

iNNOVORA

Volume 01 | Issue 01 | July 2023



DIGITAL TRANSFORMATION



9TH ANNUAL CONFERENCE



OGUN STATE BRANCH

UNLOCKING POTENTIALS

Wed. 30th - Thu. 31st August 2023

Day 1: Virtual | Day 2: Hybrid

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Who We Are

The Chartered Institute of Personnel Management of Nigeria was established as an umbrella Association for Practitioners of Personnel Management in 1968 as the Personnel Management Association of Nigeria.

In 1973, it was renamed as Institute of Personnel Management of Nigeria. Finally, Act No 58 of 1992 chartered the Institute.

Our Vision

To be the Institute of Choice for People Management.

Our Mission

To promote Excellence in People Management through Value Creation, Optimisation of Human Potential, Standardisation and Regulation of Human Resource Management.

Our Core Values

- **Service:** We understand the needs of our stakeholders and are committed to their delight.
- **Creativity:** We innovate to create value and drive advancement of new frontiers.
- **Respect:** We recognize that every individual holds a special value and as such will ensure their dignity in all our interactions.
- **Integrity:** We commit to being honest in all our dealings.
- **Professionalism:** We are committed to continuous learning and uphold the best practice in our field.
- **Teamwork:** We collaborate to deliver valuable results.

Objectives of the Institute

The objectives of the Institute are

- To promote and develop the science and practice of personnel management in all its ramifications;
- To foster and maintain investigations and research into the best means, and method of applying the science and art of Personnel Management and to encourage, extend, increase, disseminate and promote knowledge and the exchange of information and ideas with regard to all questions relating thereto or connect therewith;
- To develop and maintain high standard of professional competence and ensure that the management of human resource in Nigeria, both in public and private sectors, conforms with the best professional standards;
- To conduct research into and publish materials relating to the discipline of Human Resource Management.

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Welcome to the maiden edition of iNNOVORA magazine, a publication dedicated to exploring the vast landscape of innovations in human resource management and digital transformation. We, at the Chartered Institute of Personnel Management (CIPM) Ogun State Branch, are thrilled to present this magazine as a platform to share knowledge, insights, and success stories surrounding the digital revolution.

In this digital age, organizations and individuals alike must adapt and embrace technological advancements to thrive in a rapidly changing world. The articles featured in this edition provide valuable perspectives on various aspects of digital transformation and its impact on different sectors.

Engr. Sean Olabode Badiru, MCIPM, MNSE, Chairman of CIPM Ogun State Branch, sets the tone by sharing their remarkable digital transformation journey. They have successfully implemented a robust digital strategy, revolutionizing member engagement and professional development. Their story serves as an inspiration and a call to action for others to embark on this

exciting journey of digital empowerment.

Resilience is a crucial quality in navigating the challenges of today's world, as highlighted by Pastor Olurotimi V. Adegborioye, FCIPM. In his article, he emphasizes the importance of resilience in church administration, emphasizing that administrators must embody this trait to foster it within their organizations.

Opeyemi Olaniran provides key strategies for avoiding digital transformation disasters. By building solid roadmaps, embracing change, and prioritizing employees, organizations can navigate the digital landscape and emerge as disrupters rather than being disrupted.

Public service delivery is an essential aspect of governance, and Mr. Jola Oyeneye, *mni*, MCIPM, Permanent Secretary of Ogun State Bureau of Public Service Reforms, sheds light on the reforms implemented in Ogun State to enhance efficiency and accountability. By embracing digitalization and continuous capacity building, the state government aims to improve public service delivery and revenue generation.

Human capital development is the cornerstone of organizational success, as discussed by Mrs. Oladunni Adetona, ACIPM, Director of Administration and Supplies, Ogun State Ministry of Works and Infrastructure. Investing in training programs and encouraging personal and professional growth contribute to the growth and competitiveness of organizations in today's dynamic world of work.

Muslihu Adebola Afisi, MILD., FCIPM, delves into leadership in the digital age. Digital leaders must possess specific traits and skills to navigate the evolving landscape successfully. Innovation, collaboration, and efficiency are the pillars of effective leadership in this digital era.

Lastly, Engr. Sean Olabode Badiru, MCIPM, MNSE, returns with an article that highlights the power of cutting-edge Enterprise Resource Planning (ERP) solutions. By streamlining processes and improving efficiency, ERP systems are key to staying ahead of the competition and achieving business success.

In addition to these thought-provoking articles, iNNOVORA magazine brings you news stories that highlight the collaborative efforts of CIPM Ogun State Branch with various organizations. From paying courtesy visits to government officials and collaborating with educational institutions to organizing career conferences and empowering pastors, CIPM remains committed to promoting professionalism, human resource management best practices, and industry-academia collaboration.

We hope that the articles and news stories presented in this inaugural edition of iNNOVORA magazine will inspire you to embrace digital transformation and embark on a journey of continuous growth and innovation. Together, let us forge ahead, unlocking the limitless possibilities that the digital world has to offer.

Happy reading!

A handwritten signature in blue ink, appearing to read 'Sean Olabode Badiru'.

Engr. Sean Olabode Badiru, MCIPM, MNSE
Editor-in-Chief



Digital Transformation: CIPM Ogun State Branch Leads the Way

Engr. Sean Olabode Badiru, MCIPM, MNSE

At a recent event in Lagos, Nigeria, the chairman of a prominent chapter of CIPM approached me jokingly, inquiring about the digital dominance of the Ogun State Branch since I assumed office in March this year. He mentioned that ever since April, whenever he switched on his phone, he was subtly bombarded with activities from CIPM Ogun State Branch. He requested that I demonstrate how we successfully transformed our branch into a digitally vibrant one. He even extended an invitation for me to facilitate a series of training programs for their chapter. We concluded our conversation, and since then, several individuals have approached me, seeking guidance on our approach.

I am grateful for the assistance we have received from God. In just two months of implementing our digital strategy, we have attracted 73 non-CIPM members from across Nigeria who were enticed by our offerings and applied to join the Institute through our website. Attendance at our monthly professional development courses has skyrocketed, with over 300 participants joining the events from all over the country.

Within this short timeframe, we have conducted two onboarding programs, and our income has surged. These achievements are the direct result of a robust digital strategy that we have developed and successfully implemented.

To share our knowledge, I have facilitated numerous training sessions on digital transformation, both locally and internationally. We have also spearheaded several initiatives to help our colleagues effectively engage with digital tools. We even went so far as to launch a weekly newsletter on LinkedIn titled "TechTalk with Sean." However, it seems that these efforts have not been enough. Hence, we have decided to dedicate the inaugural edition of our magazine to shedding light on our digital transformation journey. So, grab a cup of coffee and join us as we explore the exciting world of digital possibilities!

1. You Need a Digital Strategy

First and foremost, you need a digital strategy. Having a well-defined digital strategy for your business is crucial as it enables you to establish clear goals and

objectives, identify your target audience, and determine the best approach to effectively engage and serve them. It's not simply a matter of creating online accounts and using software; a well-crafted strategy ensures that your digital efforts align with your overall mission and values, allowing you to maximize available resources while minimizing potential risks.

For instance, we have set specific goals for the next three years. Our vision includes establishing a multipurpose branch secretariat that serves as a hub for meetings, events, and member services. We aim to expand our membership base to 5,000 individuals, providing them with valuable resources, networking opportunities, and professional development programs. This vision was communicated through our manifesto, outlining our commitment to leveraging digital technologies for the benefit of our members and the overall growth of our branch.

By investing time in strategic planning, you can tailor your online presence, choose the right platforms and tools, create compelling content, and establish a consistent brand voice that resonates with your customers.

Begin by evaluating your existing systems, processes, and technologies to identify areas in need of improvement or modernization. Then define your goals and objectives for the digital transformation journey. Subsequently, create a comprehensive strategy that outlines the roadmap for achieving those goals. Consider factors such as budget, available resources, timeline, and potential risks.

2. Formulate a Business Plan

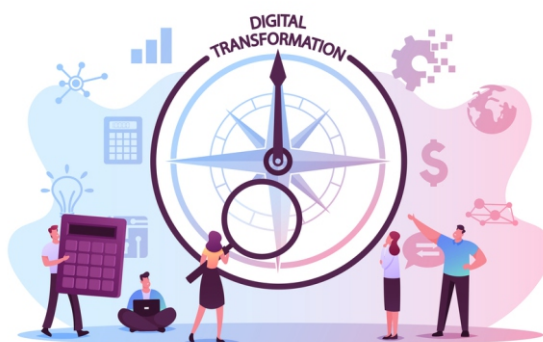
Once you have a digital strategy in place, it is crucial to develop annual business plans that align with your long-term vision. In our branch, we have embraced this approach, breaking down our digital strategy into actionable steps for each year.

During our first year, we focused on revamping our website to provide a user-friendly experience. Enhancements included implementing a robust CRM system to enhance member engagement and streamline communication. With this CRM system in place, we have improved our ability to connect with members, personalize interactions, and provide exceptional member services.

We have also successfully launched a series of virtual events, webinars, and workshops, offering valuable learning opportunities for our members.

Moving into the second year of our business plan, we are excited to incorporate additional features. One of our key initiatives is the implementation of an online membership portal. This portal will provide our members with a dedicated online space to access exclusive resources, engage in discussions, and connect with other members. Furthermore, we are developing a mobile application to further enhance our members' experience, allowing them to conveniently access our services and resources on their smartphones.

By breaking down our digital strategy into annual business plans, we ensure that our transformation efforts remain focused, organized, and measurable. These plans enable us to allocate resources effectively,



track milestones, and adjust our strategies based on emerging opportunities or challenges. With a clear roadmap for each year, we are confident in our ability to drive our digital transformation forward and deliver exceptional value to our members.

Our Digital Transformation Tools

1. Website

Let's begin with our website, which serves as the cornerstone of our digital transformation efforts. It acts as a hub for information, engagement, and transactions. Not only does it provide comprehensive details about our branch, its activities, and services, but we have also gone a step further by integrating an ecommerce platform, allowing us to seamlessly sell souvenirs and branch products. By leveraging the power of an online presence, we have expanded our reach and made it easier for members and interested individuals to connect with us.

Key Features of our Website

i. User Satisfaction and Engagement: Our website prioritizes user satisfaction and engagement by integrating various features to enhance functionality and provide a seamless user experience. With a chatbot for immediate assistance, GPS/Google Maps integration for easy navigation, and cookie consent and retargeting for transparency and personalized experiences, we ensure a positive user experience.

ii. Communication and Transactions: We streamline communication through contact forms, while secure and convenient transactions are

facilitated by seamless payment integration. Social media integration expands our reach and keeps users connected to our updates. Efficient search functionality and newsletter subscriptions ensure that users can find information easily and stay engaged with our branch.

iii. Analytics and SEO: We gain valuable insights into user behavior through analytics integration, enabling us to make informed decisions and continuously improve our online presence. With SEO optimization and mobile responsiveness, our website is visible and accessible to the right audience across different devices.

iv. User Engagement: To enhance user engagement, we offer a blog/news section, image and media galleries, and integration with third-party services. Live chat support is available for immediate assistance, and social sharing buttons encourage users to promote our branch's activities.

v. Event Management: We streamline event management through an event calendar, customizable forms that efficiently collect information, and integration with customer relationship management (CRM) systems, allowing us to nurture relationships and provide personalized services. File downloads and live streaming capabilities offer additional resources and engaging experiences.

vi. Data Protection and Performance: We prioritize data protection through robust security measures and optimize website performance for a seamless browsing experience. By leveraging these



features, we provide a dynamic and user-friendly platform, empowering our branch's digital capabilities and fostering meaningful connections with our audience.

2. CRM System

Our Customer Relationship Management (CRM) system has played a pivotal role in fostering growth and engagement within our branch. With this powerful tool, we can effectively manage interactions with members, nurture relationships, and provide personalized services. By leveraging the capabilities of our CRM system, we have witnessed an increase in member satisfaction and participation. It truly is a game-changer in enhancing the overall member experience.

3. Event Management Software

When it comes to organizing events, we rely on Eventbrite and our website. These technologies have revolutionized our event planning and execution, ensuring that our gatherings are well-attended and memorable. By utilizing them, we streamline registration processes, facilitate secure payment transactions, and provide a seamless experience for attendees. We understand the challenges faced by some Nigerian banks in terms of integration, but with our expertise, we can assist you in configuring the software to receive local payments.

In our pursuit of exceptional event experiences, we go beyond the boundaries of event management software. We have harnessed the power of social media marketing to precisely target and engage the audience we desire for our events. The results? Nothing short of astounding.

By integrating effective social media marketing strategies with our event management software, we have elevated our event planning and execution to new heights. These transformative technologies have revolutionized the way we organize gatherings, ensuring they are well-attended and leave a lasting impression on attendees.

4. Learning Management System

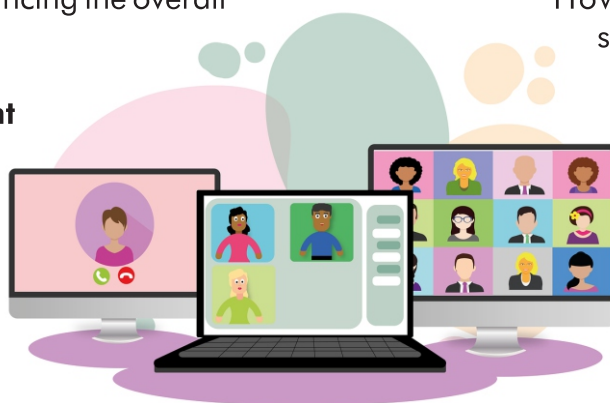
In this era of virtual meetings and learning events, Zoom and Microsoft Teams have been our go-to platforms. Their user-friendly interfaces and reliable performance have enabled us to connect with members, facilitate collaborative learning, and foster meaningful collaborations.

However, we have our sights set on developing a robust Learning Management System tailored to meet the diverse professional development needs of our members. This system will provide a centralized platform for accessing

learning resources, tracking progress, and engaging in interactive educational experiences.

5. Email Marketing and Automation Tools

Communication is the lifeline of any organization, and for us, Email Marketing and Automation Tools have been invaluable. We harness the power of tools like Mailchimp to effectively reach out to our members, disseminate important information, and automate routine communication tasks. With these tools, we ensure that our messages are delivered promptly, and our members are always kept informed and engaged.



6. Project Coordination and Collaboration Tools

When it comes to project coordination and collaboration, Trello and Slack have become our trusted allies. These versatile tools have significantly improved the coordination of our events and initiatives. With their intuitive interfaces, task assignment features, and real-time updates, we can ensure seamless collaboration and ensure that everyone is on the same page. With Trello and Slack, we have streamlined our workflows and achieved greater efficiency.

7. Digital Performance and Analytics Tools

To measure our digital performance and gain insights into user behavior, we rely on Google Analytics. This powerful analytical tool provides us with valuable data that helps us understand how visitors interact with our website, which pages are most popular, and how effective our digital strategies are. Armed with this information, we can make informed decisions and continually improve our online presence.

8. Payment Processing Partners

Financial transactions are an integral part of any organization, and for smooth payment processing, we recommend subscribing to reliable platforms like PayStack, PayPal, or Flutterwave. These payment gateways seamlessly integrate with websites, ensuring secure and convenient transactions for both businesses and customers.

9. Data Protection Measures

Data protection is a top priority for us, and we take measures to safeguard our digital assets both online and offline. This includes employing strong encryption, regularly

updating security software, and implementing access control measures. By prioritizing data protection, businesses can minimize the risk of cyber threats and safeguard their sensitive information.

10. Multimedia Equipment

In addition to the tools and technologies mentioned, it is essential for businesses to have reliable multimedia equipment in-house. This allows you to support your marketing campaigns, conduct virtual events



and meetings, and deliver high-quality content to your audience. Investing in dependable multimedia equipment can significantly enhance your digital capabilities and ensure a seamless experience for your stakeholders.

11. Automation Software

At our branch, we harness the power of Zapier for automation, streamlining our operations and saving valuable time. With Zapier, we can connect various applications and automate repetitive tasks, ensuring seamless data synchronization and efficient workflows. For instance, we have automated the process of transferring member information from our website sign-ups to our CRM system, and we send personalized welcome emails to new members automatically. Zapier empowers us to optimize our processes and allocate more resources to impactful initiatives that benefit our members.



12. Our Committed Team

Our branch's success stems from the unwavering dedication and commitment of our remarkable team. From our executives to committee members, each individual selflessly devotes their time and expertise to add value to our branch and its members. They work tirelessly on projects with the same level of dedication as if they were being paid, despite it being volunteer work. Their efforts have led to significant milestones and positive impacts on our members' lives. The relentless commitment of our team members epitomizes the spirit of volunteerism and strengthens our mission to cultivate a supportive and empowering community.

Need Help?

At CIPM Ogun State Branch, we are committed to sharing our knowledge and supporting other branches in their digital transformation journey. We are here to provide guidance, offer assistance, and share best practices to help you unlock the full potential of digital technologies. Feel free to reach out to our team, who will be more than willing to lend a helping hand. You can contact us via email at ogunstate@cipmnigeria.org or by calling +234 803 950 4886.

Conclusion

In conclusion, digital transformation is an ongoing journey, and we are proud to be at the forefront of this revolution. By embracing digital tools and technologies, we have enhanced our operations, expanded our reach, and elevated the member experience. We invite you to join us on this exciting path towards a digitally empowered future. Together, we can achieve great things and reshape the way we do business in the modern world.

Sean is a highly skilled digital leader, registered engineer, and seasoned corporate executive with over 17 years of experience. Sean's expertise is primarily focused on Technology Consulting, Business and Career Advisory Services, and Strategy Consultancy. With his well-rounded skill set, he offers valuable insights and recommendations to organizations seeking to optimize their technological resources, make informed business decisions, and align their strategies with their overarching objectives. He is the author of TechTalk with Sean, a weekly newsletter on LinkedIn that explores the latest trends in technology and innovation. To learn more about him and his work, follow him on LinkedIn at [linkedin.com/in/bodebadiru](https://www.linkedin.com/in/bodebadiru).



CIPM Pays Courtesy Visit to Ogun State Head of Service

On Thursday, 13th April 2023, the leadership of the Chartered Institute of Personnel Management of Nigeria (CIPM) paid a courtesy visit to Mr. Kolawole Peter Fagbohun, the Head of Service of Ogun State. The CIPM team was led by Mr. Olusegun Mojeed, FCIPM, the President and Chairman of the Governing Council of the institute.

In addition to Mr. Mojeed, the courtesy visit was attended by Mrs. Chidinma Obiejesi, MCIPM, the National Treasurer of CIPM; Mr. Gbenga Odetunde, ACIPM, Director of Professional Standards and Development of CIPM; Mr. Olutayo Olawale, MCIPM, Director of Membership and Market Development of CIPM; Mrs. Ojuolape Kukoyi, MCIPM, the Pioneering Chairperson of CIPM, Ogun State Branch; and Dr. S. A. Akintunde, MCIPM, Past Chairman of the branch. The visit was facilitated by the Ogun State Branch of CIPM, led by its Chairman, Engr. Sean Olabode Badiru, MCIPM.

Several other dignitaries from the Ogun State Government were also in attendance, including Mr. Hammed Morakinyo Ojo, MCIPM, the Permanent Secretary of Bureau of Service Matters; Mr. Oyejola Oyeneye, MCIPM, the Permanent Secretary of Bureau of Public Service Transformation Office; and Mrs. Lydia B. Fajounbo, MCIPM, the Permanent Secretary of Bureau of Establishments and Training. Also present were Mr. Abubakar Adeduntan, ACIPM, the Director of Welfare Matters, Bureau of Service Matters; Mrs. Fagunwa Adebola, ACIPM, the Director of Administration and Supplies, Bureau of Service Matters; and Mrs. Bakare, the Director of Finance and Account, Bureau of Service Matters.

During the courtesy visit, Mr. Mojeed commended the efforts of the Ogun State Government in promoting professionalism and excellence in the civil service and expressed their commitment to supporting the state in achieving its human resource management goals.

In response, Mr. Kolawole Peter Fagbohun, MCIPM, the Head of Service of Ogun State, expressed gratitude to the leadership of CIPM for their visit and support. He emphasized the importance of human resources management in the civil service, and acknowledged the role of CIPM in promoting professionalism and best practices in human resources management in Nigeria.

Engr. Badiru, MCIPM, the Chairman of the Ogun State Branch of CIPM, thanked Mr.

Fagbohun and other dignitaries for their warm reception and reiterated the institute's commitment to supporting the human resources development agenda of the state government.

The courtesy visit concluded with an exchange of pleasantries and a commitment to continued collaboration between CIPM and the Ogun State government in promoting excellence in human resources management and development in Nigeria.





The Resilient Administrator

Olurotimi V. Adegborioye, FCIPM

In recent years, the concept of resilience has gained multidisciplinary recognition, driven by the increasing adversities, complexities, and uncertainties of the world. The COVID-19 pandemic, a major global adversity, has affected individuals, institutions, and governments, resulting in a significant loss of lives, jobs, and resources. The Church, with its unique challenges, has also felt the impact of this crisis. Resilience, defined differently across disciplines, has played a crucial role in navigating these challenges. In this article, we explore key aspects of resilience and its relevance to administrators and HR professionals across industries, with a particular focus on the church.

Understanding Resilience

Resilience encompasses various perspectives, including psychologists' view of it as positive adaptation despite adversity and the business world's interpretation as the ability to bounce back from setbacks. For the Church, resilience involves navigating pandemic-related changes and challenges, along with the ability to recover afterward. Administrators played a critical role in facilitating resilience within their organizations during this time. However, to foster resilience, administrators themselves must embody resilience.

Key Points About Resilience

1. Resilience exists to varying degrees in most people. It is not a binary trait but rather a continuum of resilience levels.

2. No one is completely immune to stress; resilience is not about being stress-proof. Resilience is akin to a muscle that, if overworked or strained, can become tired and weakened.
3. Resilience is a dynamic process, not just a static trait or skill. It involves mobilizing internal and external resources to respond to challenging demands. Anyone can develop resilience through awareness and practice.
4. Resilience-promoting behaviors, beliefs, and attitudes form an interconnected web. Positive attributes, such as supportive relationships, contribute to the development of other helpful qualities.
5. The context shapes the qualities that promote resilience. Emergency workers require different resilience qualities compared to those in church administration. Additionally, the cultural context matters, as resilience in Nigeria may differ from that in the United Kingdom.

Contributors to Resilience

1. **Education and Learning:** Continuous learning through education and professional development is essential for resilient administrators. I emphasized this when I assumed duty, and I am pleased that we now have over 300 administrators who are members of the Chartered Institute of Personnel Management of Nigeria. We have not let up on our efforts; we have ensured mandatory continuous professional development through multiple

training programs, sponsored trainings, conferences, etc. HR professionals should encourage and support ongoing learning opportunities, such as reading, strategic courses, case studies, and attending relevant workshops and conferences.

- 2. Organizational Culture:** Understanding and aligning with the organization's culture is vital for resilience. It provides tangible and intangible resources across interpersonal, intrapersonal, and community domains. One of the reasons we initiated the International Conference of Country and Regional Administrators in 2017, which has been hosted by Nigeria, the United Kingdom, and Sweden respectively, was to propagate the culture of the RCCG across the regions where it operates. This helps standardize the Church's operations, particularly regarding doctrines, reporting, ordination and appointments, and other administrative functionalities outlined in the Mission's Conditions of Service for Workers and Ministers. HR professionals should promote a culture that supports resilience, practical support, and meaning-making within their organizations.
- 3. The Ministry of the Holy Spirit:** For church administrators, the spiritual dimension is crucial. It is a special assignment that comes with unseen confrontations and challenges. We cannot fulfill our duties as administrators in the Church without the ministry of the Holy Spirit.

Qualities of a Resilient Administrator

- 1. Adaptability:** The ability to cope with ambiguity is essential.
- 2. Problem-solving ability:** Resilient administrators excel in solving problems within imperfect situations.
- 3. Sense of meaning and purpose:** Having a strong sense of meaning and purpose in church administration is crucial. Church administrators who find greater meaning in other engagements than in church administration are encouraged to pursue those endeavors fully.

- 4. Good relationships/social support:** Supportive relationships and a strong social support system contribute to resilience. When situations become overwhelming, who are the individuals around you who can ignite your motivation and get you going again?
- 5. Optimism and positive emotions:** Resilient administrators maintain a realistic positive outlook and find humor in their work.
- 6. Emotional intelligence:** The ability to regulate and manage intense and negative emotions appropriately is an essential part of resilience. Administrators who can strategically use tactics related to attention control, cognitive reappraisal, and emotional expression are more resilient.
- 7. Self-awareness:** Resilient administrators know their strengths, weaknesses, limits, and needs. This self-awareness underlies their recognition of their limitations.
- 8. Balance:** Striking a balance between work and personal life is crucial for resilience. Being resilient at work while neglecting one's family and home life is unsustainable. Eventually, the pressure at home will start to affect work performance. It is crucial to strike a balance and avoid double standards.
- 9. Physical health:** Basic elements of physical health, such as proper nutrition, sufficient sleep, and regular exercise, contribute to resilience. Prioritize your physical well-being.

Conclusion

There is much more to say about being a resilient administrator, but time does not permit. However, we can conclude by emphasizing that resilience is inherently developmental; it is a process that unfolds over a lifetime. The more we nurture it, the more resilient we become in practical terms.

INSIGHT



Avoiding Digital Transformation Disasters: 5 Key Strategies

Opeyemi Olaniran

Embarking on a road trip with family or friends is an exciting adventure, but it can quickly turn into a disaster without proper planning. Fortunately, technology, effective planning, and strong leadership can ensure a successful journey. The same principles apply when it comes to digitally transforming your company.

Just like packing your bags, preparing your kids with tablets loaded with entertainment, and relying on GPS for navigation, leveraging technology in your business is crucial. In today's digital age, there are only two types of organizations: the disrupters and the disrupted.

Disrupters, such as Airbnb, Uber, and LinkedIn, were born in the digital era and rely heavily on technology rather than physical assets. They are like young road trippers armed with nothing but a backpack and a phone, conquering the world with their innovative ideas. On the other hand, the disrupted struggle to keep up, burdened by physical assets and human capital that doesn't scale easily. It's like a family traveling in a bulky caravan, limited in their mobility and adaptability.

However, digital transformation doesn't necessarily mean abandoning all your

existing assets. Sometimes, a few strategic changes can make all the difference. Just like installing a solar panel on your caravan's roof to ensure a continuous supply of hot water wherever you go, you can integrate technology into your existing infrastructure to enhance your business.

To ensure a successful digital transformation journey, here are five lessons we can learn from road trips and apply to our businesses:

1. Build a Solid Roadmap

A successful road trip requires a well-planned route that avoids obstacles like traffic and roadworks. Similarly, digital transformation requires a roadmap based on informed decisions and data. It's essential to have strong leadership that drives the transformation throughout the organization, rather than leaving it solely in the hands of a digital officer or the IT department.

2. Embrace Change

The world is constantly evolving, and consumer habits change rapidly. Just as you research accommodations to avoid unpleasant surprises,



enterprises must use data-driven insights to understand and fulfill their customers' changing needs. For example, Virgin Atlantic partnered with Windows 10 to create an interactive digital adventure app, addressing the lack of interaction between sales staff and business customers.

3. Take Calculated Risks

Some of the most memorable road trips involve taking risks and exploring uncharted territories. Similarly, companies competing against startups need to adopt a startup mentality by taking risks and embracing failure. Slow digital transformation often stems from old technology infrastructures and a lack of necessary ICT skills. To stay competitive, businesses must be willing to take risks and adapt to new technologies.

4. Prioritize Employees

Just like unhappy passengers on a road trip, companies that fail to adopt new ways of doing things risk losing their employees. Millennials, in

particular, seek companies that offer the best digital opportunities. Retaining and attracting top talent is crucial for fostering innovation and driving cultural change within the organization. Leveraging intelligence can empower employees, optimize their productivity, and maximize the impact of the workforce.

5. Transform IT Department's Role

During a road trip, the driver often assumes multiple roles, including navigator, motivator, mechanic, and technology expert. Similarly, technology should be an integral part of every business function within an organization. The IT department should play a dual role, enabling digital transformation while also acting as a customer advocate by testing new products and providing feedback. Integrating IT into various departments and aligning digital services with overall objectives can yield significant results.

Avoiding digital transformation disasters requires a holistic approach, blending technology, strategic planning, leadership, and a culture of adaptability. By embracing these road-trip-inspired strategies, organizations can navigate the ever-changing digital landscape and emerge as disruptors rather than the disrupted.

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Improving Public Service Delivery in Ogun State through Reforms

Mr. Jola Oyeneye, mni, MCIPM

The public service plays a crucial role in connecting the government of a defined geographical territory with its citizens, providing essential services that contribute to their quality of life. These services encompass healthcare, education, emergency services, public health, environmental protection, public safety, economic development, justice, and more. Given the rapid advancements witnessed worldwide since the turn of the 21st century, the public service in Nigeria has also undergone significant changes. Therefore, there is a need for reforms at all government levels to adapt to these anticipated changes and enhance service delivery.

As we are aware, the world is evolving, and as philosopher Alvin Toffler stated, "The illiterates of the 21st century will not be those who cannot read or write, but those who cannot learn, unlearn, and relearn." This statement encapsulates the essence of reform. The public service of any country serves as the primary government machinery for formulating and implementing policies. It accomplishes this by translating government plans and programs into tangible public goods and services for the citizens' benefit.

Development of Reforms

At the onset of the Third Republic in 1999, the Obasanjo administration inherited a public service plagued by numerous anti-development characteristics. These included slow decision-making and actions, a disregard for the value of time, irregular attendance at work, nepotism, wastefulness of government resources, corruption, resistance to change, and disrespect towards the public (The Daily Independent, 2009:68).

To address these issues, the Obasanjo administration implemented a range of administrative reforms as part of the National Economic Empowerment and Development Strategy. The primary objective of these reforms was to transform the government's work processes, fostering a more efficient and responsive public sector. Consequently, the administration aimed to revitalize the public service, redefine its role, and refocus its efforts towards effective service delivery.

The major thrusts of the reform included:

1. Re-professionalization of the public service through extensive employee retraining.
2. Effective expenditure management, which involved monetizing fringe benefits and implementing due process mechanisms to promote transparency and accountability in government affairs.
3. Appropriate sizing of the public sector and the elimination of ghost workers.
4. Rationalization, restructuring, and strengthening of institutions.
5. Redefining and redesigning processes to reduce delays.
6. Enhancing the efficiency of service delivery (Nigeria 2004:170).

What are Public Service Reforms?

Public service reform refers to deliberate actions or initiatives aimed at enhancing the efficiency, effectiveness, professionalism, and democratic character of a civil or public service. Its primary goal is to promote the improved delivery of public goods and services while fostering increased accountability.

It is worth mentioning that the Ogun State Government has gone beyond establishing a Reform Coordinating Agency, the Bureau of Public Service Reforms (BPSR). The Bureau actively advocates for reforms and promotes modern best practices in government



service delivery. One of the Bureau's notable endeavors in fostering excellent service delivery is the Mandate Review of MDAs (Ministries, Departments, and Agencies). This review is a crucial step towards improving performance and accountability by clarifying the mandates and responsibilities of each MDA in line with the State Development Plan.

Mandate Review serves to align an agency's mandates with government policies, simplify government processes for enhanced efficiency in service delivery, and identify bottlenecks, obsolete functions, and overlapping mandates. It also provides recommendations for resolving these issues.

Another procedure used to drive reforms in MDAs is Process Mapping, which involves visually mapping out workflows and processes. Process mapping helps identify bottlenecks, repetitions, delays, process boundaries, process ownership, responsibilities, and effectiveness of measures or process metrics. By streamlining work processes and eliminating waste, process mapping aims to enhance organizational efficiency.

The Bureau has received support from development partners such as the Foreign, Commonwealth, and Development Office (FCDO) of the British Government, DAWN Commission, the German Organization GIZ, and the Bureau of Public Service Reforms, Abuja. Together, they have developed a Performance Management Framework for adoption by Secondary Health Facilities in the State. Additionally, Service Charters have been developed for some semi-autonomous Secondary Health Facilities, ensuring hospitals can respond effectively to the growing demand resulting from population growth.

Governor Prince Dapo Abiodun, CON, has been at the forefront of this necessary transformation. The creation of the Ogun State Land Administration and Revenue Management System (OLARMS) serves as a prime example. Launched in 2021, OLARMS provides an online platform accessible from any location, offering a centralized location for information requests and access. It also facilitates streamlined application processes and land-related payments, effectively blocking loopholes and saving money for the state and its constituents.

Similarly, the Ogun State Government's implementation of e-Procurement has disrupted the traditional procurement processes. Manual procedures, with their inherent loopholes and leakages, are a thing of the past. Each MDA now has a dedicated procurement officer responsible for guiding internal and external procurement and supplies through the state's online procurement portal.

The Dapo Abiodun administration has also championed the digitalization of job applications in the state's numerous educational institutions. Since 2019, eligible individuals in the job market have been utilizing the state's employment or job portal. This initiative has created a database of unemployed and underemployed citizens, allowing for the selection of qualified individuals for job opportunities without waiting for vacancy advertisements.

Other state governments are also making efforts to promote reforms within their respective territories, aiming to provide optimal public services. However, to keep pace with the rapid advancements in a changing world, the reform movement must shift into high gear. While numerous action points are necessary, three urgent areas deserve attention:

Going forward, the government should require at least a basic knowledge of computer usage for employment in both junior and senior cadres of the public service.

A mechanism should be established to facilitate continual capacity building and training in evolving areas. Government MDAs should digitize their operations by creating apps and software, making their services accessible to a wider range of users.

Senior Civil Servants' capacity to handle e-Governance operations effectively should be strengthened.

In addition to these priorities, the public service should encourage officials to innovate and introduce new ideas. Recognizing that millennials and younger generations are increasingly entering the service, the need for fresh ideas to function effectively becomes apparent, especially considering that these generations constitute a significant portion of the population.

While these reforms may initially pose a significant cost to the government, their long-term effects will result in increased service delivery and improved revenue generation. It is crucial for government officials to adopt a farsighted approach and recognize the long-term benefits of reforms in boosting internally generated revenue (IGR) and, consequently, improving public service delivery.

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Human Capital Development in Organizations

Mrs. Oladunni Adetona, ACIPM

The success of any organization hinges on its human capital - the collective skills, knowledge, and abilities of its workforce. The competence and expertise of personnel have a significant impact on the organization's performance, making human capital development an essential priority. In simple terms, human capital encompasses valuable assets such as education, training, intelligence, skills, health, and attributes highly valued by employers, including loyalty and punctuality.

Imagine human capital as the lifeblood of an organization. It shapes its image, lays the foundation for growth, and propels progress. Consequently, many organizations recognize the utmost importance of investing in the development of their workforce. They understand that a lack of continuous skill acquisition can hinder organizational output and lead to stagnation.

To ensure optimal performance, organizations must strategically tap into the potential of their workforce. This involves identifying the training needs of individuals and teams and implementing appropriate training programs. Such an investment is a wise choice with long-term benefits that permeate throughout the entire organization.

It's true that funding constraints may impede training initiatives in some organizations. However, maintaining standards and staying

competitive requires a commitment to regular training. By staying abreast of new and emerging skills in the ever-evolving world of work, personnel can keep pace with industry trends and contribute to the organization's success. As such, organizations should consider incorporating training expenses into their annual budgets, recognizing it as an investment in human capital development.

While organizations bear the responsibility of developing their workforce, individual personnel also play a pivotal role in their own growth. From the moment an individual joins an organization, they should contemplate their long-term aspirations and proactively pursue self-development. This may involve writing professional examinations, acquiring certifications, pursuing additional degrees, or engaging in various other avenues of personal and professional growth.

In the dynamic world of work, continuous learning and development should be the ultimate goal for all individuals. By actively seeking opportunities to expand their knowledge and skill sets, employees not only enhance their own value but also contribute to the growth and prosperity of their organizations.

In conclusion, the significance of human capital development in organizations cannot be overstated. Organizations must recognize the value of investing in their workforce and prioritize the identification and fulfillment of training needs. By integrating training initiatives into their budgets, organizations can propel the development of their human capital and maintain a competitive edge. Similarly, individuals must embrace self-development and commit to lifelong learning to thrive in the evolving landscape of work. It is through the collective efforts of organizations and individuals that true value can be delivered in today's world.

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Leadership in the Digital Age

Muslihu Adebola Afisi, MILD., FCIPM

Leadership in all its varying shades connotes the provision of vision and best-in-class values through inspiration and exemplary conduct and attitude. Thinkers and writers in the business world and academia are now reshaping the traditional concepts of leadership as new disruptive technologies emerge, customer expectations evolve, and the way we work undergoes significant shifts. Communications, in all its forms and degrees, constitute an integral part of leadership. Throughout the annals of business leadership history, leaders who have mastered the art and science of communication have proven to be more successful than those who have not.

The Digital Age is undeniably in the twenty-first century. It is the Information Age characterized by a shift from the analog-based Industrial Revolution of the eighteenth century to an Information and Communications Technology-based economy. This age is defined by disruptive innovations, multiculturalism, and the removal of traditional geographical barriers. The conversion of technology from analog to digital formats effectively took place during this age. Claude Shannon, a Bell Labs mathematician, is reputed for his pioneering efforts in laying the foundation for digitalization through his 1948 mathematical theory of communications.

For leadership to thrive in the digital age, leaders need to understand and embrace the challenges that come with it while also leveraging the opportunities it presents. As organizations, whether public or private, navigate digital transformation, leaders must adeptly adapt their approaches to effectively lead in this dynamic age and environment. This article provides insights into the traits and skills that digital leaders should possess to succeed in today's fast-paced and technology-driven world.

Digital Leadership Traits

Effective leadership requires a unique set of traits that empower leaders to navigate the ever-changing landscape and drive success in their organizations. Here are three key traits that define digital leadership:

1. Innovation

Digital leaders have the responsibility to understand the importance of embracing innovation and continuously seeking new ways to drive growth and stay ahead of the competition. This responsibility includes their ability to inspire this understanding in their teams. They must exemplify and foster a culture of innovation within their teams, encouraging creativity, experimentation, and learning from errors and mistakes. By leveraging emerging technologies and

exploring disruptive ideas, digital leaders inspire their organizations to adapt and thrive in the rapidly evolving digital landscape.

2. Collaboration

Collaboration is the ability to work with someone or a group of people with the aim of providing a service or producing a product. Sometimes, the people you collaborate with may be difficult to relate to. This is where the skills of flexibility and adaptation come into play. To collaborate is to commit to the possibility of producing an outcome greater than one that would be attained in a silo. Throughout history, only teams have won championships. Collaboration can take the form of teamwork, contextual collaboration, cross-functional collaboration, social collaboration, and virtual collaboration.

Collaboration lies at the heart of effective digital leadership. In the interconnected world in which we live, successful leaders must exemplify and inspire an understanding of the value of building strong networks and fostering collaboration among teams, both internal and external. They must encourage open communication, break down silos, and promote cross-functional collaboration. Through the seamless use of intranet and other appropriate channels, digital leaders are able to harness the aggregate intelligence of their enterprise, leveraging diverse expertise and perspectives.

3. Efficiency

Speed and efficiency are paramount in the digital age. Digital leaders must exemplify and inspire an understanding of the importance of streamlining processes, eliminating bottlenecks, and leveraging technology to enhance productivity. They have to seek ways to automate routine tasks,

leverage data-driven insights for informed decision-making, and implement agile methodologies to adapt quickly to changing market dynamics. By driving efficiency, digital leaders enable their organizations to deliver value faster, meet customer expectations, and stay ahead of the competition in a rapidly evolving digital landscape.



Leadership Skills for the Digital Age

Leaders are essentially different from managers in that the former do the right things while the latter do things right. Ascending to leadership roles should not be an end in itself. Leadership skills must be possessed and effectively deployed to navigate the changing landscape of the digital age and drive success in organizations. Here are five key skills that are crucial for thriving in the digital age:

1. Adopt Digital Transformation

Leaders must exemplify and inspire an understanding of the impact of emerging technologies and actively seek opportunities to leverage them for innovation, efficiency, and growth. By embracing a digital-first mindset and encouraging a culture of continuous learning, digital leaders empower their teams to embrace change and stay ahead of the curve.

2. Recognize Business Acumen

Leaders must exemplify dynamism and relevance and inspire their teams to stay informed about technological advancements and their potential impacts on their industry, ensuring their organization remains competitive and adaptable. Digital leaders must possess business acumen, enabling them to make informed decisions, identify new opportunities, and navigate complex market dynamics.

3. Guide with Purpose and Ethics

Ethical leadership is crucial and indispensable in the digital age as data privacy and responsible use of technology are paramount. Nigeria now has legislation on data privacy and protection. Digital leaders guide their teams with a strong sense of purpose, emphasizing values such as integrity, transparency, and accountability.

Leaders must prioritize ethical considerations in decision-making and ensure their organization's digital initiatives align with the broader societal impact. Business responsibilities around sustainability, environment, and their social impacts have now made the "how" of business objectives take precedence over the "what" of business.

4. Expand Strong Leadership Skills

Digital leaders must exemplify and inspire their teams to cultivate and expand upon traditional leadership skills, such as effective communication (both written and oral), strategic thinking, and team development. Leaders must inspire and motivate their teams to develop a culture of mutual trust and collaboration, driving engagement and performance in a digital work environment.

5. Sustain an Agile and Transformative Culture

Digital leaders must exemplify and inspire their teams to foster an agile and transformative culture where change is embraced, and continuous improvement is valued and inculcated. They should encourage experimentation, risk-taking, and learning from failures. By fostering a culture of agility and adaptability, digital leaders enable their organizations to respond quickly to market changes, seize opportunities, and drive innovation.

6. Power to Shape the Future

Digital leaders have a duty to exemplify and inspire their teams to adapt, work, and/or lead with purpose and shape a digital mindset. Leaders can harness the power of technology to drive innovation, enhance collaboration, and achieve sustainable growth. Together with their team members, leaders have the power to shape the future, unlock the full potential of leadership, navigate challenges, seize opportunities, and lead organizations to new heights of success.

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Unleash Your Business Success with Cutting-Edge ERP Solutions

Engr. Sean Olabode Badiru, MCIPM, MNSE

In today's fast-paced and ever-evolving business landscape, staying ahead of the competition requires more than just hard work and determination. You need to accelerate your growth with cutting-edge Enterprise Resource Planning solutions. These powerful tools are revolutionizing the way businesses operate, streamlining processes, enhancing productivity, and ultimately driving profitability. So, fasten your seatbelt and get ready to embark on a journey towards unleashing your business's full potential. In this exciting article, we'll explore the world of ERP solutions and how they can transform your business operations into a well-oiled machine. We'll guide you through choosing the right ERP solution by identifying your business needs, researching options, and evaluating vendors. We'll also provide expert tips on implementing and utilizing ERP, managing change, ensuring data security and compliance, and optimizing system performance.

What is ERP System?

Imagine your business as a smooth-running machine, with different departments working together, yet operating independently with their own systems and tools. You've got finance doing their thing, inventory management doing theirs, and sales doing their own dance. It's like having a group of talented musicians, each playing their own instrument, but there's no

conductor to bring it all together. Well, that's where the ERP solution steps in – it's like the ultimate conductor that brings harmony to this symphony of operations. This powerful software becomes the central hub that integrates and manages all the moving parts of your business, allowing for seamless collaboration and efficient coordination between departments. It's like a command center where you can monitor and control everything from finance to inventory, sales to human resources, and even customer relationship management (CRM).

The Power of ERP Systems

In January 2020, Lyft, an American company that offers mobility as a service, entered into a partnership with Oracle. This partnership allowed Lyft to effectively run their business while providing a holistic view of their operations. With access to crucial data, Lyft's finance and supply chain teams gained the insights needed to make informed decisions and drive their business forward.

By integrating Oracle's ERP technology, Lyft was able to unlock infrastructure efficiencies, leading to increased productivity and customer satisfaction. Just like a Swiss Army knife, the ERP solution became an essential tool in Lyft's toolbox. It broke down information silos and ensured that data flowed smoothly between departments.

Lyft is not the only company that has benefited from ERP solutions. Other companies, such as Fulton & Roark and Hormel Foods, have also witnessed the transformative power of ERP technology.

Take Fulton & Roark, for example. This men's grooming products company was experiencing rapid growth, but their spreadsheets and desktop accounting software simply couldn't keep up. They implemented ERP solutions, and it helped them improve inventory management, financial reporting, and customer service. As a result, Fulton & Roark saw their sales grow by a staggering 50% within just four years.

Then we have Hormel Foods, a renowned food and beverage company. They were in search of a way to enhance their efficiency and gain better visibility across their operations. They turned to Oracle's ERP solution and the results were impressive. By automating their manufacturing processes and improving supply chain management, Hormel Foods was able to reduce costs and improve their bottom line.

Here are some of the incredible benefits that an ERP system can bring to your business.

1. **Centralized Data:** An ERP solution acts as a centralized hub where all your data from various departments (like finance, HR, sales, and inventory) can be stored, accessed, and analyzed in one place. No more scattered spreadsheets or information silos! This enables better decision-making based on real-time, accurate data.
2. **Improved Collaboration:** ERP software promotes seamless collaboration among teams. It breaks down communication barriers by allowing employees from



different departments to access and share information easily. This collaborative environment fosters teamwork, enhances efficiency, and eliminates duplicate efforts.

3. **Enhanced Efficiency:** With an ERP system, you can automate numerous manual tasks and processes, such as inventory management, order processing, invoicing, and reporting. This automation saves time, reduces errors, and frees up employees to focus on more strategic activities, driving overall productivity and efficiency.
4. **Streamlined Workflows:** ERP solutions optimize and streamline business workflows by mapping out and automating processes. This ensures that tasks and information flow smoothly across different departments, eliminating bottlenecks and reducing operational costs. From procurement to production to delivery, the entire workflow becomes more streamlined and efficient.
5. **Better Decision-Making:** Access to accurate and real-time data empowers managers to make informed decisions quickly. ERP systems provide comprehensive reports, analytics, and business intelligence tools that enable you to gain valuable insights into your

operations, customer behavior, and market trends. This knowledge helps you identify opportunities, mitigate risks, and devise effective strategies.

- 6. Scalability and Flexibility:** As your business grows, an ERP solution can easily scale up to accommodate increased data volume, users, and transactions. It offers flexibility by adapting to evolving business needs and incorporating new modules or functionalities as required. This scalability and flexibility future-proof your operations, saving you from costly system replacements.
- 7. Customer Satisfaction:** By integrating customer relationship management (CRM) features, an ERP system allows you to manage customer interactions, track sales leads, and improve customer service. With a holistic view of your customers' data and history, you can provide personalized experiences, resolve issues promptly, and build stronger, long-lasting relationships.



These are just some of the many benefits an ERP solution can bring to your business. By implementing an ERP system, you can streamline processes, optimize resources, and drive growth. It's like having a trusted partner that helps you navigate the complexities of modern business operations.

Choosing the Right ERP Solution

So, you've decided to take the leap and implement an ERP solution for your business. Congratulations! Now comes the exciting part—choosing the right ERP solution that aligns perfectly with your needs and goals. But where do you start? Don't worry, I'm here to guide you through the process.

1. Identify Your Business Needs

Begin by assessing your business requirements. Consider the specific challenges you face, the areas where you need improvement, and the goals you want to achieve. This will help you define the functionalities and features you need in an ERP solution.

For example, let's say you run a manufacturing company and struggle with inventory management. One of your business needs might be finding an ERP solution that offers robust inventory tracking and optimization features. Or perhaps you're facing difficulties in coordinating different departments and want to streamline communication and collaboration. In that case, you'll want to prioritize an ERP system that includes comprehensive project management tools.

By identifying your business needs upfront, you'll be able to narrow down your options and focus on ERP solutions that are tailored to address your specific pain points. This way, you can ensure that the ERP solution you choose aligns perfectly with your goals and helps propel your business forward.

2. Research Available Options

Hunting for the perfect ERP solution for your business is no small task, as it requires careful consideration and evaluation of various factors. To help you navigate through

this process, I'll walk you through a structured approach for assessing potential ERP vendors.

First things first, it's essential to research the available options and narrow down your choices. Look for ERP solutions that are specifically designed to cater to your industry's needs. Each industry has its own unique requirements, and finding an ERP system that understands and addresses those challenges will be crucial to your success.

Consider exploring cloud-based ERP systems. These solutions offer some fantastic advantages, such as cost-effectiveness, easy accessibility, and minimal IT infrastructure requirements. With a cloud-based solution, you can access your ERP from anywhere with an internet connection, which is very convenient for remote work or when you're on the go.

As you delve deeper into your research, it's crucial to compare different ERP vendors and their offerings. Look closely at their features, pricing plans, and customer reviews. But that's not all – evaluating the vendor itself is equally important. Consider factors like vendor experience, reputation, customer support, and financial stability.

Vendor experience matters because you want a partner who understands the intricacies of ERP implementation and has a track record of success. Reputation is also key – look for vendors with positive feedback from their clients. This can give you an indication of their commitment to customer satisfaction.

Customer support is another critical aspect to consider. Implementing an ERP system can come with its fair share of challenges, and

having reliable and responsive support from your vendor can make all the difference. Ensure that the vendor provides comprehensive support services to address any issues or questions that may arise during the implementation and beyond.

Financial stability is often overlooked but plays a significant role in ensuring a long-term partnership. You want a vendor who is financially stable and capable of supporting their product for years to come. It's a good idea to check the vendor's financial reports or even request this information directly from them.

Now, let's talk about client references and product demos. These steps are essential for gaining confidence in your chosen ERP solution. Reach out to the vendor and request client references – businesses that have already implemented the ERP system. Contact these references and ask about their experiences, challenges, and overall satisfaction with the vendor and the product.

Product demos are another invaluable tool. They allow you to see the ERP system in action and assess its suitability for your specific needs. During a demo, ask questions, explore different features, and ensure that the ERP solution aligns with your business processes and goals.

3. Scalability and Flexibility

Scalability is all about future-proofing your ERP solution. As your business expands and takes on new challenges, you want your ERP system to be able to handle the increased workload and growing data. So, make sure



the ERP solution you choose has the ability to scale up seamlessly. This means it should be able to accommodate more users, handle higher transaction volumes, and support additional features and functionalities as your business grows.

But scalability is just the beginning. You also want an ERP solution that is flexible enough to adapt to changing market conditions and evolving business needs. The business landscape is ever-changing, and your ERP system should be able to keep up. It should have the capability to incorporate new modules or features as you require them. For example, if you decide to expand into international markets, your ERP system should be able to handle multi-currency and multi-language functionalities. Flexibility also means that you can customize and configure the ERP solution to suit your specific workflows and processes. This way, it can align perfectly with your unique business requirements.

When evaluating ERP options, look for solutions that offer robust customization capabilities and have a track record of adapting to market changes. Check if the vendor regularly releases updates and new features, demonstrating their commitment to staying current and meeting evolving business needs.

It's also a great idea to reach out to the ERP vendor and have a conversation about your future growth plans. Share your vision and goals with them, and inquire about their ability to support your business as it scales. A reliable vendor will be eager to discuss your requirements and provide insights on how their solution can meet your needs now and in the future.

4. User-Friendly Interface

When it comes to choosing an ERP solution, it's essential to prioritize a user-friendly interface, especially if you're not exactly a tech guru. Don't worry, I've got you covered with some friendly advice!

As a business owner, you want an ERP solution that doesn't make you feel like you need a degree in computer science just to navigate through it. Look for systems that offer an intuitive and user-friendly interface. This means the layout, menus, and buttons should be organized in a way that makes sense and feels familiar. You shouldn't have to spend hours scratching your head trying to figure out how to perform basic tasks.

A friendly user interface goes hand in hand with ease of use. The ERP solution should be designed with simplicity in mind, allowing you to quickly grasp its functionality and start using it without much hassle. The last thing you want is to get stuck with a system that overwhelms you with complex terminology and convoluted processes.

But wait, there's more! Make sure to consider ERP solutions that come with built-in training and support resources. These can be a lifesaver, especially if you're new to the world of ERPs. Look for solutions that provide comprehensive documentation, user guides, tutorials, and even online training courses. These resources will empower you and your team to learn the system at your own pace and become proficient users.

You may also seek out ERP vendors that offer reliable customer support. Whether it's through phone, email, or chat, having access to a knowledgeable support team can be invaluable. They'll be there to assist you when you encounter any issues or have questions along the way.

Continues in the next edition

Sean is a highly skilled digital leader, registered engineer, and seasoned corporate executive with over 17 years of experience. He is the author of TechTalk with Sean, a weekly newsletter on LinkedIn that explores the latest trends in technology and innovation. To learn more about Sean and his work, follow him on LinkedIn at [linkedin.com/in/bodebadiru](https://www.linkedin.com/in/bodebadiru).

CIPM Ogun State Branch Collaborates with The Ambassadors Network for Maiden Career Conference



■ Mojeed



■ Odeyemi



■ Badiru

On 20th May 2023, Chartered Institute of Personnel Management of Nigeria, Ogun State Branch, in collaboration with The Ambassadors Network, successfully organized their first-ever Career Conference. Professionals, students, and job seekers from across Nigeria gathered in Lagos for this transformative event. The conference aimed to equip participants with valuable insights, guidance, and networking opportunities to advance their careers. With a lineup of distinguished speakers from renowned organizations, the conference catered to diverse interests and industries.

Kicking off the event, Pastor Ezekiel Odeyemi, MCIPM, Chairman of Redeemer's University Governing Council and The Ambassadors Network, delivered an engaging keynote address. His speech captivated the audience as he emphasized the significance of excellence, personal development, growth, leadership, and integrity in achieving success. Pastor Odeyemi's words struck a chord with attendees, instilling a renewed sense of purpose and motivation.

Following the inspiring keynote, Mr. Emeka Obiagwu, Executive Director of Wema Bank Plc, took the stage to discuss investment opportunities in Nigeria. With profound insights into the country's business landscape, he shed light on potential avenues for growth and success. Participants gained a deeper understanding of the financial sector and learned how to capitalize on opportunities in Nigeria's dynamic market.

Mr. Olusegun Mojeed, FCIPM, President and Chairman of the Governing Council of the Chartered Institute of Personnel Management of Nigeria, then addressed the audience, focusing on the competencies required for 21st-century employees. His talk centered around the skills, knowledge, and adaptability necessary to thrive in an ever-evolving job market. Attendees acquired valuable insights into the competencies sought by employers in today's fast-paced world.

The conference proceeded with Mr. Wale Adediran, FCIPM, Group HR and General Service Director of Flour Mills of Nigeria Plc, sharing strategies for navigating the job market and successfully transitioning careers. His practical tips and guidance equipped job seekers with the tools to overcome challenges and achieve successful career transitions. Participants greatly appreciated Mr. Adediran's expertise in human resources management and his insights into the job market.

Another notable highlight was a talk by Engr. Sean Olabode Badiru, MCIPM, Chairman of the Ogun State Branch of CIPM, on leveraging digital tools for competitive advantage. Badiru emphasized the transformative power of digital technologies, enabling individuals and organizations to gain a cutting edge. Participants discovered how to effectively harness these tools to enhance productivity, efficiency, and success in their careers.

The conference also featured five breakout sessions, each tailored to specific career areas, allowing attendees to engage with industry experts and delve deeper into topics of interest. The session on excelling in tech careers was facilitated by Mr. Ope Olaniran, Enterprise Resource Manager for Amazon Web Services. Mrs. Funke Medun, MCIPM, CEO of Leapworld group, shared insights on nurturing start-ups in Nigeria. Princess Adenike Adedoyin-Ajayi, MCIPM, Retired Permanent Secretary of Lagos State Ministry of Tourism, Arts and Culture, led the session on gaining entry into the Nigerian Civil Service. Mrs. Ifeoma Agu, FIMC, Marketing Manager, Premium & Reserved Brands, Diageo Plc, provided valuable guidance on thriving in sales and marketing careers. Lastly, Mrs. Yewande Adedayo, Head, Financial Institutions, Stanbic IBTC, shared her expertise on mastering banking and finance professions.

To foster interaction and offer personalized guidance, the conference included a dynamic panel discussion on securing roles at top-tier companies. Esteemed panelists, Mr. Adeyemi Ajayi, FCIPM, Mr. Gbenga Odetunde, Mr. Mike Ogu, MCIPM, and Bola Bilesanmi, MCIPM, engaged in a thought-provoking conversation, sharing practical advice and offering valuable insights into the hiring process. The panel discussion provided participants with firsthand knowledge from industry experts, equipping them with valuable strategies for success.

The event concluded with a one-to-one career counseling and CV review sessions, ensuring personalized guidance tailored to each participant's specific needs. Attendees greatly valued this opportunity to receive individualized feedback and support. The career counseling sessions were facilitated by a team of experienced professionals, including Mr. Adeyemi Ajayi, FCIPM, Mr. Gbenga Odetunde, MCIPM, Mr. Mike Ogu, MCIPM, Bola Bilesanmi, MCIPM, Mr. David Thomas, MCIPM, Princess Adenike Adedoyin-Ajayi, MCIPM, Mrs. Oluwatoyin Adewumi, MCIPM, Mrs. Oluwatobi Oyeleye, MCIPM and Mrs. Chisa Oladebo, MCIPM. Their expertise and insights provided participants with valuable guidance on navigating the job market and crafting impactful resumes.

Overall, the one-day Career Conference provided a truly enriching experience for all attendees. With a physical attendance of 537 participants and an additional 196 attending virtually, the conference successfully empowered participants with the knowledge, skills, and connections necessary to excel in their careers. Serving as a catalyst for personal and professional growth, the event left attendees inspired and motivated to embark on their journey toward success.





CIPM Ogun State Branch Collaborates with MAPOLY to Enhance People Management Education

A significant step towards enhancing knowledge in People Management at the institutional level was taken by the Chartered Institute of Personnel Management of Nigeria (CIPM), Ogun State Branch. The Branch Chairman, Engr. Sean Olabode Badiru, MCIPM, represented by the Vice Chairman, Mrs. Oladunni Adetona, ACIPM, and a past Chairman of the Branch, Dr. Samuel Akintunde, MCIPM, met with Dr. Oba Aina David, Head of Department of Business Administration at Moshood Abiola Polytechnic (MAPOLY) in Ojere, Abeokuta, on Thursday, April 27, 2023.

The purpose of the meeting was to discuss and establish a curriculum collaboration between CIPM and MAPOLY. The CIPM team expressed their commitment to enhancing the education and training of students in the field of People Management. They emphasized the importance of aligning academic curriculum with the evolving needs of the industry.

Dr. Oba Aina David, the Head of Department, enthusiastically received the CIPM team and assured them that immediate action would be taken within the department regarding the curriculum collaboration. He expressed the department's eagerness to work closely with CIPM in order to develop a curriculum that meets industry standards and prepares students for successful careers in People Management.

The collaboration between CIPM Ogun State Branch and MAPOLY aims to bridge the gap between academic knowledge and practical skills required in the field of People



■ L-R: Mrs. Dunni Adetona, ACIPM, Dr. Oba Aina David, and Dr. Samuel Akintunde, MCIPM

Management. By aligning the curriculum with industry standards, students will have a better understanding of the profession and be well-equipped to tackle real-world challenges upon graduation.

Both CIPM and MAPOLY expressed their commitment to finalizing the curriculum collaboration swiftly, with the school management playing an active role in the process. This collaboration signifies a significant step towards enhancing the quality of People Management education in Ogun State and nurturing competent professionals in the field.

The partnership between CIPM and MAPOLY demonstrates the commitment of both institutions to equip students with the necessary knowledge and skills to excel in their careers and contribute to the growth and development of the Nigerian workforce.



RCCG Empowers Pastors with Professional Development for Effective People Management

In a remarkable shift towards prioritizing professional development, the leadership of the Redeemed Christian Church of God has taken significant steps to equip the workforce of the organization with the skills and knowledge necessary to carry out their functions more effectively. By exposing all pastors and employees to global best practices, the organization aims to enhance their abilities in key areas such as Accounting and Finance, Human Resource Management, and Administration.

Recognizing the importance of continuous learning and growth, professional development training programs are regularly organized for the workforce. These programs serve as platforms to instill industry insights and equip participants with the necessary tools to execute their roles effectively.

Of notable significance is the attention given to the C-Suite and top management of the Church. In a groundbreaking move, the organization admitted over 100 senior management officers into the prestigious Chartered Institute of Personnel

Management of Nigeria in December 2022. This initiative reflects the commitment to ensuring that RCCG leaders possess the required knowledge and skills to excel in their roles.

There is also a significant investment in the training and development of human resource managers and administrators at RCCG. These dedicated professionals regularly undergo rigorous examinations and inductions into the Chartered Institute of Personnel Management of Nigeria, solidifying their expertise in people management practices.

With exposure to different levels of professional development training, tools, and resources, RCCG pastors and employees are now better equipped to manage people and improve the overall performance of the organization. RCCG has embraced global best practices and is implementing strategic HR management approaches, fostering positive work environments, and aligning her team with the vision and mission of the organization.

The commitment of RCCG to effectively align human resources with the set vision and mission is evident in the organization's accomplishments across various key functions. The HR strategy of the Mission emphasizes community and purpose, engaging individuals at all levels as both employees and volunteers through effective communication, collaboration, and goal alignment, ensuring that everyone is on the same page.

Clear HR policies and procedures outlined in a comprehensive employee handbook, have standardized the approach to creating a safe and inclusive environment across the vast global network of RCCG. This clarity, combined with a streamlined organizational structure that defines roles and responsibilities, enables effective decision-making and accountability. Employees and volunteers understand their areas of responsibility and reporting lines within their respective domains.

The organization conducts regular workforce analyses to identify talent gaps, skills development needs, and advancement opportunities. This enables the Mission to design tailored training and development programs, including leadership training, specialized workshops, and community outreach initiatives. By addressing these specific needs and providing relevant resources, all pastors and other members of staff continuously learn and grow.

The recruitment and selection processes of the organization take a multi-faceted approach to attract qualified individuals who align with her values and objectives. RCCG leverages local and global platforms and conducts targeted campaigns to ensure reaching a wide pool of potential candidates and bringing in the best talent.

To facilitate seamless onboarding, the organization has implemented orientation programs and mentorship initiatives. These

programs provide guidance on roles and responsibilities and help new employees and volunteers integrate into the global community. They receive support from experienced mentors who answer their questions and help them navigate their new roles.

RCCG places importance on performance management, recognizing the diverse expectations and motivations of our workforce in line with its clear goals, conducting regular performance reviews, and providing constructive feedback. The organization organizes recognition programs and appreciation events to acknowledge the dedication and contributions of volunteers at all levels.

Through a range of training and development opportunities, including leadership programs, workshops, conferences, and online modules, the organization empowers pastors and employees to continuously learn and grow. By staying up-to-date with global best practices, the workforce is equipped with the knowledge and skills needed to excel in their roles.

The organization's commitment to enhancing the workforce's professional competencies extends beyond the current initiatives. In line with its dedication to continuous improvement, it has plans in place to train and induct more pastors into the prestigious Chartered Institute of Personnel Management of Nigeria. Recognizing that professional development is an ongoing process, RCCG firmly believes in equipping all pastors and employees with the necessary tools and knowledge to excel in their roles. Investing in the development of the entire workforce is paving the way for greater effectiveness in people management, and the fulfillment of her vision and mission is sacrosanct.

Ogun Workers Charged to Shake-Up Unnecessary Bottlenecks

Civil/Public servants in Ogun State have been called upon to brace up and shake up unnecessary bureaucratic bottlenecks that may continue to hinder effective service delivery and trust in the ability of the civil/public service.

A former Head of Service, Oyo State Civil Service, Chief Tajudeen Aremu, mni, made the call while delivering a lecture to climax the year 2023 Public Service Day celebration organized by the Ogun State Government to commemorate the day for its workers. The event was held at the Obas' Complex, Oke-Mosan, Abeokuta.

According to him, the civil service, which is the most central among offices, units, departments, agencies, and parastatals that make up the body of government officials, is charged with the functions of executing public programs as well as policies. It must play its pivotal role in ensuring effective service delivery to earn the trust of the political class.

Speaking on the title, "Building Trust through Service Delivery: The Pivotal Role of the Civil Service," the guest lecturer, who defined trust as the confidence in the reliability of someone or the government, urged the workers to continually work hard to win the trust of the political class, as politics and administration are interconnected.

While submitting that any human endeavor devoid of ethics, especially if it is in the public domain, can be regarded as worthless, he urged the workers to embrace the maxims of anonymity, impartiality/neutrality, objectivity, and confidentiality in the discharge of their duties. Servicom work ethics such as no



■ Fagbohun

lateness to work, dressing properly and appearing responsibly, always being on seat, and not leaving before closing time must be fully embraced.

"Work yourself to a point of indispensability through the 'Total Quality Service' principle, maintain the integrity of the Civil Service as well as personal integrity," the Human Resources Manager urged.

In a remark, the Ogun State Governor, Prince Dapo Abiodun, represented by his Deputy, Engr. Noimot Salako-Oyedele, said his administration considers civil servants important partners in progress. He stated that their well-being and welfare are sacrosanct.

He commended the harmonious working relationship that has continued to exist between the government and the workforce and noted that his administration will not take the workers for granted.

The governor charged them to be dedicated and committed in the discharge of their duties and added that the public service remains one of the avenues where integrity as well as a good legacy is earned through adequate service delivery.

In his welcome address, the Head of Service, Mr. Kolawole Fagbohun, while appreciating Governor Dapo Abiodun for his support and efforts at taking care of the workers, acknowledged his qualitative leadership and unrelenting efforts at advancing development and progress in Ogun State, thereby expanding the frontiers of good governance at the national level.

According to him, the Public Service Day was set aside following the declaration of the United Nations General Assembly on 20th December 2002. He stated that the day is meant to celebrate the values and virtues of public servants in the governance process.

"Trust is the oil that lubricates the engine of any relationship, and in governance, it is considered to be an extremely essential element that enables concerned stakeholders to bond in the process of bringing to birth the social goods for which people put the government in place. In public service, it is that element that enables the public servant to serve seamlessly as that proverbial 'engine room' of the government; the absence of which will make the engine falter, stall, or be unable to fire optimally," the HoS said.

HoS Urges Workers to Be Responsible for Their Personal Development

■ Omolara Osindele

Administrative officers in the Ogun State Civil/Public Service have been told that they have a personal responsibility to develop themselves in order to shine among their peers.

The Head of Service, Mr. Kolawole Fagbohun, made this statement during an official meeting with administrative officers from GL 08-12 at the Conference Hall of the Obas Complex, Oke-Mosan, Abeokuta.

According to him, the officers must have personal development plans that will boost their careers. They should be mature, able to

keep confidence, and be knowledge seekers who strive to interpret their roles appropriately and correctly while discharging their statutory responsibilities.

He emphasized that since these officers are still in their formative years, they must be continually molded to become desirable, excellent officers whom the future of the Civil Service can rely on, and the minds of their predecessors can be at rest.

"Your knowledge, expertise, and overall development will set you apart. When you add value to any agency you find yourselves in, you will be respected for who you are. Don't behave in a manner that people will like you, but behave in a way that people will respect and fear you for the power you will

deploy to handle and overcome all challenges before you," advised the Head of Service.

Mr. Fagbohun urged them to always manage the resources at their disposal properly, interpret circulars correctly to avoid causing disruptions in the service, refrain from competing with or outshining superior officers, and above all, present themselves as serious-minded officers who are always ready to uplift the Civil Service and the state as a whole.

He also emphasized the importance of dressing well and not offending the sensibilities of others. As civil servants, they are serving the people, and they should never compromise the values of the Civil Service for anything.

Adding their voices, the Permanent Secretaries of the Bureaus of Establishments and Training, Public Service Reforms, and Service Matters - Mrs. Lydia Fajounbo, Mr. Jola Oyeneye, and Mr. Hammed Ojo - charged the officers to maintain the right mindset toward work, be punctual and not

leave before closing time, show loyalty to superiors and the government, and strive to become known for the right reasons in their careers.

In her welcome address, the Coordinator of the Administrative Officers' Group, Mrs. Roseline Jacobs, urged the officers to always maintain a positive attitude in all they do, be role models to everyone around them, and be encouraged to gain more experience by moving across different agencies, which will give them an edge and make them more professional in discharging their statutory duties.

Meanwhile, the Head of Service, Mr. Kolawole Fagbohun, received the Nigeria Union of Pensioners, Ogun State Branch, led by its Chairman, Comrade Waheed Oloyede, the Association of Hospital and Administrative Pharmacists, Ogun State Branch, led by Pharmacist Oladapo Amusa, and the Nigeria Union of Journalists, Ogun State Council, led by Comrade Akinwale Olanrewaju. They were on congratulatory visits to the office of the Head of Service.

CIPM Ogun Visits Olumo Rock



MEMBERSHIP ADMISSION ROUTES



MEMBERSHIP BY EXAMINATION ROUTE

Summary of Requirements

- SSCE with credit in five subjects including English and Mathematics
- Bachelor's degree/HND or its equivalent
- Less than seven (7) years post-graduation experience.

Applicants shall be inducted as **Associate Members (ACIPM)** of the Institute upon completion of all the required examination stages.

MEMBERSHIP THROUGH PRACTITIONERS' ROUTE

Summary of Requirements

- Bachelor's degree/HND or its equivalent
- Seven (7) years post-graduation experience
- Five (5) years Human Resource/Administrative experience at any advisory/management level in a structured and recognised organisation
- Supervisory/Managerial position or its equivalent in the private sector or Grade level 10 in the public sector
- Five (5) relevant HRM trainings or other related Management training programmes attendee within the last seven (7) years.

Applicants shall be inducted as **Associate Members (ACIPM)** of the Institute upon attendance of a 2-day mandatory programme.

MEMBERSHIP THROUGH EXECUTIVE ROUTE

Summary of Requirements

- Bachelor's degree/HND or its equivalent
- Twelve (12) years post-graduation experience in Human Resource/Administrative practice
- Five (5) years at a Senior Management/Executive level & in a cross-functional management role in a structured/recognized organisation
- Functional Lead, Senior Specialist, Senior HR Consultant position or its equivalent in the private sector or Grade Level 15 in the public sector
- Record and evidence of successful completion of strategic projects in the management/development of Human Resource
- Five (5) relevant HRM trainings or other related Management training programmes attended within the last five years with at least (3) in core HR subjects.

Applicants shall be inducted as **Full Members (MCIPM)** of the Institute upon attendance of a 1-day mandatory programme.

CORPORATE MEMBERSHIP

Summary of Requirements

- Company's Profile/Management Structure
- Company's Certificate of Incorporation
- Current Annual Report & Financial Statement (If applicable)
- Reference from a Professional Member of the Institute (Full Member or Fellow)
- Company's Registered Office Address (including e-mail).

MEMBERSHIP BENEFITS

Individuals

- Higher earning potentials & career prospects
- Access to HR tools and resources
- Excellent Networking Opportunities
- Join the exclusive league of licenced HR professionals
- Continuous learning programmes for professional growth and development
- Member discount on fees for programmes/events.

Corporate Organisations

- Free copies of CIPM Quarterly Journals and Publications detailing key HR research outcomes on strategic HR processes and focus areas
- Provision of free HR Advisory services on various areas of the HR value chain
- Free advisory services on policy design and guidance on compliance with government legislations, regulations and policy statements on Human Resource practice
- Ready access to CIPM subject matter experts on issues relating to IR and the Labour Law
- Discount on fees for programmes/events.

HOW TO APPLY

All applications can be done online. Please visit www.cipmnigeria.org to get started.

For further enquiries, please call any of our Membership Helplines 0802 338 5269, 0909 810 9045, 0909 462 5615 or email membership@cipmnigeria.org.

UPGRADE YOUR MEMBERSHIP



WHY?

- Career advancement
- Addition of the MCIPM or FCIPM designation to your name
- Networking opportunities that place you in an exclusive club of HR Professionals
- Voting rights during elections, and eligibility to contest for Leadership roles within the CIPM Governing Council
- Access to a range of member-only resources, including online journals and reports, practical tools and our People First Magazine
- Become a holder of the highest CIPM membership grade (Fellow)

HOW?

A Fulfill the statutory period between membership grades from the date of admission

6 years

Associate to Full Member

7 years

Full Member to Fellow

B Fulfill other requirements as seen below

KNOWLEDGE/ COMPETENCE	Education Higher Degree (i.e., Master's Degree, PhD)
	Training 3 CIPM Training (MCPE or Special HR Forum) and 3 Other Relevant HR Management-Related Training Programs Attended
	Demonstrable Cognate HR/Admin/Cross-Functional Management Experience. Currently Employed and Occupying a Position at the Time of Upgrading in a Structured and Recognized Organization.
	Human Resource Practitioners' License (Mandatory)
CONTRIBUTION TO THE INSTITUTE	Membership of HR Chapter/State Branch
	Membership/Participation in National Committee/Council Meetings
	Attendance of the Institute's Activities (one or two each) Annual Public Lecture/Sectoral HR Forum Annual General Meeting International Conference and Exhibition
	Publications/Facilitation of Lectures CIPM Programmes/Role as an Examiner Facilitation of Other Comparable HR Programmes Relevant Publication in Journals, books
FINANCIALLY ACTIVE	Meet all financial obligations to date

For further enquiries, please call 07001237555 or email upgradeapplications@cipmnigeria.org

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President & Chairman
of the Governing Council, CIPM



Prof. Oladele Balogun, MCIPM
Former Dean of Arts, OOU, Ago Iwoye
SA to the RCCG General Overseer on Admin



Dr. Morakinyo K. Oloyede, MCIPM
Managing Consultant
McOloy Associates Limited



Edith Nwankwo, MCIPM
Past Chairman
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Join the event here: tiny.cc/cipmsw2023

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Admission is free

The 9th Annual Conference of the Chartered Institute of Personnel Management of Nigeria, Ogun State Branch, is set to take place with the theme “Unlocking Potentials.” This conference aims to provide HR professionals, business leaders, and industry experts with valuable insights and strategies to unlock the untapped potential within organizations.

The conference will feature a series of engaging sessions that delve into various topics crucial for optimizing workforce performance and achieving organizational success. Attendees will have the opportunity to explore innovative approaches, best practices, and practical solutions to the challenges faced in today’s dynamic business landscape.

The first topic, “Unlocking Workforce Potential to Deliver Maximum Value,” will focus on unleashing the hidden talents and capabilities of employees to enhance productivity, engagement, and overall performance. Attendees will learn strategies for talent development, employee motivation, and effective utilization of skills to drive organizational success.

“Leveraging Technology for Increased Productivity and Efficiency” will delve into the transformative role of technology in the workplace. The session will explore how HR professionals can harness technology to streamline processes, automate tasks, and enhance productivity, ultimately unlocking the full potential of the workforce.

In the fast-paced business environment, “Navigating Change and Adaptability” has become crucial for organizations to stay competitive. This session will address the expectations of CEOs in managing change and fostering adaptability within their organizations, providing valuable insights into leading change initiatives and creating a culture of agility.

“Designing Agile Performance Management Systems” will offer practical guidance on revamping traditional performance management approaches. Attendees will gain knowledge on designing agile performance management systems that align with organizational goals, enhance employee development, and foster a high-performance culture.

Attracting and retaining top talent is a key concern for organizations in a competitive job market. The session on “Effective HR Strategies in a Competitive Job Market” will explore innovative recruitment and retention strategies to attract and engage high-caliber talent, helping organizations stay ahead in the talent war.

“Unlocking Gen-Z’s Potential” will explore how organizations can leverage the unique traits of Generation Z employees to drive growth and stay competitive. Attendees will learn about Gen-Z’s characteristics, work preferences, and motivations, gaining actionable insights on creating an inclusive work environment that harnesses their full potential. The talk will emphasize practical strategies, including mentorship programs, flexible work arrangements, intergenerational collaboration, and purpose-driven leadership.

For public civil servants, this session on “Optimizing Opportunities through Effective Assignment Management” provides valuable insights into managing assignments within the public sector. Attendees will learn practical strategies to maximize assignment potential, enhance performance, and achieve organizational goals.

The conference will also include a session on “Church Workers’ Empowerment,” focusing on encouraging initiative, engagement, and ownership in volunteer roles within churches. Attendees will learn how to effectively manage and empower volunteers, enabling them to unlock their full potential in serving their faith communities.

Lastly, the session on “Building a High-Performance Culture” will delve into strategies for unlocking employee potential and creating a high-performance culture within organizations. Attendees will gain valuable insights into fostering a culture of excellence, driving employee engagement, and enhancing organizational performance.

The 9th Annual Conference of the Chartered Institute of Personnel Management of Nigeria, Ogun State Branch, promises to be a dynamic and insightful event, providing attendees with practical tools, strategies, and inspiration to unlock the full potential of their workforce and drive organizational success in today’s rapidly evolving business landscape.

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Non-Members	₦150,000	₦75,000 (\$170)
Undergraduates & Corps Members (NYSC)	₦40,000	₦10,000

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Register 10 physical delegates = 30% discount on 5 virtual delegates

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