organizations today. Why do we say this?

In Japan for example, companies are known to develop employee families who continue in relationship with the employer even long past retirement. Locally, we used to have children inherit their parents' jobs in such organizations as Kenya Railways and former Kenya posts and Telecommunications. We are also aware of companies which not only pay bonuses to their employees but also award them with company shares. These programs not only improve staff retention but also enhance royalty.

Apparently, companies with loyal employees will continually outperform those challenged with employee loyalty. This is so because the all important organizational knowledge which exists in employees is constantly retained and more often than not improved. Further, loyal employees have the capacity to continually innovate and develop the employing organization, especially in today's highly competitive business environment.

So, has your organization implemented the right retention measures aimed at ensuring that it contains knowledge leakage which may arise through loss of staff? Has your organization embraced empowerment of employees with intrapreneurship skills and culture? Are you aware that among other things, this culture enables them to treat business as their own? Do you also realize that your organization will now most likely require to be served by entrepreneurship minded employees? Yes, there is need to realize that most business organizations anywhere in the world, have grown from humble ideas of an individual or two.

Therefore, those organizations that have embraced intrapreneurship skills and culture will continue reaping the full benefits of continued business growth especially in the era of expanded regional economies. Those who don't may risk doing business only for survival, a situation that is unlikely to be sustainable into the future. I could be wrong. But, my worry is that I may be right after all. So, is it not inevitable that we embrace a paradigm shift with regard to our mindsets?

NOTE: Unraveling your dilemmas through customized CEO/Business Executive coaching sessions continues.
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ADVERTISOR'S ANNOUNCEMENT

Newtimes Energizers – 11/2 – 2 hrs Motivational Training Sessions

We have in the recent past conceptualized these training sessions, guided by the need:-

- for short term training programs by some existing clients
- to help clients in maintaining staff motivational levels therefore achieve consistency in performance and productivity capacity (See chart on page 2 of our brochure – uploaded on the home page our website)
- to promote the spread of training benefits to as many organizations as possible

The energizers can be implemented even internally especially during departmental meetings.

What then do the Newtimes Energizers involve?

- I) Select a desired area of study especially based on organizational or departmental challenges
- II) Call us a few days before the meeting (to allow development of the material)
- III) Avail an LCD for PowerPoint projections
- IV) Conduct organizational deliberations and then allow us to run our session

Investment

Newtimes Energizer - KESexcl of taxes

What is the most disorienting challenge in your organization for now? No Matter the situation, no organization can escape occasional challenges.

NOTE: The Energizers cannot in any way replace our re-branding/organizational culture change solutions