

# 8<sup>th</sup> STRATEGIC HR CONFERENCE 2025

 **15-17**  
JULY 2025  
Boipuso Hall, Gaborone

Conference Brochure



Theme

Meritocracy in Motion: Reengineering  
HR for Workforce Excellence And  
National Competitiveness

Brought To You By Supported By



[www.progressiveinstitute.co.bw](http://www.progressiveinstitute.co.bw)





**ProgressiveInstitute**

Gateway to a Global Future



# We provide HR Solutions for you

## This is what we do

**We provide multiple solutions for your human resources based on your corporate needs.**

You can rely on us for efficient and cost saving practical services for your company, handled by our professional team who are experts in their own fields.

## Our Services

- ✓ Conferences and Seminars
- ✓ Recruitment and Selection
- ✓ Background Checks
- ✓ HR Outsourcing
- ✓ OD and Strategy Development
- ✓ Management Consulting
- ✓ Employee Relations
- ✓ Career Coaching
- ✓ Progressive HR Magazine
- ✓ Training and Development



SCAN QR CODE  
FOR MORE INFORMATION

☎ (+267) 3111490 / 71481657    ✉ mmoloki@progressiveinstitute.co.bw

📍 Plot 165, Office No 12, Capricon House, Pilane Road, Main Mall, Gaborone

🌐 [www.progressiveinstitute.co.bw](http://www.progressiveinstitute.co.bw)



Botswana has entered a new political era following the historic shift in governance after 59 years of rule by one party. The election of President Duma Gideon Boko represents not only a transition of power but also a broader movement of transformation seen across the SADC region, with countries like Mozambique, Lesotho, and Zambia experiencing similar shifts driven by demands for change.

In his inaugural address, President Boko emphasized meritocracy as a guiding principle of his administration, committing to ensuring that governance and national policies are aligned with global best practices, economic competitiveness, and social justice. His government has prioritized economic transformation, workforce development, and institutional reform to position Botswana as a leader in the regional and global economy. A significant part of this transformation involves aligning HR practices with national priorities, fostering a skilled workforce, and ensuring that human capital development remains at the heart of economic progress.

The 8th Strategic HR Conference emerges as Botswana's premier HR platform, bringing together HR professionals, policymakers, business leaders, and government stakeholders to discuss critical workforce strategies in an evolving political and economic landscape. With HR playing a pivotal role in driving national transformation, this year's conference will explore how HR can serve as a strategic enabler of economic growth, policy influence, and workforce agility, particularly in embedding meritocracy in workplace culture and leadership development.

**We look forward to seeing you on the 15 - 17 July 2025,**

A stylized, handwritten signature in black ink, appearing to read 'Mmolotsi'.

**Mmoloki Mmolotsi**  
Chief Executive Officer

**300+**  
ATTENDEES

**20+**  
SPEAKERS

**15+**  
HOURS OF CONTENT

**40+**  
EXHIBITORS





Botswana's HR landscape is at a crossroads, shaped by shifting economic conditions, evolving workforce expectations, and the country's political direction. With the government prioritizing policies that drive industrialization and economic transformation, HR leaders must adapt to new workforce dynamics, technological advancements, and regulatory changes to remain relevant.

## The Role Of HR In Driving Transformation Of The New Dawn

This conference provides a platform for HR practitioners to explore strategies that will enhance workforce competitiveness, drive strategic policy engagement, and ensure that HR remains a key pillar in Botswana's national development agenda. The discussions will delve into the intersection of HR, governance, and economic development, equipping professionals with tools to lead change effectively. By embracing transformational leadership, digital integration, and strategic workforce planning, HR can become a proactive force in steering Botswana towards a sustainable and future-ready economy.

# Meritocracy in Motion: Reengineering HR for Workforce Excellence

05



This theme underscores the crucial role of HR in embedding meritocratic principles within organizations to ensure talent is nurtured, recognized, rewarded based on performance and capabilities rather than traditional hierarchies. It highlights the importance of leveraging technology, rethinking talent management, and embedding strategic HR practices that align with a constantly evolving business environment.



## ACROSS MAJOR INDUSTRIES

Hospitality, FMCG, Government and Public Services, Mining, Oil, Gas and Energy, Manufacturing, Construction, Telecommunications, Consultancy, and more!



## FROM TOP EMPLOYERS INCLUDING

ABSA, First National Bank, De Beers, Lucara, Debswana Diamond Company, Botho University, Bank of Botswana, DPSM, Access Bank, Stanbic Bank, Botswana Defence Force



## FROM EVERY BRANCH IN HR

HR strategy, Talent Management, HR admin, Recruitment and Acquisition, L&D, Organisational Development, Compensation and Benefits, People Analytics, Employee Engagement, Employee Experience



## Fostering a Growth-Oriented Workforce:

Strategies for cultivating resilience, adaptability, and continuous learning to build a workforce prepared for future challenges.



## HR's Role in Driving Business Innovation:

Exploring how HR can become a catalyst for organizational innovation and forward-thinking into corporate culture.



## Talent Optimization in a Competitive Market:

Best practices in talent acquisition, development, retention and ensuring HR remains a strategic enabler of business success.



## Embedding Mindset Change into Organizational Practices

Provide practical guidance on integrating mindset change principles into HR policies, processes, and systems.



## Digital HR and Workforce Agility:

Embracing technology and digital tools to enhance workforce efficiency, collaboration, and strategic decision-making.



## Embedding Strategic HR Practices for Long-Term Success:

Integrating HR strategies into broader business objectives to sustain competitive advantage and workforce excellence.



## Meritocracy in HR: Building a Culture of Performance and Fairness:

Exploring the role of HR in creating transparent, skills-based and merit-driven workplaces to enhance productivity.



## Case Studies in Mindset Change

Showcase real-world examples of organizations that have successfully embraced mindset change.

## Reasons To Attend The Conference

### 01

Gain exclusive insights from industry experts and influential thought leaders on the psychology of mindset change and its direct impact on driving organizational excellence and high performance.

### 02

Discover transformative strategies to build a culture of continuous innovation, resilience, agility and equipping your organization to thrive in an ever-evolving business environment.

### 03

Expand your professional network by connecting with high-profile executives, decision-makers, and forward-thinking professionals from diverse industries and sectors, exchanging best practices and breakthrough ideas.

### 04

Engage with cutting-edge discussions on talent management, leadership development, and strategic workforce planning—designed to empower professionals both within and beyond the HR sphere.





## Presidential Keynote Address

The President of Botswana will deliver a keynote speech on the nation's vision and road-map for improving national competitiveness.



## Ministrial Keynote Address

The Minister of Labour and Home Affairs will deliver his Ministries road-map in addressing workforce excellence in Botswana.



## Expert Guidance

Learn from industry-leaders from world-class organisations. The experience is world-class you'll leave inspired and ready to lead better.



## General Sessions

The main stage experience is led by expert thought leaders and practitioners. Their stories will inspire you to think outside the box and widen your perspectives.



## Master Classes

With multiple sessions to choose from, these sessions are packed with original content and tactical advice.



## Best Practice Sharing

Hear from your peers on their best practices across strategy, management and leadership.



## Unrivalled Speaker Content

Be inspired by success stories from professionals from across industries.



## Offers, Goodies And Competitions

Pick up some treats for your team and be in with the chance to win big prizes!



## Exhibition With Over 30+ Exhibitors

Interact with over 30+ companies at the conference to learn about their products and services.



**Advocate Duma Gideon Boko**  
President of The Republic of Botswana



**Major General (Rt) Pius Mokgware**  
Minister of Labour and Home Affairs



**Gaone Macholo**  
Director of the Directorate of Public Service Management (DPSM)



**Dr. Marko Saravanja**  
Co-Founder and Chairperson of Regenesys Business School



**Emmanuel Zvada**  
Managing Consultant - 3rd Eye Africa Consulting Group



**Matlhogonolo Mponang**  
Executive Head of HR - Debswana Diamond Company



**Andisa Liba**  
Chief People Officer - Floatpays



**Mboki Chilisa**  
Managing Partner - Collins Chilisa Consultants



**Pinkie Douglas**  
Head of People and Culture - Stanbic Bank



**Kenneth Mbaiwa**  
Head of HR - Standard Chartered Bank



**Emmanuel Michael**  
Leadership Coach and Founder of #HRwithEM®



**Tshepo Yvonne Mosadi**  
Chief People Officer - Daybreak



**Chawada Moseki**  
Group Chief People Officer - Hollard Insurance



**Tshwarelo Mocheke**  
HR specialist - Department of Public Service Management



**Mathews Tihalefo Moloi**  
Head of Shared Services, Access Bank Botswana



**Kamogelo Chiusiwa**  
Group Chief People and Culture Officer - Letshego



**Seatla Ratshosa**  
Wealth Advisor and Managing Director - Masheleng



**Peter Kesitlwe**  
Chief Executive Officer - Gambling Authority



**Luyolo Geza**  
CEO of the Institute of People Management (IPM)



**Dr. Resego Morakanyane**  
Business Information Systems at the University of Botswana



**Deliwe Sesame Manyala**  
Chief Human Capital Officer Botswana Insurance Company



**Indherani Reddy**  
Chief Operating Officer (COO) at Regenesys Education



**Veli Ndaba**  
The NeuroEngineer



**Dr. Kegomoditswe Maphane**  
Health & Wellness Principal Debswana Diamond Company





MEETING YOUR  
FUTURE TALENT  
NEEDS...TODAY

# Meritocracy in motion;

## Partner With Talent Matters To Engineer Workforce Excellence.

The 8th Strategic HR Conference calls for "Meritocracy in Motion: Reengineering HR for Workforce Excellence And National Competitiveness."

At Talent Matters, we embody this principle, empowering your organization to build a future-proof workforce that drives national progress. For over a decade, we have been the trusted partner for businesses in Botswana and internationally, delivering excellence in talent management.

### What We Do – Your Strategic HR Partner:

Talent Matters offers a comprehensive suite of services tailored to meet your unique talent needs:

**AI-Enhanced Recruitment Solutions:** We leverage cutting-edge AI technology for precision shortlisting and data-driven hiring decisions, covering everything from Executive Search to Graduate Recruitment.

**Scientific Psychological Assessments:** Go beyond the resume. Our psychological assessments evaluate cognitive abilities, personality traits, emotional intelligence, and cultural fit, ensuring you find the right fit, every time.

**Strategic Talent Development:** Our support extends beyond recruitment. We integrate hiring results with your talent development initiatives, focusing on Leadership Development and Succession Planning to nurture future leaders.

**Comprehensive HR Support:** We also provide expertise in Outplacement Services, supporting your business through workforce transitions with compassion and results.

Talent Matters stands out as a leader in HR solutions due to a powerful combination of proven experience and innovative strategies. With close to a decade of local and international expertise, we cater to all market sectors and organizational levels, offering tailored, solution-driven approaches rather than one-size-fits-all fixes. Our pioneering integration of AI technology and robust psychological assessments into the recruitment process sets us apart, providing a data-driven method that enhances prediction accuracy, improves hiring decisions, and eliminates guesswork.

Our commitment to your success is demonstrated through comprehensive end-to-end support. From the initial recruitment phase to strategic talent development, we align your talent strategy with your overarching business goals. We are passionate about connecting the right individuals with the right opportunities, empowering businesses to grow and individuals to thrive. Our aim is to make your hiring process more straightforward, faster, and more effective, ensuring a cohesive approach to building a high-performing and future-proof workforce.



[talentmatters@co.bw](mailto:talentmatters@co.bw)

# Workplace Financial Education

## Is Financial Education essential in the workplace?



**Nelson Letshwene** is a Financial Planner and a Certified Financial Education Instructor. He has two business degrees plus a post graduate diploma in Financial Planning. He is the CEO of Moedi Learning Technologies, and an Executive Director of Moedi Publishing. He is the Chairman of the Board of Botswana National Productivity Centre, and has sat on the Botswana Stock Exchange Board for 4 years. He wrote for the Botswana Guardian as a columnist for 11 years, and hosts a weekly radio show on Financial matters. For over 15 years he has been involved in the Financial Education space. He has written and published over 10 books in personal finance and personal development. He has spoken to thousands of audiences in Botswana and South Africa.

The employment contract is often very clear about what the company is offering, and what is expected of the employees. Additional benefits are clearly indicated, and these form part of the total cost to company.

**What happens when an employee makes personal financial decisions that eventually affect the company? Should the company take responsibility in anyway or let the employee face the consequences alone?**

One would of course ask, in what way do those personal financial decisions affect the company? If an employee get overwhelmed by debt, to the extend that their take home pay is not enough to carry on their lives, the company may suffer because of underperformance of an employee who is stressed. Many employers have recognized that stress can affect employee performance, and have since included wellness programs in the workplace. They may even hire a psychologist to deal with the stress of the employees.

The real question is, are employees equipped to make sound financial decisions for themselves? Think about the kind of the balancing act that employees have to deal with.

Many have to deal with the so-called “black tax”, or “class tax”, which forces many to deal with the legacy of poverty from whence they came. Without a clear plan of action, this may consume many years and resources, before one can turn and focus on their own progress in life.

In my consultation with many employees, I have found that many do not contribute enough to their pensions, which leads to them paying a lot more tax than they should. Many are unduly afraid of debt, and thus lose their borrowing capacity throughout their working life, until it's too late. Of course some take too much debt and lose their assets and



time of recovery. Some focus on capital intensive investments such as real estate and ignore low hanging fruits that require little capital over time. Many take mortgages but do not know how to set up a mortgage management plan.

I have met many employees who could be spared the errors with a little financial education. Other than the insurance sales agent, many have never sat with a financial planner to create a dynamic financial plan.

I have also faced the anger of many employees who only hear of many financial issues when their company is retrenching them, and they feel it's too late for them to be given financial advice. Companies would call financial planners when they are either retrenching employees, or when employees are at the point of retirement. Retirees also feel if they had been given advice much earlier in their working life, they would have been better prepared for their retirement.

Companies may have to rethink the employment contract. What is the real cost to company, if they have to process garnishee orders from the courts? What is the real cost to company if they are processing stop orders? What is the real cost to company if they have to provide wellness counselors to employees? What is the real cost of a strike?

Could some of these costs be curtailed if workplace financial education was offered regularly? We will, in future columns deal with these issues. Watch this space. ■

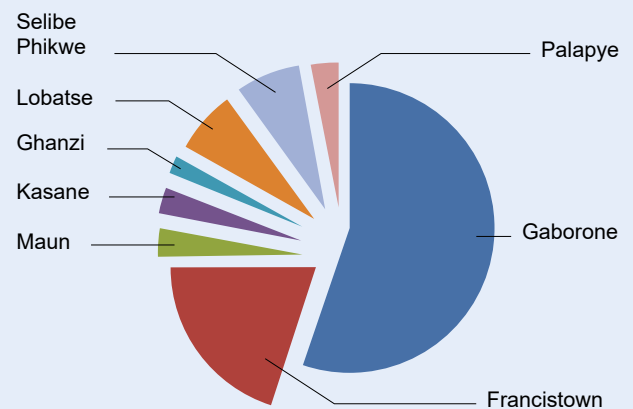


## PROGRESSIVEHR.

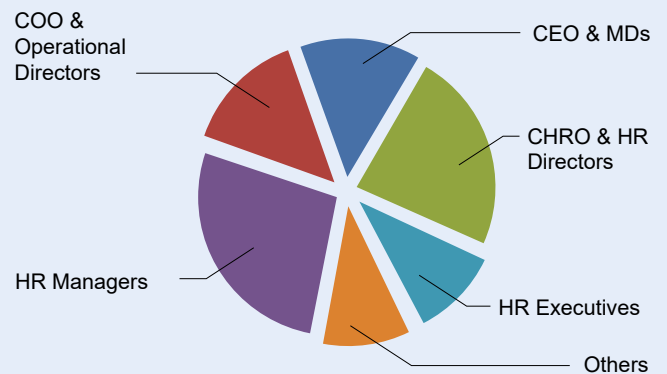
### TARGETED MAGAZINE AUDIENCE

| E-Mag   | Print  | Total   |
|---------|--------|---------|
| 200,000 | 10,000 | 210,000 |

### MAGAZINE DISTRIBUTION BY TOWN



### MAGAZINE DISTRIBUTION BY ROLE



With a database of over 10,000 HR professionals and senior decision makers, Progressive Institute has the one of the biggest database of professionals and decision makers in Botswana. Our database is constantly updated on a daily basis by a dedicated database operations team.

**The Progressive Institute database is the same database which has helped power our events to be one of the most attended events in the conferencing space.**

### ADVERTISE WITH US

+267 311 1490    +267 714 81657

[mmoloki@progressiveinstitute.com](mailto:mmoloki@progressiveinstitute.com)

1st Floor, Office No 12 Capricorn House (BG Finance Building) Plot 165, Main Mall Gaborone



As Botswana's premier platform for HR professionals and business leaders, the Strategic HR Conference is committed to delivering cutting-edge insights, transformative strategies, and practical solutions to address the most pressing challenges facing organizations today. With a rich legacy of thought leadership and innovation, the conference gathers industry experts, thought leaders, and decision-makers to share best practices, explore emerging trends, and drive impactful HR solutions.

Join us as we shape the future of HR Meritocracy in Motion and workforce development in Botswana!



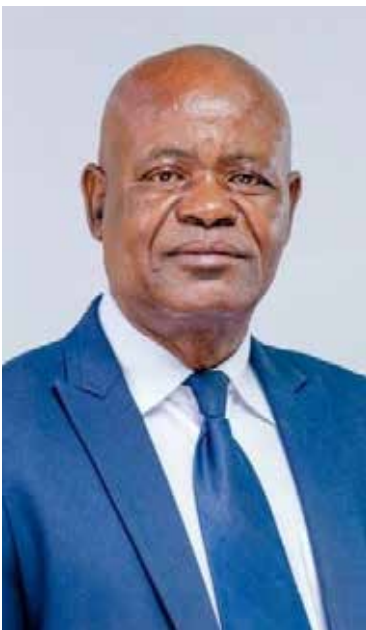


## Advocate Duma Gideon Boko President of The Republic of Botswana

Meritocracy in Motion: Reengineering HR for Workforce  
Excellence & National Competitiveness



Duma Gideon Boko serves as the sixth President of Botswana, having been elected to office on 1 November 2024. Upon taking office, President Boko made a firm commitment to run his government based on the principle of meritocracy. He envisions a Botswana where civil service and institutional appointments are driven by competence, qualifications, and the ability to deliver results, rather than by political affiliation or patronage. Under his leadership, Botswana is positioning herself to become a leading nation in Africa, where the emphasis is on performance, results, and creating opportunities for talented individuals to rise through the ranks based on their abilities. By promoting meritocracy, President Boko aims to build a civil service that is not only professional and capable but also more responsive to the needs of the people. He has challenged every citizen to take personal responsibility for the country's development, delivering on their commitments and holding the government accountable for its promises ■



## Major General (Rt) Pius Mokgware Minister of Labour and Home Affairs

Keynote: HR as a Catalyst for Systemic Change in a  
Disruptive Era



Major General (Rt.) Pius Mokgware is the Minister of Labour and Home Affairs in Botswana, bringing extensive leadership experience from the military, academia, and public service. Before his ministerial appointment, he had a distinguished military career in the Botswana Defence Force (BDF), where he held key positions, including Ground Forces Commander, Chief Internal Auditor, and Assistant Chief of Staff (Finance). His expertise in strategic leadership and resource management played a vital role in shaping Botswana's defense and security policies. After retiring from the military, he transitioned into academia, lecturing at the University of Botswana on subjects such as Media and Politics, Security Studies, and Civil-Military Relations, further broadening his impact on national governance. As Minister of Labour and Home Affairs, he is responsible for shaping labor policies, overseeing immigration laws, and driving national workforce development initiatives ■





## Gaone Macholo

Director - Directorate of Public Service Management

New Government, New Labour Union Engagement: Strategies for Constructive Engagement and Conflict Resolution



Gaone Manzini Macholo is a distinguished HR expert with a remarkable career spanning over two decades in Human Resource Management. Currently serving as the Director of the Directorate of Public Service Management (DPSM) since July 2022, she plays a pivotal role in driving the Human Capital Agenda for the Botswana Public Service, overseeing a workforce of 130,000 employees. Gaone's journey to her current position is marked by a series of impactful roles across various sectors. She began her career at the Botswana Agricultural Marketing Board (BAMB) as Head of Human Resources, where she excelled in managing human resource strategy, policy development, and implementation.



## Mathogonolo Mponang

Executive Head of HR - Debswana Diamond Company

Surviving and Thriving in Politically Charged Work Environments



Mathogonolo Letsopa Mponang is the Executive Head of Human Resources at Debswana Diamond Company. She is also a writer, social development activist and human enthusiast. She currently sits on the boards of the Namibia Diamond Trading Company, De Beers Holdings Botswana, Debswana Pension Fund and the University of Botswana Council. She remains the youngest and only Motswana to have ever sat on the World YWCA Council. She staunchly believes in passing on the baton and that everything she has achieved -and more - can be achieved by anyone.



## Andisa Liba

Chief People Officer - Floatpays

Why HR Fails: Common Failures and Paths to Success In Organisations



Andisa Liba is a distinguished HR Executive with a remarkable track record of accomplishments across various industries. An award-winning professional, Pan Africanist, and catalyst for change, Andisa's career is marked by her passion for fostering impactful connections and storytelling. Currently serving as the Chief People Officer at Floatpays, Andisa is instrumental in shaping the company's human capital strategies while spearheading market penetration initiatives. Prior to her current role, Andisa held key leadership positions at globally renowned organizations such as Deloitte, Cisco, and Sony Music Entertainment. Additionally, her experience as an Executive PA to Cyril Ramaphosa at Shanduka Group underscores her ability to manage high-profile stakeholders and execute tasks with precision and discretion.



# International Keynotes: Cutting-edge in Transformative HR Meritocracy

15



## Dr. Marko Saravanja

Co-Founder and Chairperson of Regenesys Education

Masterclass: Workforce Readiness & Adaptive Leadership  
in a Fast-Changing World



Dr. Marko Saravanja is the founder and chairperson of Regenesys Education, whose journey from monk and development worker to successful entrepreneur, philanthropist, and author exemplifies a life dedicated to overcoming limitations and transforming lives. With a passion for education as a catalyst for societal change, Dr. Saravanja established Regenesys Education, which emphasizes the holistic development of intellectual, emotional, physical, and spiritual intelligence. His digital initiative, Education for All (EdForAll), aims to make high-quality higher education accessible worldwide. Through ventures like My Wealth Investments, Dananda Talent, Healthi, and RegCafé, he has expanded Regenesys across Africa and into Europe. A Croatian native and a fearless adventurer, Dr. Saravanja has climbed Kilimanjaro, skydived, and explored over 90 countries. He is also a finalist for the 2009 Ernst & Young World Entrepreneurship Awards and holds a Ph.D. in Performance Management, dedicating his life to helping others unlock their potential and achieve self-actualization.



## Emmanuel Michael

Leadership Coach and Founder of #HRwithEM®

Performance-Driven HR: Implementing Meritocracy Without  
Losing Engagement



Emmanuel Michael (EM) is a highly respected, multiple award-winning Leadership and Career Success Coach with almost thirty years of experience as a strategic business leader. His expertise spans multidisciplinary engineering, information technology, hospitality, and financial services, making him a highly sought-after professional in human resources management for over two decades. EM is the Founder & Host of #HRwithEM®, a platform that provides an opportunity to connect, learn, and share on everything related to Leadership, Career Development, and Employee Experience. The Nigerian HR community affectionately calls him "The HR Celebrity."



## Tshepo Yvonne Mosadi

Chief People Officer - Daybreak & SABPP Board Member

Elevating Organizational Integrity — Aligning HR Standards  
with Audit Excellence for Sustainable Growth



Tshepo Yvonne Mosadi is a highly accomplished and dynamic Chief People Officer, currently leading the People function at Daybreak. With over 20 years of experience in the human resources field, Tshepo has a proven track record in driving strategic people initiatives and fostering high-performance cultures across a wide range of industries. She has served in various leadership roles, including Executive HR Director at Hyundai Automotive South Africa and Human Resources Director at The HEINEKEN Company. Her expertise spans talent management, diversity and inclusion, organizational transformation, and employee engagement. Tshepo is known for her ability to align HR strategies with business goals, ensuring that people practices contribute directly to the overall success and growth of the organization.

# Banking Power: Developing Talent for a Digital-First Workforce

16



## Pinkie Douglas

Head of People and Culture - Stanbic Bank

HR at the Forefront of Botswana's Economic & Workforce Evolution



Pinkie Douglas is Head of People and Culture at Stanbic Bank. She is responsible for providing strategic direction to the business on all Human Capital matters, guiding the business to develop fit-for-purpose innovative People Solutions and leveraging our employee value proposition to deliver a great employee experience and shift the culture and mindset to a client-centric organisation. A seasoned Human Capital professional, with over 15 years of experience in the financial services sector. Pinkie has already built an incredible legacy in the People & Culture space, and in 2022 won a highest level of recognition from Standard Bank Group as a Mark of Excellence Winner.



## Kenneth Mbaiwa

Head of HR - Standard Chartered Bank

The HR Data Intelligence Workshop: Leveraging People Analytics for Talent & Performance



Kenneth Mbaiwa is a self-driven HR Executive who has experience working in the financial and Energy sectors in Botswana. His passion lies in enabling people and businesses to succeed in a multi-cultural environment. Over the years, Kenneth has gained extensive experience in developing and executing the best HR strategies and services to attract, develop and retain the best talents aligning with operational needs and commercial plan to ensure the development and sustainability of the business. His career focus is always to build the strongest work culture where people are inspired and motivated to fulfill higher and more balanced life-career goals while celebrating human connection.



## Mathews Tlhalefo Moloi

Head of Shared Services, Access Bank Botswana

The great Rebalancing: From Employer-Driven to Employee-Centric Workplaces



Mathews (Tlhalefo) Moloi is a seasoned HR professional with extensive expertise in strategy development, HR risk & governance, remuneration, and talent management. As the Head of Shared Services at Access Bank Botswana, he plays a critical role in driving strategic HR initiatives that enhance operational efficiency and workforce optimization. His deep understanding of HR governance ensures compliance with industry standards while fostering a high-performance culture. With a strong track record in talent management and remuneration frameworks, Mathews has been instrumental in aligning human capital strategies with business objectives.



## Kamogelo Chiusiwa

Group Chief People and Culture Officer - Letshego

Psychological Contract: The Future of Employee Value Propositions & Engagement Models



Kamogelo Chiusiwa is a seasoned Heart First Leader with over 25 years' experience cutting across several roles within the Human Capital discipline. Kamogelo serves as the Group Chief People and Culture Officer at Letshego Africa Holdings Limited, a Pan-African Retail Financial Services Group operating across 11 countries. In this role, she is responsible for leading the organization's Human Capital strategies, focusing on fostering a People First culture that aligns with Letshego's mission of Improving Lives through inclusive financial solutions. Under her leadership, Letshego has implemented comprehensive leadership development and digital mastery programs, reflecting a commitment to nurturing future leaders and equipping talent with essential digital skills.



## Chawada Moseki

Group Chief People Officer - Hollard Insurance

Performance Agility: Creating a High-Accountability, Data Driven HR Culture



Chawada Moseki is a seasoned human capital leader with extensive expertise in organizational effectiveness and workforce transformation. Since December 2024, She has served as the Group Chief People Officer at Hollard Insurance Botswana. Prior to this, She held key leadership roles at Letshego, focusing on Group People and Culture and Group Human Capital Transformation, where she played a pivotal role in shaping HR strategies and fostering a high-performance culture. With a career spanning leading organizations such as Debswana Diamond Company, Air Botswana, Botswana Post, and EOH Consulting, Chawada has developed deep expertise in change management, talent development, and organizational strategy.



## Tshwarelo Mocheke

HR specialist - Department of Public Service Management

Think Tank Discussion: The Intersection of HR, Governance & Economic Resilience



Tshwarelo Mocheke is a Transformational HR Specialist with over 18 years in the Public Sector. With a deep understanding of public sector HR dynamics, she has played a pivotal role in shaping workforce strategies and driving organisational effectiveness. Holding a Master's in Public Management and Policy Analysis and a Bachelor of Accountancy, Tshwarelo combines strong financial acumen and strategic HR leadership. She is also a Certified Global Remuneration Professional (GRP) accredited by WorlдатWork, USA showcasing her specialization in total rewards and pay structures.





## Dr Kegomoditswe Maphane

Health & Wellness Principal - Debswana Diamond Company

From Wellness to Wellbeing: Redefining Organisational Health as a Catalyst for Strategic Advantage and Sustainable Performance



Dr Maphane is the Health & Wellness Principal for Debswana Diamond Company where he currently oversees and provides strategic direction to the Debswana Hospital Operations as well as the Debswana Wellness Portfolio. He has extensive experience in both the medical and mining industry having previously assumed leadership positions such as Hospital Superintendent, Jwaneng Mine Hospital and Senior Safety & Sustainable Development Manager, Debswana Jwaneng Mine where he demonstrated thought leadership and benchmark performance on key strategic company indicators. His other qualifications include Executive MBA (Sheffield Hallam University), and other leadership developmental programs such as Global Executive Development Program (Gordon Institute of Business Science). He also holds various governance and board leadership positions such as Board Chairperson, Botswana Medicines Regulatory Authority (BoMRA), and Board Chairperson, Debswana Wellness Fund.



## Resego Morakanyane

Business Information Systems at the University of Botswana

Masterclass: Digital HR Masterclass: AI, People Analytics & Workforce Meritocracy



Dr. Resego Morakanyane is a respected academic and researcher in Business Information Systems at the University of Botswana, with a Ph.D. from Cork University Business School in Ireland. His work focuses on digital transformation, ICT for development, and designing user-friendly information systems, particularly for semi-literate users. He has published extensively on digital strategy and transformation success factors and previously worked at the Botswana Technology Centre, where he contributed to bridging the digital divide. At the upcoming 8th Strategic HR Conference (SHRC), Dr. Morakanyane will bring his rich academic and practical experience to explore how organizations can effectively navigate digital transformation to enhance performance and national competitiveness.



## Seatla Ratshosa

Wealth Advisor and Managing Director - Masheleng

Psychological Contract: The Future of Employee Value Propositions & Engagement Models



Seatla Ratshosa is a seasoned finance expert, entrepreneur, and influential voice in personal wealth creation. With 17 years of combined corporate and entrepreneurial experience, he now leads Masheleng Group of Companies as Managing Director and Lead Consultant, helping individuals and businesses thrive financially. A former investment advisor and banker, Seatla transitioned into entrepreneurship with a mission to demystify finance. Today, he's a best-selling author (Principles of Wealth Creation and Masheleng), a popular social media educator (360k+ followers), and the charismatic host of BTV's Masheleng TV show, blending practical advice with relatable storytelling. Driven by the belief that financial freedom is for everyone, he equips audiences with actionable strategies, one book, post, and episode at a time.



## Peter Kesitilwe

Chief Executive Officer - Gambling Authority

Driving Transformation Of The New Dawn Through Effective Leadership



Peter Kesitilwe is a seasoned business executive with a distinguished career spanning over 19 years, marked by leadership roles in large State-Owned Entities and Private Companies in Botswana and the region. Armed with a Master of Science in Strategic Business Management and a portfolio of prestigious accounting certifications including Fellow Chartered Accountant (FCA), Chartered Management Accountant (ACMA), and Global Chartered Management Accountant (CGMA), Peter is a recognized authority in finance and executive management. Currently serving as the Chief Executive Officer of the Botswana Gambling Authority, Peter leverages his extensive experience and strategic vision to drive organizational growth and regulatory excellence. Peter Kesitilwe continues to make significant contributions to the business landscape in Botswana and beyond.



## Mboki Chilisa

Managing Partner - Collins Chilisa Consultants

Labour Law Updates



Mboki Chilisa is a distinguished legal professional renowned for his expertise in corporate and commercial law, as well as his commitment to fostering legal excellence and advancing justice. As a Partner at Collins Newman & Co., he plays a pivotal role in providing strategic legal counsel to a diverse clientele, including multinational corporations, financial institutions, and government entities. Mboki's professional journey is marked by his passion for delivering exceptional legal services and advocating for the rights of her clients. His areas of specialization include corporate governance, mergers and acquisitions, banking and finance, and intellectual property law. He is known for his ability to navigate complex legal issues with precision and efficiency, earning the trust and respect of her clients and peers alike.



## Veli Ndaba

The NeuroEngineer

The Neuroscience of Effective Leadership: Transforming Leaders from Leadership Darkness to Leadership Light



Veli Ndaba is an accomplished professional with a Bachelor of Science Degree (BSc) in Management Science and National Diplomas in Mechanical Engineering and Project Management. He has also earned certificates in Life Coaching and Neuro-Linguistic Programming (NLP). As a respected Leadership Thought Leader, Veli developed the innovative 'Veli Ndaba NeuroEngineering Leadership Effect' (#VNNLE), which draws on fundamental principles of Neuroscience and Engineering to facilitate optimal leadership performance. Using this high-performance tool, he helps leaders overcome mental obstacles to achieve peak performance while transforming their organizations' cultures for success.

**Deliwe Sesame Manyala**

Chief Human Capital Officer Botswana Insurance Company

HR Department of One - The Workforce of 2030: Botswana's Readiness for the Future



Deliwe Sesame Manyala is a seasoned People & Workplace Culture Enthusiast with a wealth of experience in various aspects of human capital management. With a successful background in Strategy Development & Execution, Business Transformation, Recruitment, Training & Development, Change Management, Policy Development, Employee Relations, Staff Welfare & Benefits, and Performance Management, Deliwe brings a multifaceted skill set to her role. Currently, Deliwe serves as the head of the Human Capital portfolio for Botswana Insurance. In this capacity, she plays a pivotal role in shaping the organization's human resource strategies and practices. Her responsibilities encompass Talent Management, Diversity & Inclusion initiatives, Employer Branding, and curating Employee Learning Content, all aimed at fostering a dynamic and inclusive workplace culture.

**Indherani Reddy**

Chief Operating Officer at Regenesys Education

The Future-Fit Leader: Cultivating Agility, Empathy, and Purpose in a Rapidly Evolving Workplace



Indherani Reddy is the Chief Operating Officer (COO) at Regenesys Education and its subsidiaries, where she leads the organization's operations, driving strategic growth and operational efficiency across multiple business functions. Alongside her corporate achievements, Indherani is deeply committed to empowering women and supporting youth development. As a Gibbs certified coach, she actively mentors women in leadership roles, helping them build the confidence, competencies and behavioural skills needed to thrive in the workplace. Her focus on women's upliftment extends to creating opportunities for women to excel in traditionally male-dominated industries. Her approach to leadership goes beyond the boardroom; she is a passionate public motivational speaker. Her speaking engagements often focus on conscious leadership, D&I, and the importance of purpose-driven success, with particular emphasis on empowering women 'Awaken their potential' and make a difference in the world.

**Emmanuel Zvada**

Managing Consultant - 3rd Eye Africa Consulting Group

From Good to Great: How Effective HR Drives Organizational Excellence



Emmanuel Zvada is the Founder and Managing Consultant for 3rd Eye Africa Consulting Group, he is a multifaceted figure in the HR domain, known for his innovative thinking and leadership in the global HR landscape. With a diverse background that spans public and private institutions both regionally and internationally, he has established himself as a thought leader through his extensive written works, training engagements, and contributions to the field of HR. He has trained in more than 15 Countries to date specifically on HR, Strategy and leadership Conferences. He has been a guest speaker on the Confederation of Indian Industry and the World Human Resources Development Conference 2024 and other Global and Regional HR Conferences solidifying his reputation as a distinguished HR professional.



## Day 1 - Tuesday, 15 July 2025

| TIME          | ACTIVITY  | PERSON  |
|---------------|---|---|
| 07:30 - 08:00 | <b>Check-In &amp; Networking Breakfast</b>  | All   |
| 07:45 - 08:00 | <b>Welcome Remarks and Introduction of Guests</b>   | <b>Mmoloki Mmolotsi</b><br>Chief Executive Officer<br>Progressive Institute           |
| 08:00 - 08:45 | <b>Conscious Leadership: Leading with Awareness, Integrity, and Impact</b><br><br>This session resonates in today's context where employees, stakeholders, and society expect more than just results—they expect responsive, accountable, values-driven leadership. It focuses on self-awareness, ethical decision-making, empathy, and sustainability as core leadership pillars.  | <b>Dr. Marko Saravanja</b><br>Co-Founder and<br>Chairperson of Regenesys<br>Education |
| 08:45 - 09:00 | <b>Ministerial Keynote: HR as a Catalyst for Systemic Change in a Disruptive Era</b><br><br>In today's volatile and complex world of work, HR must serve as an architect of organizational resilience. The keynote speaker, Hon. Minister of Labour & Home Affairs, will outline Botswana's economic agenda and how HR professionals can support national transformation by driving progressive workplace policies, talent innovation, and performance excellence.  | <b>Major General (Rt) Pius Mokgware</b><br>Minister of Labour and<br>Home Affairs     |
| 09:00 - 09:30 | <b>Meritocracy in Motion: Reengineering HR for Workforce Excellence &amp; National Competitiveness.</b><br><br>On 1 November 2024, Advocate Duma Gideon Boko became Botswana's sixth president, pledging to govern through meritocracy. Prioritizing competence over political affiliation, he seeks a professional civil service focused on performance and accountability. President Boko envisions empowering talented individuals, strengthening institutions, and fostering sustainable national growth through results-driven leadership and individual responsibility. | <b>Advocate Duma Gideon Boko</b><br>President of The Republic of<br>Botswana          |
| 09:30 - 10:00 | <b>Exhibition stall Visit by His Excellency President Duma Boko and Hon. Minister of Labour &amp; Home Affairs, Major General (Rt) Pius Mokgware</b>  | Senior Conference Officials   |
| 10:00 - 10:45 | <b>Coffee &amp; Networking Break</b>  | ALL   |
| 10:45 - 11:30 | <b>Power Talk: Surviving and Thriving in Politically Charged Work Environments</b><br><br>In today's complex organizational structures, politics is an unavoidable reality. Navigating politically charged work environments requires emotional intelligence, strategic thinking, and a commitment to professionalism. This session aims to equip HR professionals and organizational leaders with the tools to not just survive—but thrive—amid internal politics, power dynamics, and conflicting interests.  | <b>Matlhogonolo Mponang</b><br>Executive Head of HR<br>- Debswana Diamond<br>Company  |

|               |  |   |
|---------------|--|---|
| 11:30 – 12:15 | <b>From Good to Great: How Effective HR Drives Organizational Excellence</b><br><br>HR is no longer just a support function—it's a strategic engine that drives business growth, innovation, and culture. This session explores how high-impact HR practices transform good organizations into great ones by aligning people, performance, and purpose. We'll unpack the evolving role of HR in shaping competitive advantage, fostering leadership, and cultivating a resilient, future-ready workforce.  | <b>Emmanuel Zvada</b><br>Managing Consultant - 3rd<br>Eye Africa Consulting Group   |
| 12:15 – 13:00 | <b>Executive Panel: HR at the Forefront of Botswana's Economic &amp; Workforce Evolution</b><br><br>This power-packed panel discussion will explore how HR can directly influence policy, governance, and national competitiveness. Experts will discuss topics such as labor market reforms, workforce digitization, and HR's role in industrialization and economic recovery.  | <b>Track Lead</b><br><br><b>Pinkie Douglas</b><br>Head of People and Culture<br>- Stanbic Bank<br><br><b>Panelists</b><br><br><b>Dr. Marko Saravanja</b><br>Co-Founder and<br>Chairperson of Regenesys<br>Education<br><br><b>Gaone Macholo</b><br>Director – Directorate of<br>Public Service Management<br>(DPSM)<br><br><b>Emmanuel Zvada</b><br>Managing Consultant - 3rd<br>Eye Africa Consulting Group<br><br><b>Matlhogonolo Mponang</b><br>Executive Head of HR<br>- Debswana Diamond<br>Company<br><br><b>Tshepo Yvonne Mosadi</b><br>Chief People Officer –<br>Daybreak |
| 13:00 - 13:45 | <b>Lunch Break &amp; Networking</b>  | <b>All</b>  |
| 13:45 – 14:30 | <b>Elevating Organizational Integrity — Aligning HR Standards with Audit Excellence for Sustainable Growth</b><br><br>In today's rapidly evolving business landscape, the alignment of HR standards with robust audit practices is no longer optional—it's a strategic imperative. This session will explore how organizations can strengthen governance, ensure compliance, and build a culture of accountability by integrating human resource management with internal and external auditing processes. | <b>Tshepo Yvonne Mosadi</b><br>Chief People Officer –<br>Daybreak South Africa &<br>SABPP Board Member  |

## 14:30 – 15:30 Break Away Sessions

### **Think Tank Discussion: The Intersection of HR, Governance & Economic Resilience**

**Tshwarelo Mocheko**  
HR specialist - Department of Public Service Management

### **Session Two: The HR Data Intelligence Workshop: Leveraging People Analytics for Talent & Performance**

**Kenneth Mbaiwa**  
Head of HR - Standard Chartered Bank

### **Session Three - The great Rebalancing: From Employer-Driven to Employee Centric Workplaces**

**Mathews Tihalefo Moloi,**  
Head of Shared Services, Access Bank Botswana

### **15:30 – 16:15 Digital HR Masterclass: AI, People Analytics & Workforce Meritocracy**

As HR technology evolves, organizations must leverage AI, automation, and workforce analytics to enhance decision-making. This session will explore how AI-powered HR tools can revolutionize hiring, talent management, and organizational efficiency.

**Dr. Resego Morakanyane**  
Business Information Systems at the University of Botswana

### **16:15 – 17:00 Performance-Driven HR: Implementing Meritocracy Without Losing Engagement**

This session will explore how HR leaders can design and implement performance-driven frameworks that are transparent, fair, and motivating. Key areas of focus will include setting clear performance metrics, managing biases in evaluation processes, recognizing diverse contributions, and aligning rewards with both individual and team outcomes.

**Emmanuel Michael**  
Leadership Coach and Founder of #HRwithEM®

### **17:00 – 17:30 New Government, New Labour Union Engagement: Strategies for Constructive Engagement and Conflict Resolution**

With a change in government often comes a shift in labor policy, worker expectations, and union dynamics. For HR leaders and industrial relations professionals, this presents both a challenge and an opportunity. This session focuses on forward-looking strategies to navigate evolving political landscapes, build productive relationships with labor unions, and resolve conflicts constructively to maintain workforce stability and organizational performance.

**Gaone Macholo**  
Director – Directorate of Public Service Management (DPSM)

### **17:30 End Of Day 1**



## Day 2 – Wednesday, 16 July 2025

| TIME          | ACTIVITY   | PERSON  |
|---------------|--|---|
| 07:30 - 08:00 | <b>Coffee &amp; Power Networking</b>   | All   |
| 08:00 - 08:45 | <b>HR Department of One - The Workforce of 2030: Botswana's Readiness for the Future</b> <ul style="list-style-type: none"> <li>Automation, AI, and digital skills demand</li> <li>Reskilling Botswana's workforce for new economic sectors</li> <li>Employer-employee power shifts in talent mobility</li> </ul>  | <b><u>Track Lead</u></b><br><b>Deliwe Sesame Manyala</b><br>Chief Human Capital Officer<br>Botswana Insurancem Company<br><br><b><u>Panelists</u></b><br><b>Kamogelo Chiusiwa</b><br>Group Chief People and Culture Officer – Letshego<br><b>Chawada Moseki</b><br>Group Chief People Officer - Hollard Insurance<br><b>Tshwarelo Mocheko</b><br>HR specialist – Directorate of Public Service Management (DPSM)<br><b>Indherani Reddy</b><br>Chief Operating Officer (COO) Regenesys Education |
| 08:45 - 09:30 | <b>Psychological Contract: The Future of Employee Value Propositions &amp; Engagement Models</b><br><br>Employees no longer work just for a paycheck—they seek purpose, work-life balance, and growth opportunities. This session explores new models for engagement, retention, and workforce sustainability.   | <b>Kamogelo Chiusiwa</b><br>Group Chief People and Culture Officer - Letshego   |
| 09:30 – 10:00 | <b>Exhibition Stall Visit</b>  | All   |
| 10:00 – 10:30 | <b>Coffee Break &amp; Networking Session</b>   | All   |
| 10:30 - 11:15 | <b>The Neuroscience of Effective Leadership: Transforming Leaders from Leadership Darkness to Leadership Light</b><br><br>The public sector is at the heart of national development, yet it often struggles with bureaucratic inefficiencies, slow talent mobility, and legacy workforce structures. This session will explore progressive HR models for government institutions, focusing on performance-driven cultures, agile HR frameworks, and talent management in the digital age | <b>Veli Ndaba</b><br>The Neuro Engineer, South Africa   |

|               |  |   |
|---------------|--|---|
| 11:15 - 12:00 | <b>Driving Transformation Of The New Dawn Through Effective Leadership</b><br><br>Periods of significant change—whether political, economic, generational, or technological—present both disruption and opportunity. As we enter a “New Dawn,” organizations must rethink how they lead, inspire, and mobilize their people. This session explores how effective leadership is the engine of meaningful transformation, capable of turning uncertainty into momentum and vision into reality.  | <b>Peter Kesitilwe</b><br>Chief Executive Officer - Gambling Authority  |
| 12:00 – 13:00 | <b>Panel Discussion - The Future-Fit Leader: Cultivating Agility, Empathy, and Purpose in a Rapidly Evolving Workplace</b><br><br>As the pace of change accelerates—driven by digital disruption, global crises, shifting employee values, and evolving workplace models—the definition of effective leadership is being reimaged. Today’s most impactful leaders are not just experts in strategy; they are agile, emotionally intelligent, and purpose-driven. This session explores the traits, mindsets, and practices that define a “future-fit” leader and offers practical guidance on how to build and sustain leadership excellence in a constantly changing world. | <b>Track Lead</b><br><b>Indherani Reddy</b><br>Chief Operating Officer (COO) Regenesys Education<br><br><b>Panelists</b><br><b>Peter Kesitilwe</b><br>Chief Executive Officer - Gambling Authority<br><b>Veli Ndaba</b><br>The Neuro Engineer, South Africa<br><b>Seatla Ratshosa</b><br>Wealth Advisor and Managing Director - Masheleng<br><b>Luyolo Geza</b><br>CEO of The HR Nephew |
| 13:00 – 14:00 | <b>Lunch &amp; Networking</b>  | <b>All</b>  |
| 14:00 – 14:45 | <b>Performance Agility: Creating a High-Accountability, Data-Driven HR Culture</b><br><br>In the era of continuous disruption, organizations must transition from traditional, compliance-based HR practices to agile, performance-driven cultures. This session will examine how HR can use data-driven insights to redefine performance management, ensuring that every employee is accountable, engaged, and aligned with organizational objectives.  | <b>Chawada Moseki</b><br>Group Chief People Officer - Hollard Insurance   |

|               |   |  |
|---------------|---|--|
| 14:45 – 15:30 | <b>Labour Law Updates: Navigating Compliance, Risk, and Workforce Implications</b><br><br>Labour laws are constantly evolving in response to shifts in political leadership, economic conditions, technology, and societal values. For employers, HR professionals, and legal teams, staying current is not just about compliance—it's about protecting the organization, fostering fairness, and enhancing employee relations. This session provides a comprehensive review of recent and upcoming labour law changes, their implications for employers, and strategies for proactive compliance and risk mitigation.  | <b>Mboki Chilisa</b><br>Managing Partner - Collins Chilisa Consultants                     |
| 15:30 – 16:15 | <b>Financial Wellness as a Strategic HR Tool: Empowering Employees for Long-Term Success</b><br><br>Explore how organizations can integrate financial literacy and wealth-building into their HR strategy to boost employee morale, retention, and productivity. Seatla can offer insights on how financial stress affects performance and how employers can proactively support financial wellness through benefits, education, and planning tools.  | <b>Seatla Ratshosa</b><br>Wealth Advisor and Managing Director - Masheleng                 |
| 16:15 - 17:00 | <b>From Wellness to Wellbeing: Redefining Organisational Health as a Catalyst for Strategic Advantage and Sustainable Performance</b><br><br>As organizations navigate increasingly complex work environments and heightened employee expectations, the traditional concept of workplace health must evolve. This session will explore how redefining organizational health can serve as a strategic enabler, driving employee engagement, strengthening resilience, and enhancing business performance. Participants will gain practical insights into embedding wellbeing into leadership, culture, and operations to unlock both human and organizational potential. | <b>Dr Kegomoditswe Maphane</b><br>Health & Wellness Principal for Debswana Diamond Company |
| 17:00 – 17:30 | <b>Conference Wrap-Up &amp; Future Roadmap Discussion</b>   | <b>Andisa Liba</b><br>Chief People Officer - Floatpays                                     |

## Day 3 – Thursday, 17 July 2025

17:30 – 23:00

CONFERENCE DINNER

ALL





## HR role in driving change towards transforming the organization.



**Faith Nhlapo** is the founder of Verve-Employeez. She is passionate about Transformational Change and has been practicing as an enabler, integrator, and lead in shaping and embedding digital culture, positioning new technologies, operating models, organizational strategies for large scale programs/projects successfully. She has helped multi-cultured global organizations formulate winning strategies to drive high employee engagement, user adoption for achieve optimal benefit realization. She provides advisory services and delivers in strategic change, corporate communication - writes blogs/articles based on her own experiences in leading change for 15 years.

Early in 2019, I spoke to a panel of the HR senior managers and executives in the mining industry about organizational and workforce readiness for the Fourth Industrial Revolution (4IR). The HR panel was quick to point out that the mining industry is not necessarily affected by 4IR and that mining will continue to be done the same way beyond the hype. This response was alarming since their company website had a detailed outlined strategy around smart mining being the future. It is a classic example of what often happens in organizations, HR as the custodian of people gets left behind when the new vision and commercial business goals get defined.

According a study by Westerman, Bonnet and McAfee pushed, "Harvard Business Review 2014, study on leading

change, 57% of the company executives surveyed said that their teams were aligned with the vision of a digital future. This result directly coincides with the PwC 2016 Global Industry 4.0 Survey which highlights that the biggest digital transformation implementation challenge isn't the right technology, but lack of digital culture and training, lack of a clear vision and support from top management as well as unclear economic benefit of digital investments.

Thanks to the technology industry, collaborative technologies were already in place even before the COVID-19 pandemic hit the world, many companies already had access to digital tools in the last ten years which meant that the initial investments to scale the initiatives were minimal. Digital tools include Microsoft Teams, Yammer, Skype for business, GoToMeeting,

Webex and Zoom. Incidentally, Zoom was founded by an engineer and an executive in 2011, and launched its software in 2013, which in 2017 turned into a billion-dollar company.

Workplaces have become digital in the last few years, with the highest uptake in 2020 spurred by the advent of COVID-19 which emerge to devastate world economies. Despite this many companies have done well in using technology tools to promote collaboration amongst employees or their teams as well as integrating customers as part of their 4IR (Fourth Industrial Revolution) journey. However, more is required as competitiveness is rife across industries. Therefore, it is crucial that the workplace and workforce are able to work holistically to advance and keep up with the technology revolution. Organizations are placing a lot of pressure on Information Technology (IT) Teams to help accelerate business ideas from concept to implementation. People look to IT specialists as agents of change in organizations. Digital transformation does not respect any of the traditional boundaries or organizational silos. It requires collective talent and effort from cross-functional teams or disciplines to innovate and drive change.

When the IT-business relationship is strong, the partnership merges customer and product knowledge, technical knowledge, organizational change capabilities, and IT capabilities into a single continuous collaboration. Organizations cannot continue placing the responsibility of driving digital transformation solely on IT. Often the need for technology solutions emerges because of pain points/decisions that have a significant impact on organizational competitiveness, customer experience, or cost which concerns all internal and external stakeholders especially that which concerns customer touchpoints or put differently, what kind of customer experience does the organization provide? It's a fact poor customer experience can lead to an outflow of customers leaving a company facing ruin or collapse.

This begs the question: "Are the top and middle managers ready to drive digital transformation and transformational projects?"

Unfortunately, in many organizations, the relationship between IT and business is still poor, and that results to further challenges such as:

- IT is being perceived as slow and not responsive to changing business demands.
- Misalignment in communication, whereby business expects technology solutions faster than possible, and
- People with redundant skills and placed in redundant positions as a consequence of a big gap between the skills they possess and use versus the relevant and critical skills required in today's digitally transforming business environments.

Human Resources (HR) has a role to play in levelling the playing field. HR orchestrates the acquisition of people with

the requisite or right skills to do the job and organizes the tools in consultation with management for the appropriate tools for the job, ensures that there is proper engagement, learning, performance incentives and enablement or an environment conducive for employees to thrive and maximize their potential.

The levers to pull in growing the IT-business relationship resides within the HR ambit. HR can facilitate engagements to help IT-business relationship to be transparent around new roles, performance expectations, and necessary investments so that both sides can make effective decisions and work together to identify and deliver innovations. Strong IT-business relationship can transform the way an organization acquires technology and the way business uses it. Through trust and shared understanding, your technology and business experts can collaborate closely to transform your business.

HR must also look inward to re-evaluate its role in driving change towards transforming the organization, shifting from a reactive approach to a more proactive HR Business Partnership approach, start by sensitizing business leaders to take ownership and collaborate regarding making the right investments to build people and technology-related capabilities required to advance the maturity of their organization's digital transformation journey. ■



### **SPECIAL ACKNOWLEDGEMENT**

Progressive Institute would like to thank **Avani Gaborone Resort & Casino** for providing its executive meeting room for Progressive HR Magazine photoshoot for our 2nd edition cover page feature at no cost. Our relationship with Avani Gaborone Resort & Casino dates back from 2015 providing us with conference facilities and good customer service during our events.

Thank you.



The 8th Strategic HR Conference Gala dinner will offer attendees a chance to unwind, socialize, and celebrate their shared commitment to organizational excellence and transformation. Set in a relaxed and elegant atmosphere, the dinner provides a perfect opportunity to network with fellow participants, engage in meaningful conversations, and build lasting relationships. Amidst fine cuisine and entertainment, attendees will have the opportunity to reflect on the day's discussions and celebrate their collective vision for a future characterized by innovation, resilience, and growth.



## BOTSWANA'S HR COMMUNITY

Hear from your peers on their best practices across strategy, management and leadership.



## UNRIVALLED KEYNOTES

Be inspired by inspirational stories by professionals from the region.



## MUSICAL PERFORMANCES

The event will be a sparkling show filled with different breathtaking musical performances showcasing the best talent in Botswana and the region.



## A COMMUNITY

Network with 350+ like-minded peers. Strengthen current relationships, meet new contacts and reignite old connections.



## WINE AND DINE

In a relaxed, fun and unforgettable experience, you will enjoy an assortment of dishes created to make your night memorable with hand-selected wines.



## BLACK TIE EVENT

This is a black tie event. Men are requested to wear tuxedos, but can opt for a darker shade.





## Botswana Delegates (BWP)

**P12,500**

1 Delegate

**P60,000**

5 Delegates

**P100,000**

10 Delegates

## International Delegates (USD)

**\$500**

Online  
Delegates

**\$1,250**

SADC  
Delegates

**\$1,500**

Other Countries  
Delegates

## Tickets Include

- Conference kit
- Access to the event
- Conference Merchandise
- Interaction With Speakers
- Dedicated Registration
- Deluxe Catering



**BOOK NOW**

Progressive Institute is a fast growing consulting firm which provides conference solutions, business consulting, and leadership training services in Botswana and the region. We have built our name to become leaders in conferencing and hosted global thought leaders and speakers, bringing valuable insights to executives and leaders across various industries in Botswana.

## SOME OF OUR EVENTS



### Public Service Leadership Conference

Organized by the Progressive Institute in partnership with the Directorate of Public Service Management (DPSM), the DPSM Public Service Conference is the largest event of its kind, attracting over 1,000 senior government executives in Botswana annually. The Public Service Leadership Conference is an exclusive, invitation-only event for HR leaders within Botswana's public service.



### The Botswana Employment Fair

The Botswana Employment Fair is an annual event, attracting over 10,000 participants, aimed at addressing employment challenges by connecting job seekers with local and international employers. Organized by the Progressive Institute in partnership with the Botswana Ministry of Labour and Home Affairs, the fair focuses on providing networking, job placement, and career development opportunities.



### Botswana Transport And Energy Summit

The Botswana Transport and Energy Summit is a key platform designed to address all modes of transport—road, rail, air, and waterborne—along with the critical role of energy in economic development. The summit aims to bring together key stakeholders from government, the private sector, international organizations, and civil society to engage in discussions that highlight the interconnected nature of transport and energy in Botswana's development.



### Strategic HR Conference

Now in its 8th edition, the Strategic HR Conference is Botswana's premier event for HR professionals and business leaders, dedicated to providing actionable insights and practical solutions to the most pressing challenges organizations face today. With a strong history of thought leadership and innovation, the conference brings together industry experts, thought leaders, and decision-makers to share best practices, exchange ideas, and explore emerging trends in HR and organizational development.

#### FOR MORE INFORMATION CONTACT US

Progressive Institute  
Plot 165, Pilane Rd. Capricorn House, Gaborone  
Telephone No: +267 3111490

Mobile No: +267 71481657  
Email: [mmoloki@progressiveinstitute.co.bw](mailto:mmoloki@progressiveinstitute.co.bw)  
Website: [www.progressiveinstitute.co.bw](http://www.progressiveinstitute.co.bw)

# The Strategic Use of Emotions for Sustainable Performance in the Workplace



**Dr. Mavis Ureke** is a Global Speaker, Psychologist, and Chartered HR Professional specializing in Learning & Development. A Human Behavior Specialist, she is the co-founder of Training B2B CC and author of influential books on emotional intelligence. Dr. Ureke's expertise in emotional resilience and strategic HR practices has made her a sought-after keynote speaker and consultant, contributing significantly to both public and private sector engagements in Botswana and beyond.

This decade started with the demand for social justice, increased use of 4IR technologies in the midst of the pandemic. These changes have not only been emotionally turbulent but have impacted the employee well-being forcing organisations to start looking at their cultures and leadership styles.

These developments are seeing organisational experts looking at this era as the culture decade or the relationship era. Central to these developments are the emotions. Emotions are an inevitable phenomena in the workplace as people interact with each other and the ever changing organizational system. However, rather than avoiding them as organisations have for many years, knowing what they mean or their effect can be instrumental. Work events, interactions or activities are likely to trigger positive or negative emotions such as sadness, joy, interest, curiosity, happy, disappointment, which are temporary or short lived depending

on how continuously stimulating the environment is. While there are many causes of emotions, psychological needs satisfaction or deprivation are best thought of as antecedents of emotions (Ryan & Deci, 2000; Dweck, 2017; Dizén, Berenbaum, & Kerns, 2005). Human beings are psychological beings, who organise their lives to satisfy their psychological needs. When psychological needs are satisfied there is positive affect and when psychological needs are frustrated there is negative affect. Pekrun & Perry (2014) noted that emotions are not just mere epiphenomena of success or failure, rather they can strongly impact performance as well as psychological and physical well-being of individuals. While emotions are post-cedents of psychological needs satisfaction they have an effect on performance and vitality.

Fredrickson (2014) distinguishing between the effects of positive and negative emotions asserts that positive emotions broaden mindsets, while negative emotions narrow mindsets. Fredrickson (2014), further argues that positive emotions "signal and produce optimal functioning, so they are not just an end in themselves but a means to achieving psychological growth, improved psychological and

physical well-being overtime, p.1367" Di Cesare, Gerbella & Rizzolatti (2020) indicate that emotions are short lasting events while vitality is a continuous state. So positive emotions build vitality and, "vitality reflects a positive feeling of energy and it is negatively related to negative emotions" van Scheppingen et al (2015, p.47). Fredrickson (1998) through her build-and-broaden theory of positive emotions posits that positive emotions broaden cognitive and behavioral capacity which in turn builds physical, intellectual and social resources. Fredrickson, Cohn, Coffey, Pek, & Finkel (2008) explain that positive emotions undo the physiological effects of negative emotions, build resilience, broaden cognitive capacities and build inner resources for endurance.

This theory explains how positive emotions build physical strength, cognitive liveliness and emotional energy, which is vitality. Research has also shown that positive emotions motivate approach behaviors towards goals. As such the build- and- broaden theory helps to explain how one can assume that positive emotions predict high levels of vitality and performance, which is sustainable performance and emotions mediate the relationship between psychological needs satisfaction and sustainable performance. While there





is no consensus on the definition of emotions among psychologists partly because emotions have been studied from many disciplines, “emotion can be defined as an acute, intense, and typically brief psycho-physiological change that results from a response to a meaningful situation in an individual’s environment” (Artino, 2010, p. 1236). Bagasse, Goliath, and Myer (as cited by Huffman, Mick & Ratneshwar 2000) describe four components that constitute an emotion: physiological changes, cognitive appraisals, subjective feelings, and behavioral reactions. Emotions can be positively or negatively charged. Emotions impact behavior and consequently outcomes.

The control-value theory posits that “emotions are proximally determined by an individual’s cognitive appraisal of control and value” (Pekrun, 2006, p.17). The theory explains how humans make meaning of the object of focus such as a task, and evaluate or interpret it based on the control they believe they have over it and how valuable or important it is for them. This interpretation generates

emotions either positive or negative. Pekrun (2006) explains that control is about the competence or autonomy one has as they execute a goal and also the importance, which means the relationship with that goal. To make meaning you need a reference point, and looking at the reference point for control (competence and autonomy) and value (relationship), this can be linked to Deci & Ryan (2000)’s Self Determination Theory (SDT) of psychological needs of competence, autonomy and relatedness and how they generate emotions. This helps to explain how psychological needs satisfaction generates emotions through cognitive appraisals that can be conscious or unconscious.

The assumption is emotions as post-cedents of psychological needs satisfaction or frustration have a mediating role between psychological needs satisfaction and sustainable performance. For example, Cameli et al (2009) posits that leaders’ relational behaviors impact affective states of employees, depending on whether those behaviors meet the need for connection

or deprive it. If behaviors meet the need for connection, there is social bonding, leading to a dominant experience of positive emotions as the need for relatedness is satisfied.

The dominant positive emotional experience builds physical strength, cognitive liveliness and emotional energy, which is vitality for employees. The relationship between psychological needs satisfaction, emotions and sustainable performance can help individuals, leaders or organization to use emotional feedback to shape the performance environment to meet the internal goals while achieving external task goals. Instead of just categorizing emotions as just positive or negative experiences, understanding their meaning and effect can influence deliberate efforts to manage them, whether it is to process, release, evoke, generate, redirect or use them in their mediating role between psychological needs satisfaction and sustainable performance. ■



**ProgressiveInstitute**

Gateway to a Global Future



# We provide HR Solutions for you

## This is what we do

**We provide multiple solutions for your human resources based on your corporate needs.**

You can rely on us for efficient and cost saving practical services for your company, handled by our professional team who are experts in their own fields.

## Our Services

- ✓ Conferences and Seminars
- ✓ Recruitment and Selection
- ✓ Background Checks
- ✓ HR Outsourcing
- ✓ OD and Strategy Development
- ✓ Management Consulting
- ✓ Employee Relations
- ✓ Career Coaching
- ✓ Progressive HR Magazine
- ✓ Training and Development



SCAN QR CODE  
FOR MORE INFORMATION

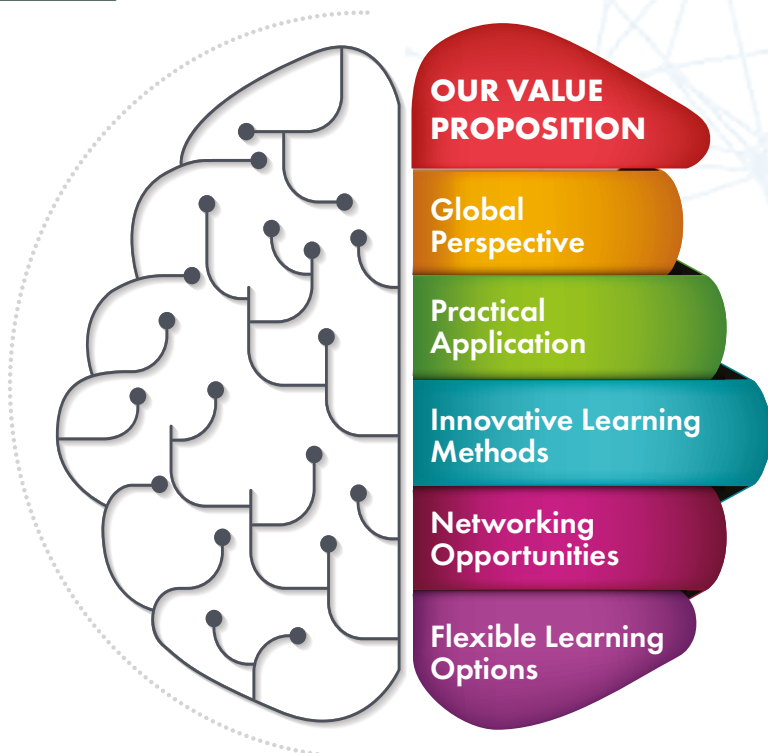
☎ (+267) 3111490 / 71481657    ✉ mmoloki@progressiveinstitute.co.bw

📍 Plot 165, Office No 12, Capricon House, Pilane Road, Main Mall, Gaborone

🌐 [www.progressiveinstitute.co.bw](http://www.progressiveinstitute.co.bw)

# 8th Strategic HR Conference 2025

Win bursaries of up to  
**R350,000 (BWP 262,000)**



Join us at Africa's premier HR event, supported by **Regenesys Education**, a leading African business school, and stand a chance to win bursaries of up to **R350,000 (BWP 262,000)** to boost your leadership and management skills.

**Awakening Potential — Inspiring Conscious Leaders for the Future**

## Contact:

165 West Street, Sandton | +27 (11) 669 5000 | [ce@regenesys.net](mailto:ce@regenesys.net) | [www.corporateeducation.regenesys.net](http://www.corporateeducation.regenesys.net)

**REGENESYS BUSINESS SCHOOL** **REGENESYS CORPORATE EDUCATION** **REGENESYS DIGITAL** **REGENESYS SCHOOL OF ECONOMICS** **REGENESYS SCHOOL OF PUBLIC MANAGEMENT** **REGENESYS LAW SCHOOL** **REGENESYS SCHOOL OF TECHNOLOGY** **REGENESYS SCHOOL OF ENTREPRENEURSHIP**





# BE PART OF IT. RESERVE YOUR SEAT NOW

Progressive Institute  
1st Floor, Office No 12,  
Capricon House (BG Finance Building)  
Plot 165, Main Mall. Gaborone

Office Line: +267 3111490  
Mobile No: +267 71481657 / 75028478  
Email: [mmoloki@progressiveinstitute.co.bw](mailto:mmoloki@progressiveinstitute.co.bw)



**ProgressiveInstitute**

Gateway to a Global Future