

Attend this workshop & put your business on a
Journey to Excellence

The Journey to Excellence



Take Charge of Your Organisation!

Dates and Time: 5th-7th March, 2014 08:00—17:00 each day

Venue: Roof of Africa Hotel and Conference Centre Contact: Nina Mapili nina@mapili.com

This workshop is being held only for the Namibia National Commission for UNESCO.

Sponsors



Southern Africa Initiative
of German Business – SAFRI

Since its creation in 1996 as a B2B initiative, SAFRI has brought together people from every sector of business and industry in order to draw the attention of German entrepreneurs to the economic potential of the member nations of the Southern African Development Community, SADC.

In parallel, it reaches out to entrepreneurs, management teams, and enterprising individuals in SADC through the *Journey to Excellence Program (J2Ex)* in support of entrepreneurial thinking and entrepreneurial development in southern Africa.

As a member of the German UNESCO Commission (DUK), SAFRI understands and values the work being done by UNESCO and the local UNESCO Commissions in the region. SAFRI is sponsoring this workshop in support of the DUK's aim of strengthening UNESCO Commissions in Africa.

Local Organiser



The Namibia National Commission for UNESCO, in the Namibia Ministry of Education, contributes to the mandate of UNESCO of building and maintaining peace and security and the common welfare of mankind through education, the sciences, culture and communication and information.

Overview

The *Take Charge of Your Organisation!* workshop is for *management* teams of organisations that want to develop *and implement* a strategic framework that will enable them to “take it to the next level”.

As a participant, you and your management team colleagues will first take an in-depth look at your business. These are some of the questions you will address:

- What was the vision that led to the founding of your organisation?
- Is that vision still alive and well?
- To what extent does it guide you in your day-to-day activities?
- What concrete goals have you set for the organisation, and what strategies and plans are you implementing to achieve them?
- To what extent are your strategies and plans aligned with vision and goals? Do they take stakeholder needs, wants and expectations into serious consideration?
- What do you do really well?
- What critical things don't you do well?
- Are you using that information by capitalising on your strengths and implementing defensive strategies to protect against your weaknesses?

You will address these and many related topics in the *Take Charge of your Organisation!* workshop, and use your results and considerations to formulate a concise and precise way forward.

By the end of the workshop you will have developed:

- a holistic strategic framework that builds upon your organisation's vision, mission and values,
- a preliminary, measurable set of key strategic goals,
- overarching strategies for achieving them,
- and a preliminary improvement activity charter and action plan, either for the imple-

mentation of your strategic framework

You will have done this against the background of stakeholder, PEST and SWOT analyses, and have learned how to formulate SMART goals and implement plans.

How to prepare

- Consider your own personal vision, mission and values, and those of your organisation
- Bring along documentation on organisational plans, strategies, goals, measures and results the company is achieving
- Consider why and where, and how much time you spend fighting fires
- Research and bring information about trends in your sector and the world in general that are relevant to you
- Know what similar organisations are up to!
- Inform yourself about technological developments that could impact your organisation/activities
- Bring along a pencil, sharpener and eraser.
- Make arrangements so that you do not need to leave the venue during the day—including over lunch
- See the TCYO page on J2Ex.net for more information

For more information

Are you still asking yourself if it is really worth your time?

Scan our QR code to go to our website, J2Ex.net, to learn about past and future workshops and other events. Read our News and Blog. Find out about our facilitators.



See what others have to say about us on [YouTube](https://www.youtube.com) or visit us on [Facebook](https://www.facebook.com).

Read these [case studies](#) to see what earlier program participants have to say about their experiences—in their own words.



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The Journey to Excellence

Take Charge of Your Organisation!

EXTRA! The workshop will also include an introduction to Organisational Excellence!

Agenda

Note: the agenda will be adjusted to meet the needs of the group.

Part One: The Status Quo

Introductions & Welcome; Introduction exercise

What is the Journey to Excellence?

What are your hopes and expectations of this workshop?

What does your organisation want to achieve? What does it do?

Envisioning the future. Exercise. Vision. What "state of being" are you creating?

Stakeholders. What are they? Who are your stakeholders? What do they need, want, expect?

Values. What are they, and what are they good for?

Mission. Do you just do what you're told, or...

Alignment exercise

Things that go right. Things that go wrong.

Efficiency and effectiveness—"Doing the right things right". Why is it important?

Part Two: Organisational Excellence

What is Quality? What is Excellence? Fundamental concepts of Excellence

Organisational maturity. Where are you on the spectrum? Where do you need to be?

You can't manage what you don't measure. Goals, Indicators, KPOs and KPIs

Using an Excellence Model as the framework for organizational excellence

Enabling factors: leadership; strategy; people; partnerships and resources; processes, products and services

What results are you achieving? Relative to your stakeholders, your people, and society? What are your key financial and non-financial

Part Three: Integrating Excellence

PEST & SWOT Analyses

What is strategy? Terminology around goals and strategy.

Strategy and Critical Thinking

Your current goals, strategies and plans (the status quo)

Critical Success Factors: What must you do very well in order to achieve your vision?

Making Goals SMART

Strategy exercise

Part Four: Consolidating the pieces

Checking Strategic Alignment: SWOT-Strategies-Goals

Looking for and addressing gaps

Root Cause Analysis

Part Five: Action Planning and Way Forward

Action Planning: preparing Activity Charters, identifying Milestones, preparing Action Plans. *Presenting Action Plans*

Way forward

Closing session

Facilitator: Nina Mapili

Nina developed the *Journey to Excellence (J2Ex)* Program - of which the "Take Charge of Your Organisation!" workshop is one part - and manages its implementation through SAFRI and beyond. J2Ex is based largely on experience she has gathered since 1997 while working with entrepreneurs, management teams and other organisations in 11 SADC countries.

She will be assisted by an able team of local facilitators.



Similar workshop participants in Antananarivo



The Journey to Excellence

Introducing a new paradigm of excellence -
to entrepreneurs, management teams & individuals

SAFRI

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In parallel, it reaches out to entrepreneurs, management teams, and enterprising individuals in SADC through the *Journey to Excellence Program (J2Ex)*.

The Chairman of SAFRI is Prof. Juergen E. Schrempp, retired Chairman of DaimlerChrysler AG. See: www.safri.de

Introducing a New Paradigm of Excellence

The Journey to Excellence (J2Ex) Program promotes entrepreneurial thinking and organisational excellence, thereby helping to create jobs, raise the standard of living, and generate and improve business opportunities. Its multi-part, multi-level curriculum integrates best practices and lessons learned over the course of our long history of working with entrepreneurs and people wanting to lead an enterprising life. Various workshops provide entry points into the program.

In addition to working with individuals, the J2Ex program caters to the needs of businesses and organisations with differing levels of organisational maturity. One that diligently continues its *Journey* over time, through the

various steps, can progress to levels of excellence that compare well with international benchmarks.

"We have a very pragmatic approach," says J2Ex developer Nina Mapili. "It's all about supporting people, teams, businesses and organisations in their quest to turn dreams into reality. In doing so, we introduce them to new ways of thinking—to a new paradigm of Excellence—and to an easy to use toolbox."

At the same time, we recognise that it isn't just the mindset—it is also about the tools and methodologies one employs. So besides being challenged to embrace Excellence, workshop participants always go away with a "toolbox" designed to support their Journey. See: www.j2ex.net



Themba Nkomo, entrepreneur from Bulawayo,

attended his first workshop in conjunction with the Southern Africa Initiative of German Business—SAFRI—in 1999, shortly after acquiring his first business. He remains a good friend and supporter of the Journey to Excellence, often joining workshop groups in Zimbabwe to talk about his personal Journey—and specifically the values within which he conducts business and lives his life.

"A lot of the things I've learned
—even as early as the first workshops—
I still use today."

Bekithemba L. Nkomo
CEO, Lloyd Corporate Capital, Bulawayo, Zimbabwe

See Themba in the [J2Ex video](#)
and in a variety of other videos on the J2Ex Video Channel:
[J2ExVideoChannel](#)



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The Journey to Excellence

J2Ex - It's all about competitiveness & sustainability

Journey to Excellence Program Workshops

At the core of the *Journey to Excellence* Program are two intertwined workshop series: *Preparing to Excel* & *Assessing Excellence*. For more information, see: www.j2ex.net

Preparing to Excel

The *J2Ex Preparing to Excel* series workshops are dedicated to assisting businesses, organisations, teams and individuals to take important steps on their *Journeys to Excellence* by developing and implementing solid strategic frameworks and strategic plans.

Take Charge of your Life! (TCYL) workshops focus on the individual. They are well-suited to managers, aspiring entrepreneurs, and any other people aspiring to leading an enterprising life.

Take Charge of your Business! (TCYB) workshops are for owners and management teams of businesses that do not yet have clearly-formulated vision, mission, values, goals, and strategies *in place and implemented*. It is also well-suited for people who are in the process of starting a business.

Take Charge of your Organisation! (TCYO) workshops are similar to TCYB, but are for management teams from not-for-profit organisations.

Take Charge of your Project! (TCYP) workshops help teams and individuals put their projects on a solid footing.

Strategic Alignment and Strategic Planning workshops are for more mature organisations wanting to review and improve on their strategic alignment, and develop and implement robust strategic plans. They are also good preparation for workshops in the *Assessing Excellence* series.

Assessing Excellence

The *Journey to Excellence* engages entrepreneurs, MDs/CEOs and their management teams in a process that initiates a robust cycle of continuous improvement - if followed over time. As with any other journey, though, travellers want to know periodically how far they have progressed. The workshops in the *Assessing Excellence* series provide them with the means to measure their progress—always at a level of rigour appropriate to the organisation's level of maturity.

With the assistance of the facilitator, all assessments are done by the managers/entrepreneurs themselves, using the EFQM Excellence Model, a globally respected management tool. It enables them to very objectively and holistically assess their company's performance excellence relative to good and best practices, determine strengths and areas for improvement, and identify key improvement opportunities.



Southern Africa Initiative
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SAFRI - the Southern Africa Initiative of German Business

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The Journey to Excellence (J2Ex) Program is owned by Mapili GmbH, a company founded by Nina Mapili, and based in Friedrichshafen, Germany. Mapili GmbH offers advisory services, training and mentoring to businesses, organisations and individuals.

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Find us on the internet

Stay up to date on the latest J2Ex Program developments—visit and “like” us on Facebook:

[J2Ex - The Journey to Excellence](http://www.j2ex.net)

Subscribe to our YouTube channel
[J2ExVideoChannel](http://www.j2ex.net)

See our website:
www.J2Ex.net



"In 2003, I attended a SAFRI workshop.

This marked the beginning of our transformation into a one-stop freight company.

Over time, we learned to develop a strong strategic focus and implement robust plans to achieve our goals.

We have been quite successful as a result."

Eddie Kaluwa
MD, Combine Cargo (MW) Ltd, Blantyre, Malawi
See an interview with Eddie on the [J2Ex Video Channel](http://www.j2ex.net).