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the shared value people



Mopel Sotts
BUSINESS SCHOOL

ADVANCED PERFORMANCE MANAGEMENT BOOTCAMP FOR PUBLIC SECTOR PROFESSIONAL ASSISTANTS



22-23 JUNE 2026

HYATT REGENCY HARARE THE MEIKLES

ALIGNING EXECUTIVE SUPPORT WITH PERFORMANCE SCORECARD AND IRBM MANDATE

COURSE OVERVIEW

As Zimbabwe accelerates into the second phase of the National Development Strategy 2 (NDS2), the demand for high-velocity execution within the public sector has never been higher. To achieve the goals of Vision 2030, the administrative engine, comprising Personal Assistants, Executive Assistants, and Office Managers, must transition from traditional clerical roles to active performance facilitators. The Advanced Performance Management Bootcamp serves as the critical bridge between high-level policy and daily office execution. Organised by ICS Africa in partnership with Mopel Sotts Business School, this intensive two-day programme is specifically designed to align executive support with the Integrated Results-Based Management (IRBM) framework used by the Office of the President and Cabinet (OPC). In the current era of strict performance contracts, the success of a Permanent Secretary or CEO is directly tied to their office's efficiency. This Bootcamp is not merely a professional development opportunity - it is a strategic intervention designed to help public sector leaders meet their performance scorecard targets.

Course Duration	2 days
Time	08:00 to 17:00
Course Venue	Hyatt Regency Harare The Meikles
Delivery Mode	In-person expert-led presentations
CPD Certification	8 hours
Accommodation	Not included
Cuisine	Teas and lunches
Investment	Register and pay early to secure a seat: US\$300 per person <i>Includes tuition, course materials, curated experiences, CPD certification, and sumptuous meals.</i>
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Programme Coordinator and Lead Facilitator	Commissioner Thandiwe Mlobane T +263 712 909 733 E mopelsotts@gmail.com
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ABOUT ICS AFRICA

ICS Africa (Innotec Creative Solutions for Africa) is a premier pan-African consultancy dedicated to professionalising the continent's institutional architecture. We operate at the intersection of human capital development and structural efficiency, ensuring that organisations do not just have strategies, but the capable workforce required to execute them. Our core philosophy is informed by the belief that the success of any national mandate, such as Zimbabwe's Vision 2030, is not decided in the boardroom, but in the efficiency of the administrative systems that support it. Our mission is to help eliminate the implementation gap by empowering the public sector's frontline with world-class competencies.

While our methodologies are benchmarked against international administrative excellence, they are specifically tailored to the Zimbabwean socio-economic environment and the unique requirements of NDS2. Our training is designed to ensure that every hour of learning translates into a measurable improvement in office productivity. Leveraging insights from across the SADC region and the wider continent, we bring cross-pollinated solutions that have worked in similar emerging economies, helping Zimbabwe leapfrog common administrative hurdles. At ICS Africa, we don't just deliver a course, we leave behind tools, templates, and a high-performance culture that persists long after the bootcamp ends.

WHO SHOULD ATTEND?

The following people in the public sector in Zimbabwe are eligible for this course:

- Executive Assistants (EAs)
- Personal Assistants (PAs)
- Administrative Assistants
- Office Managers
- General Administrative Staff

FACILITATORS

The Bootcamp will be led by a panel of distinguished experts led by Commissioner Thandiwe Mlobane, who brings extensive expertise in public sector administration. Our facilitators are selected for their deep practical experience in the Zimbabwean public sector and their ability to translate high-level policy into office-level execution. The panel will include a senior consultant with experience in national policy formulation, specialising in aligning departmental goals with national mandates; a digital transformation and AI ethics specialist who will focus on the ethical, accurate, and high-integrity use of emerging technologies; a performance management and RBA (Results-Based Administration) coach, whose presentation will be dedicated to eliminating administrative bottlenecks and document stagnation; an expert on institutional protocol and etiquette, with experience in state protocol, international re-engagement, and corporate diplomacy for the public sector.

COURSE CONTENT

DAY 1: STRATEGIC ALIGNMENT AND THE NATIONAL MANDATE

Defining the role of Administrative Professionals in achieving Zimbabwe's Vision 2030

Module 1: The Administrative Assistant as a Key Partner for Progress

- ◆ **The National Mandate** - A deep dive into the 10 pillars of NDS2 and the roadmap to Vision 2030, and identifying your institution's specific targets
- ◆ **From Support to Facilitation** - Shifting the mindset of PAs, EAs, and Admin Assistants from back-office support to active performance facilitators
- ◆ **Activity** - Mapping your Principal's priorities to the National Development Strategy

Module 2: The Principal's Performance Partner

- ◆ **Understanding Key Performance Indicators (KPIs)** - Learning to align office operations with the Executive's performance contracts
- ◆ **The Power of Priority** - Moving beyond routine task completion to focus on high-impact activities that drive national development.
- ◆ **Strategic Filtering** - Protecting the Executive's time by prioritising high-impact NDS2 activities

Module 3: Results-Based Administration (RBA)

- ◆ **Transitioning to RBA** - Moving from routine administrative task completion to performance-based outcomes
- ◆ **Reputation Management** - Mastering protocol for international re-engagement, investor relations, and inter-agency coordination, handling sensitive communication and protecting the professional brand of the institution

DAY 2: EXECUTING USING SMART OPERATIONS

Practical tools and agile systems to eliminate delays and deliver results

Module 4: The AI Powered Assistant - Beyond the Myths

- ◆ **Busting the "Job Loss" Myth** - Understanding why AI cannot replace the emotional intelligence, ethical judgment, and complex relationship management of a high-level Administrative Professional
- ◆ **Future-Proofing Your Career** - How mastering AI makes an Assistant Professionals indispensable to the NDS2 and Vision 2030 mandate by increasing their output capacity tenfold and positioning themselves as the cornerstones of the country's envisaged national development agenda
- ◆ **The Golden Rule of AI** - Verification and fact-checking, transparency, and when and how to disclose that AI was used as a drafting aid
- ◆ **Activity** - The "Accuracy Audit" Challenge

Module 5: Agile Operations and the 30-Day Blueprint

- ◆ **Professional Stewardship** - Upholding public sector ethics, transparency, and confidentiality in high-stakes environments
- ◆ **Solving Document Stagnation** - Identifying why files get "stuck" and designing leaner, faster approval paths to cut red tape
- ◆ **Institutional Memory** - Building digital systems to ensure work continues seamlessly during staff or executive transitions
- ◆ **Capstone Project** - Finalising a personalised 30-Day Office Optimisation Plan to be ready for implementation immediately upon return to your office

ORGANISATION

ADDRESS

TOWN/CITY

TELEPHONE

ECONOMIC SECTOR

FEES **US\$300 per delegate**

Fees include access to the Masterclass and all learning materials; teas and lunches; and all related activities. Transport and accommodation is NOT included.

DELEGATE DETAILS

FULL NAME	DESIGNATION
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REGISTRATION CONTACTS

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PAYMENT OPTIONS

Please select one of the following payment options:

Credit Card Debit Card

American Express Mastercard Visa

Card Number:

Valid Date: Expiry Date: CSC:

Billing Address:.....

Bank Transfer Cash Cheque

RTGS BANKING DETAILS

Account Name - Innotec (Pvt) Ltd
 Account No. - 430700342916406
 Bankers - ZB Bank
 Branch - Jason Moyo Street

Terms and Conditions:

- Innotec are the organisers of this particular event. Payment covers events selected above. Proof of payment should be faxed or emailed to the Organizers immediately. Accommodation is optional. Travel to and from the venue is NOT included.
- If registered delegate is unable to attend any of the events, a substitute delegate may attend provided written notification is produced. If registered delegate is unable to attend and there is no substitute delegate, payment will still be due and a credit note shall be given to delegate to attend another Innotec event.
- The organizers reserve the right to alter the published programme and speakers based on the circumstances. Cameras and recording devices are not permitted without prior permission. The organizers reserve the right to refuse admission to the event. Delegates may be asked to undergo security searches at the event venue.
- The Organizers reserve the right, at their sole discretion, to amend or cancel sessions at any time without any notice to anyone. All materials produced or distributed at the event are the intellectual property of Innotec unless otherwise stated.
- Should for any reason, the date, venue or speakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions, industrial action, disruption caused by fire or public protests, Innotec shall endeavour to reschedule but the delegate hereby indemnifies and holds Innotec harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the delegate.
- While every reasonable effort will be made to adhere to the advertised package, Innotec reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made.
- In the condition that Innotec permanently cancel the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Delegate shall receive a credit note for the amount that the Delegate has paid to such permanently cancelled event, valid for up to one year to be used at another Innotec event. No refunds, part refunds or alternative offers shall be made.

REGISTRATION AUTHORIZATION

Signatory must be authorized to sign on behalf of contracting organization.

POSITION

SIGNATURE