



# Mabu Nteta



*Managing Director and Principal Consultant*

## SNAPSHOT

Mabu Nteta is a Principal Management Consultant and seasoned facilitator with experience in training, business turnaround and performance improvement. She holds a Bachelor of Arts (BA) degree, a Master's in Business administration (MBA) degree and is the Managing Director of Service Bridges Consulting (SBC). Established in July 2000, Service Bridges Consulting (SBC) is a management Consulting firm, which provides a wide range of comprehensive training and turnaround consulting services. She has extensive experience in corporate governance and leadership from both a training, facilitation and board leadership perspective. Mabu serves on the First Mutual Reinsurance (FMRE) Board of Directors, the HLCC Productivity and Work Ethic Sub-Sector Committee and the Botswana National Service Framework Steering Committee. Mabu has held Directorship roles in private and parastatal organisations such as the National Development Bank, where she served as vice Chairperson, Chairperson of the Board Transformation Committee member of the Board HR Committee. Mabu served on the Local Enterprise Authority (LEA) as Chairperson of the Board. Mabu Nteta is also a Director and Founding member of Wave Women and Girls Organisation, One Take Youth PTY LTD and "Ja Phala" Youth Organisation". Relevant Leadership, Governance and Board Effectiveness assignments that she has led include: Corporate Governance Training for SADC's Centre for Coordination of Agricultural Research and Development (CCARDESA), Directing and facilitating leadership alignment and governance structures interventions for various private and parastatal organisations. In the Southern African region Mabu Nteta has facilitated strategy development and effective Governance processes for financial institutions like Opportunity Bank of Malawi and TN Bank of Zimbabwe. Mabu has attained the SADC DFRC Corporate Governance and Board Procedures Training Certification. She has published "The Loud Silent Women" in 2009 with Author House United Kingdom .

## PROFESSIONAL COURSES AND PROGRAMMES

- ✓ Certified in Corporate Governance and Board Proceedings
- ✓ Certified Trainer of Trainers
- ✓ Certified in Effective Consulting and Training Methods
- ✓ Research Methods Certified
- ✓ Team process facilitator Certified
- ✓ Certified in Strategic Planning and Management
- ✓ Certified in Customer Satisfaction Measurement by UNISA School of Business Leadership Certified Belbin Team Roles
- ✓ Airline Management and Flight Operations Technical Training for B747 Aircrafts Certified
- ✓ Certified in Q12 Staff Engagement Survey

## RELEVANT FACILITATION EXPERIENCE & REFERENCE WORK

- ✓ SADC DFRC Board Management Strategic Planning and review Retreat
- ✓ SADC HSD Directorate Retreats
- ✓ SADC Gender Unit Strategic Planning Retreats
- ✓ SADC FANR Directorate strategy Retreat

- ✓ Local Enterprise Authority (LEA) Board Leadership and norming
- ✓ Botswana Telecomms Leadership Alignment
- ✓ Majwe Mining Union , Management and Leadership Alignment
- ✓ BITC Leadership Alignment
- ✓ KTM Choir Board and Management governance strategy
- ✓ BURS Management Alignment ,
- ✓ Tshole Trust Board Retreat
- ✓ NDB Board Leadership and norming
- ✓ Boardroom Series Event
- ✓ Botswana Power Corporation Board-Management Retreat Facilitation
- ✓ BEDIA Executive Team Alignment and Governance Training
- ✓ Westwood International School Board induction and Governance Training
- ✓ Wave Women and Girls Strategic planning
- ✓ BONELA Strategic Planning
- ✓ National Strategy Office Strategic planning and Review
- ✓ BOCONGO strategic planning
- ✓ Lobatse Clay Works Strategy
- ✓ De Beers Botswana Strategic Planning
- ✓ Peo Venture Capital Strategic planning and review
- ✓ Botswana Power Corporation Strategic Planning
- ✓ MRI Botswana Strategic Planning
- ✓ FNBB Service partner Credit and Business segment strategic planning
- ✓ Stanbic Bank Finance Department Strategy and “Love Your Customer” Facilitation
- ✓ Botswana Tourism Board Strategy
- ✓ TN Bank Zimbabwe Strategic planning
- ✓ Opportunity Bank Malawi Strategy and turnaround process



# Joyce Maphorisa



*Managing Director, Management Consultant*

## SNAPSHOT

Joyce Maphorisa is a Principal Management Consultant, with vast experience in leading consulting and training projects in organizational transformation and productivity improvement. Plans, Manages and delivers projects in research, skills audits, strategic planning, change management, performance management. Possesses exceptional abilities in accurately identifying business problems from research and audit and surveys to inform strategies for improvement. Also good at facilitating & initiating change and helping to design new strategies for implementing new processes in challenging and diverse environments. Joyce is an experienced and solutions driven thought leader on Organisational Development and Performance Measurement, monitoring and evaluation, as well as performance management processes. She has 17 years of work experience as a Consultant in Botswana and beyond including Lesotho; Kenya; Sychelles; Mauritius specializing in organizational performance management in different sectors such as Government, services airline well as non-profit sectors. Joyce has reviewed the effectiveness of Public service Strategic performance management (results-based management) and presented findings and recommendations to policy makers and decision makers in Botswana and parts of Africa. Joyce holds a University of Botswana BA in Environmental Science and concurrent, Diploma in Education, Post Graduate Diploma in Business Management from De Montford University RSA , Master's In counselling psychology (MEd)from OHIO University, USA and Master's in Education Administration (MEd) from the University of Botswana . She delivered her dissertation entitled “ Job satisfaction of Botswana Secondary School Teachers ” as part of her master's degree requirements.

## PROFESSIONAL COURSES AND PROGRAMMES

- ✓ Certified BSC professional -KPI institute KPI professional

### Specialist Skills in

- ✓ Sector planning – A number of organizations including the Education sector plan in
- ✓ Botswana
- ✓ Climate surveys
- ✓ Public service Strategic performance management (results-based management)
- ✓ Strategic planning
- ✓ Performance measurement
- ✓ Performance management
- ✓ Teambuilding & Retreat Facilitation
- ✓ Change and transition Management
- ✓ Evaluation and Research
- ✓ Trainer of Trainers

## RELEVANT FACILITATION EXPERIENCE & REFERENCE WORK

- ✓ Disability Office (UNDP & MOPAGPA); Managing Consultant -Development National
- ✓ Disability Strategy
- ✓ Hospitality and Tourism Association of Botswana (HATAB); Managing Consultant -
- ✓ Development of HATAB 3-year Strategic Plan
- ✓ Botswana Qualifications Authority (BQA); Managing Consultant - Mid-term Strategy Review
- ✓ Human Resource Development Council (HRDC); Managing Consultant - Facilitation of
- ✓ Strategic Plan Review
- ✓ Non-Bank Financial Institutions Regulatory Authority; Managing Consultant - Annual Review of the Strategic Plan
- ✓ Debswana Mine (Jwaneng); Managing Consultants – Perception Study & Social
- ✓ Performance Strategy Review
- ✓ Botswana Investment & Trade Centre (BITC); Managing Consultant - Facilitation of the
- ✓ 18; Ministry of Public Administration Governance and Presidential Affairs; Managing
- ✓ Consultant - Facilitate MOPAGPA six year strategic and annual performance plan
- ✓ Debswana Jwaneng Mine; Managing Consultant - Perception Study & Social Performance
- ✓ Strategy Review
- ✓ study
- ✓ Water Utilities Corporation; - Restructuring and Change Management
- ✓ Revised and remodeled organisational structure
- ✓ Botswana Fiber Network (BOFINET); Managing Consultant - Review of Corporate Strategy &
- ✓ Development of Organisational Strategy, Strategy Map & Corporate Scorecard
- ✓ 2016; Vision 2016; Managing Consultant – Facilitation of Vision 2016 Dialogue/National
- ✓ Stakeholders Pillar Conference
- ✓ 2016; Public Procurement and Asset Disposal; Managing Consultant – Carryout the Mid-term
- ✓ review of Strategic Plan
- ✓ 2015; Air Botswana; Managing Consultant – Cascading of Balanced Scorecard Based
- ✓ Performance Management
- ✓ 2015; Selebi Phikwe Economic Diversification Unit; Managing Consultant – Development of a
- ✓ Comprehensive Strategic Plan
- ✓ 2013; Botswana Government-Ministry of Education; Senior Consultant; Development of the
- ✓ Education sector strategy
- ✓ Technical Assistance to support the Education and Training Sector
- ✓ Strategic Plan (ETSSP) Development
- ✓ 2012; Public Enterprises Evaluation & Privatisation & Agency; Managing Consultant -
- ✓ Development and Implementation plan for the Strategy