



SAMPLE TESTIMONIALS

(Executive Development Programmes)

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)

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)

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)

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)

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VAT Registration No. 947 5588 64

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)

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)

Serving the Customer - Developing Organisations and People for Service Delivery

'I have found the interactive delivery mode most rewarding, especially the proper blend of theory and the practice in Nigeria.'

(Mr Silas P. Ayuba, Deputy Director, Bureau of Public Service Reform, Abuja)

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

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

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

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)

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)

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. Edogu, Head of the Civil Service, Enugu)

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)

Enhancing Performance - Building Capacity for Public Sector Transformation

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

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

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)

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.'

Your organisation 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 Public Sector Performance - Designing and Implementing Effective Programmes and Systems

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

(Ms Thato Masiloane, Deputy Principal Secretary, Prime Minister's Office, Lesotho)

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)

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)

Integrity in Government

The programme was indeed refreshing, with more 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 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)

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)