

PRESENTATION TO DEPARTMENT OF JUSTICE AND CONSTITUTIONAAL DEVELOPMENT



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SA Management Development Institute
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SIMANGALISO AARON NHLONIPHO



SOUTH AFRICAN MANAGEMENT DEVELOPMENT INSTITUTE (SAMDI)

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SAMDI'S VISION

Our vision is the creation of a self-sustaining
Organization Transformation Centre of
Excellence for Public Sector Service
Delivery

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MISSION

We will provide customer – driven training and organization development interventions that lead to improved Public Sector performance and service delivery

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AIM

The aim of the South African Management Development Institute is to provide practical and customer-driven training and organization development interventions that lead to improved performance and service delivery in the public sector

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BACKGROUND

- ◆ Before 1994 training & development in the Public Service was provided by the Public Service Training Institute, which was later transformed to the South African Management Development Institute (SAMDI)
- ◆ In October 1999, SAMDI became a schedule 1 Department, with its own Director-General accountable to the Minister of Public Service and Administration.
- ◆ It then embarked on Cost Recovery in 2001/2002 (currently under review)
- ◆ MinCom 2006 – Massification
 - > Competition to Collaboration
 - > Specific to comprehensive
 - >

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SAMDI Approach to training

- ◆ SAMDI has 52 different training programmes
- ◆ Programmes include general education content about national issues for a broader framework
- ◆ Programmes cover critical outcomes of creative thinking and evaluation of information and holistic problem solving
- ◆ The theoretical part is tested when delegates design practical action plans at the end of the programme
- ◆ Relevant, practical case studies during training

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SAMDI approaches to training cont.

- ◆ Short courses for skills – betterment of service delivery at the place of work e.g SCM by National Treasury
- ◆ Training via IHL (towards a qualification)
- ◆ Customized training programmes eg DCS, SASSA, CDW, etc (projects)
- ◆ Workshops

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POLICY AND LEGISLATION UNDERPINNING SERVICE DELIVERY

◆ **ACTS**

- ◆ South Africa :Constitution of the Republic of 1996, Act 108 of 1996
- ◆ Administrative Justice Act 3 of 2000

◆ **REGULATIONS**

- ◆ South Africa: Public Service Regulations, 2001

◆ **WHITE PAPERS**

- ◆ White Paper on Transformation of the Public Service 24 November (1995)
- ◆ White Paper on Transforming Public Service Delivery 1 October (1997)
- ◆ White Paper on HRM/Development 1 December (1999)
- ◆ White Paper on PS Training and Education February 2000

◆ **GUIDELINES**

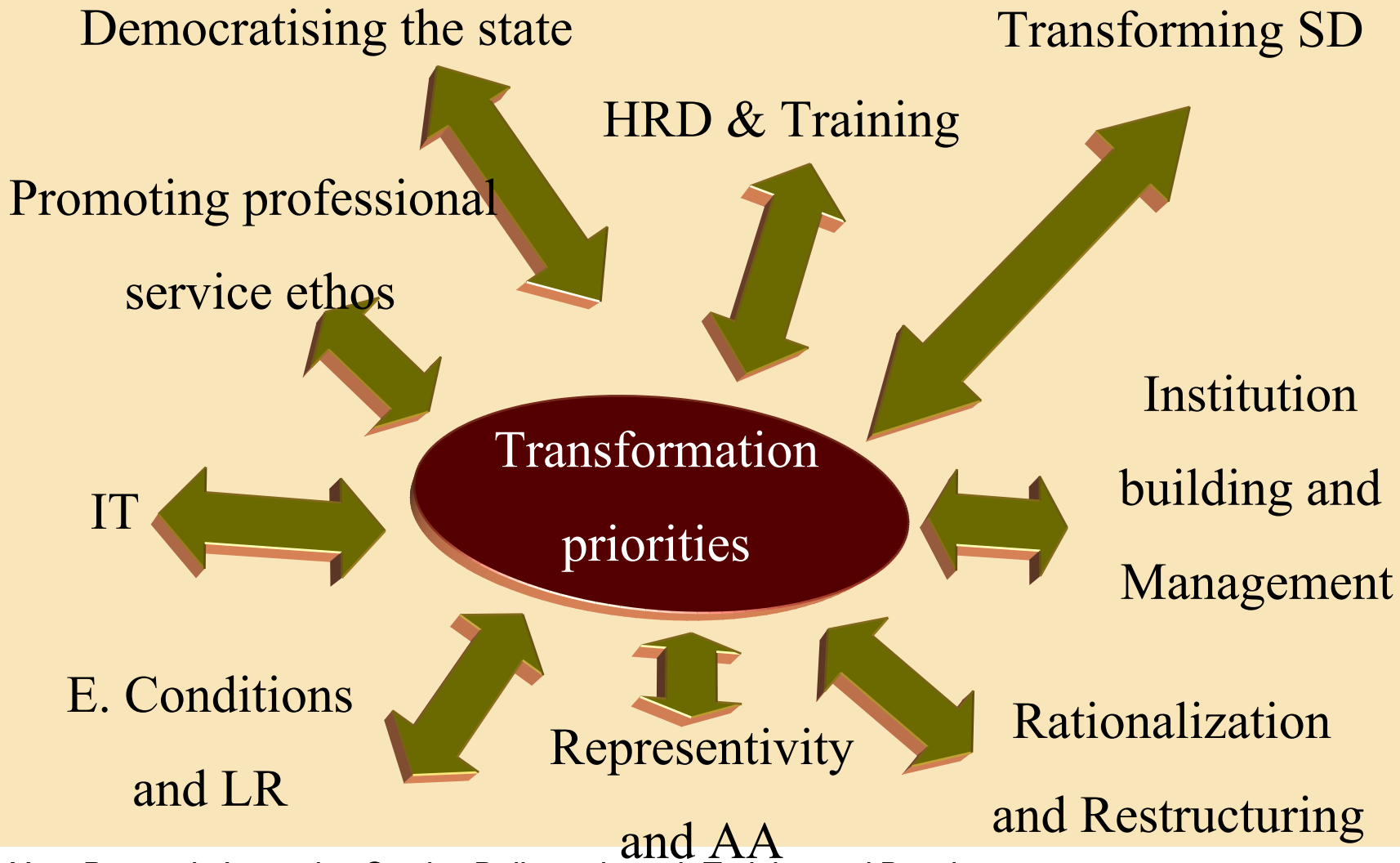
- ◆ Public Service Code of Conduct
- ◆ SMS handbook and conferences
- ◆ etc

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Key Training Interventions

Service Delivery & Good Governance Programme

- ◆ Compulsory training programmes (Induction & Re-orientation, frontline Staff training) – high priority
- ◆ Excellent Customer Care
- ◆ Batho-Pele Implementation for middle managers
- ◆ Improving Service Delivery for senior managers
- ◆ Diversity Management
- ◆ Change Management
- ◆ Disability Management
- ◆ Gender mainstreaming
- ◆ SDIP (workshops)

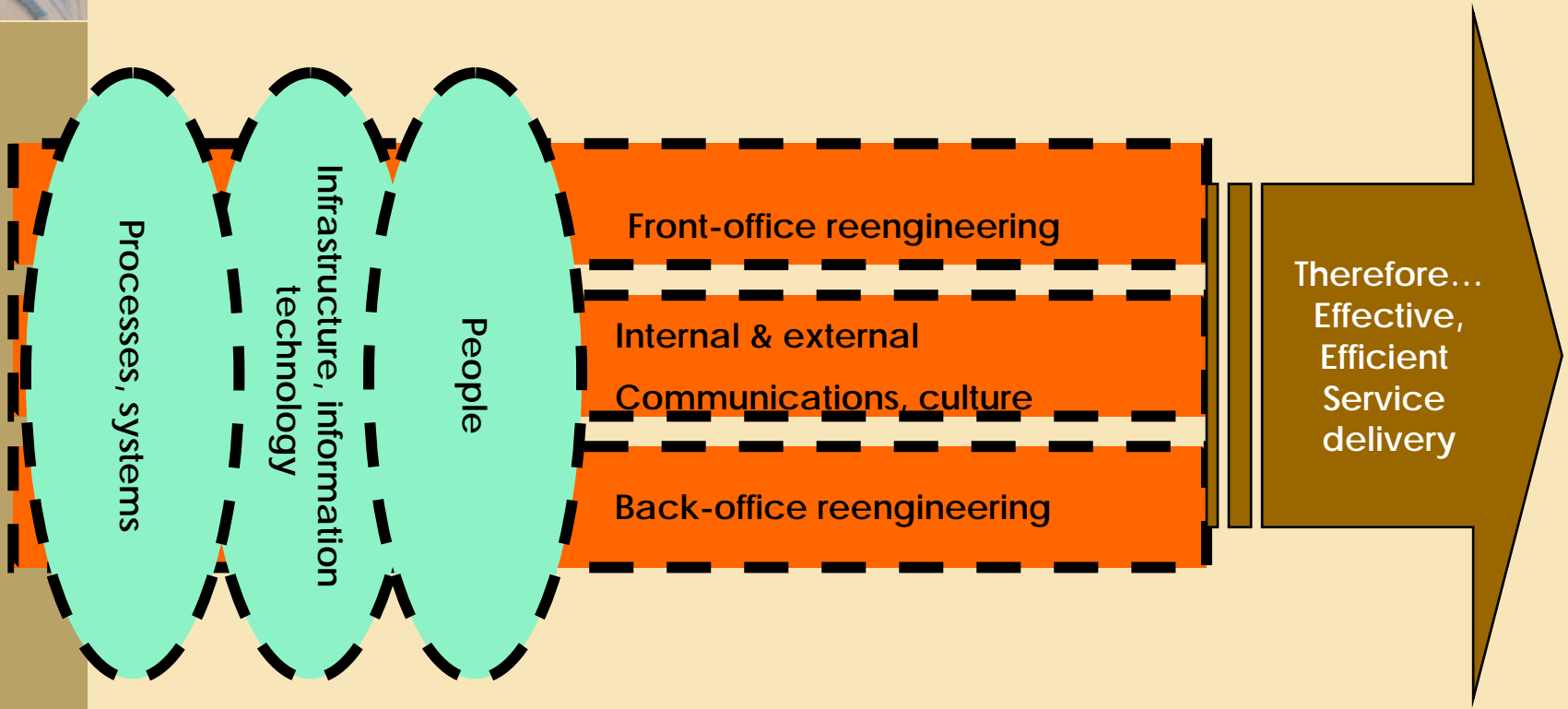
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The Batho Pele Model



....transforming and supporting institutions - making Batho Pele a reality

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Cultural shifts that need to take place

FROM

TO

Fragmentation of efforts	Integration of efforts
Sabotage and blame	A learning organisation
Hierarchies and silos	Sharing and communicating
Front versus back office	Synergy and teamwork
Many projects	One vision
Theory versus action	Tangible solutions
Constant innovation	Structured innovation
Endless constraints	A winning organisation

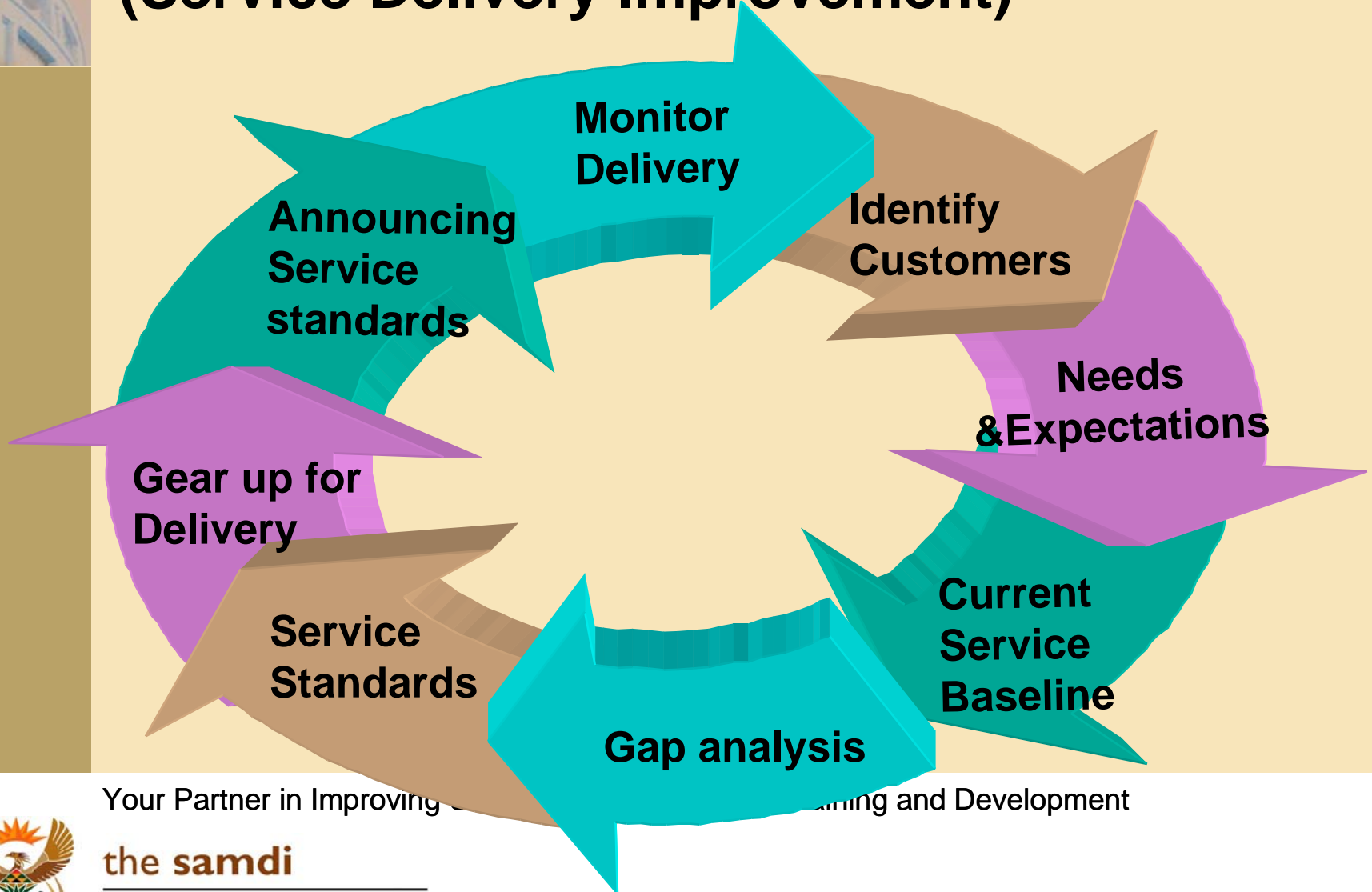
The Batho Pele Vision



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Batho Pele Implementation Strategy (Service Delivery Improvement)



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Overview





Our approach to training

- ◆ TNA applicable with special projects
- ◆ Customization of existing programmes
- ◆ Off the shelf training programmes (reviewed biannually)

We use:

- ◆ Internal trainers
- ◆ Associates (IICs)
- ◆ Strategic partners
- ◆ TOT to departmental trainers for compulsory training programmes

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Needs analysis

T
Track on-going follow through

I
Identification of training needs

M
Mapping the approach

C
Calculate measurable results

A
Apply training techniques

P
Produce learning tools

Training Cycle

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Batho Pele Principles and Victims Charter

- ◆ Batho Pele has to do with the way public services are delivered.
- ◆ Victims Charter has to do with the way victims of crime are treated by public servants in specified departments.
 - > Courtesy, Information, Service standards, Value for money
- ◆ Batho Pele Belief Set within the Victims Charter
- ◆ Victims Charter and service delivery

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Challenges


- ◆ Inappropriate target group for specific programmes
- ◆ Departments view training as a solution for everything
- ◆ Expectations from clients - accreditation
- ◆ Expectations from clients – M&E
- ◆ Capacity to expand programmes to local government sphere

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“When the sun comes up,
the gazelle wakes up knowing that it
must outrun the fastest lion or it will be
eaten. The lion knows that it must outrun
the slowest gazelle or it will starve to
death. So it doesn’t matter if you are a
gazelle or a lion when the sun comes up,
you had better be running.”

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I Thank YOU!

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