



**CHARTERED INSTITUTE OF
ADMINISTRATORS & MANAGEMENT
CONSULTANTS - GHANA**



**A REPORT ON CIAMC ADMIN
PROFESSIONALS CONFERENCE**
— JULY 2020 —

First Online-Only Meeting

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Memory Lane



At the 2019 annual conference **Professor Yaw Agyeman Badu**, a former rector of Ghana Institute of Management and Public Administration, (GIMPA), and a member of the National Development Planning Commission, spoke on the theme *The Value and Role of the Administrative Support Staff in Organizations*.

He posed the questions *"Do we really appreciate the value of our Administrative Professionals? Do we value their contributions to the institutional effectiveness?"* He was worried about the overcomplication of the adage in the management literature, that *"leadership is cause, everything else is effect"*. That is, once you get the leadership right everything falls in place.

According to him, **this perception has led to society spending inordinate amount of time championing the cause of leadership at the expense of administrative support staff.**

He encouraged the Institute to continue to expand membership and build awareness of the general public to appreciate what they do.

1. BACKGROUND

After a successful maiden conference held on Tuesday 23rd July 2019, to celebrate admin practitioners, the Chartered Institute of Administrators and its strategic partners in Ghana, once again joined the worldwide committee for another round of celebration. Internationally, this day of recognition has gone through several transformations to reflect changing administrative job titles and responsibilities in the modern economy. Even though its name has changed, the purpose of Admin Professionals Day has remained the same: to celebrate and shed light on administration practitioners' devoted, valued work. Robert Half in an article, titled: Administrative Professionals Day: An Opportunity to Say Thank You, is of the view that

"Administrative professionals provide real benefits to the people they support and the organization at large, and their work should not go unnoticed. And given the role many administrative staff are playing in supporting their teams in today's challenging business environment, they deserve their time in the spotlight more than ever."

Every year, Administrative Professionals Day falls on the Wednesday of the last full week of April. Mark these dates on your calendar:

- ❖ 2021: April 21
- ❖ 2022: April 27

In some companies, Administrative Professionals Week — the last week of April — is devoted to celebrating the office's treasured administrative staff considering the amount of work that they do. We want administration practitioners and allied professionals to feel that invigorating moment again and again! That's why the conference partners pulled together a list of can't-miss activities for admin professionals conference 2020.



The theme for the 2020 Conference was
"Admins, the pulse of the office in crises situations."

Due to the COVID-19 pandemic, the 2020 conference included the use of Zoom and other online conference facilities. This brought people from Ghana and outside together through live video feeds, allowing people to discuss issues, be part of presentations, network, and many of the things they might do at a conference, without leaving their homes or offices.

The Conference was held on Tuesday 28th July 2020. The programme was a unique interaction with over 943 participants online. The theme for the 2020 Conference was "*Admins, the pulse of the office in crises situations*",

2. PURPOSE OF THE CONFERENCE

Professor Paul Noble Buatsi spoke on the purpose of the Conference. The conference aimed at gathering practitioners in Administration, with the purposes of allowing them to meet one another and to learn about and discuss issues, ideas and work that focus on the profession. The annual gathering is to unite and strengthen administrative professionals to grow in their profession. He indicated that, the conference is in recognition of the pivotal role secretaries, office managers, administrative executives and officers play in the success and survival of organizations in today's challenging business environment.

2.1 *The specific objectives are to:*

- ❖ Stimulate participants to learn what to expect in the workplace of the future
- ❖ Sensitize employers to appreciate that engaging all categories of staff in meaningful professional development enables them to contribute to achieving organizational goals
- ❖ Inspire administration practitioners to certify and develop professionally, and move up the career ladder with confidence.
- ❖ Prepare administration practitioners and employers in readiness for legislation in support of the professionalization of administration practice and the enforcement of standards and code of ethics.



Professor Paul Noble Buatsi,
FChPA, FCMC

Professor Paul Noble Buatsi is the Founder and Managing Consultant of Omega Strategic Resources Ltd., He works very closely with African governments and the private sector to facilitate investment and market entry. He has extensive experience in the UK, USA, and Sub-Saharan Africa in product development, export policy and strategy, educational policy, training to develop leaders of integrity and initiatives towards youth development. Paul also serves on several public-sector and private-sector boards with global impact. Professionally, he is closely associated with ECOWAS.

3. EXPECTED RESULTS

At the end of the conference:

- I. High awareness among administrators about the pivotal role they play and the need to improve the integrity of the administration career.
- ii. Have an enhanced sensitisation of the general public on the pivotal role of the administrator in the firm's successful operations
- iii. Launched the 2021 appreciation day
- iv. Launched the awards criteria for administration practice excellence
- v. Commissioned a working committee to oversee the planned Curriculum dialogue meeting with strategic partners - Public Administrative Bodies and relevant regulatory authorities including - Public Services Commission, Vice-Chancellors, Tertiary Education Commission, and Ministry of Education

*Celebrating Administrators:
The Past, Present and Future!!!*



4. MEMBERS OF THE HIGH TABLE

4.1 Chairman for the Occasion:

Nana Kwasi Agyekum-Dwamena, FChPA, FCMC. (Head of Ghana Civil Service)



His career as a Civil Servant spans over a period of 26 years, and is presently the Head of the Ghana Civil Service. The Head has participated and presented numerous papers at Local and International Seminars/workshops on Decentralization, Policy Analysis, Human Resource, Performance and Change Management in Singapore, United Kingdom, United States of America, Malaysia, Malawi, Morocco, Mauritius, Australia, New Zealand, Denmark, Holland, Kenya, Egypt, Tanzania, Botswana, Cameroon, Zanzibar, Rwanda and Ghana.

In his acceptance address, he expressed profound gratitude to all frontline workers – doctors, nurses, lab technicians, scientists and allied workers who are serving selflessly to protect the rest of society during the COVID-19 crisis. He further commended the Institute and its partner institutions for defying all the odds and challenges posed by the COVID-19 pandemic, to organise the 2020 admin professional conference. "The decision to hold this year's conference via zoom and other online conference facilities, demonstrates the Institute's resilience in mitigating the impact of the COVID-19 pandemic and its commitment to enhancing the work of admin professionals".

He reminds members, that as the world battles with the unprecedented difficulties of the novel coronavirus, practitioners have to develop robust means to effectively manage crises at the workplace. With proper forecasting and planning; use of modern technology; improved management and operational systems; employee training and needed support; and communicative leadership, businesses can overcome present threats and use each crisis as an opportunity to forge ahead and improve service delivery. As management and administration consultants and practitioners, this crisis together with others has challenged the status quo and encouraged innovative thinking and new -ways of doing business within our organisations. It calls for moments where administrators will have to devise contemporary solutions to deal with current and unintended crisis.

The Head of Civil Service, reminded the gathering that, the effectiveness of the response of organisations in crisis situations depends largely on the role of the Administrator. As Administrators we are responsible for managing people and allocating resources efficiently and effectively to achieve stability, growth and profitability for the organisation and continuously providing quality interrupted services and products to our diverse clients/customers. Administrators need to devise effective strategies to mitigate the impact of crisis and ensure business continuity. In the specific case of the COVID-19, the shift to remote working and flexible working arrangements has revealed several gaps particularly in IT infrastructure across most organisations in Ghana including the public services. Strategies therefore need to focus on accelerating digital transformations, workforce planning and SMART target setting, digital upskilling and ensuring

effective communication among all stakeholders.

He concluded; *"It is important to highlight, however, that these professional administrative skills and tools do not come automatically. In today's market, dynamic and versatile Administrators are the most preferred. The days for the stereotypes are long gone. Today, Administrators are expected to be equipped with the latest competencies in professional administration and management. New concepts are being introduced in all fields. Therefore, in order to continue to be relevant, professional development has to be of utmost importance to all Administrators. I want to use this occasion to encourage all aspiring professional Administrators and Managers to enrol with the CIAMC to enhance your competitiveness in the job market."*

4.2 Welcome Speech by Mr. Paul Hammond, Chairman, Board of Trustees (FChPA, FCMC)



Mr. Paul Kwatei Hammond is a practicing financial and management consultant of many years. Mr. Hammond is currently the Chairman of the Board of Trustees of the Chartered Institute of Administrators and Management Consultants (CIAMC) and Baj Freight Forwarding and Logistics Limited. He is also the Managing Director of Greenfield Mirofinance Limited. Mr. Hammond has been involved in many consulting activities to the private and public sectors. He undertakes training and financial services for the financial institutions in Ghana as well as the Superior Court of Judicature.

Mr. Paul Hammond was delighted, that management and the strategic partners did not give in to global crisis caused by the corona pandemic. According to him, today's, event organizers are confronted with a number of challenges including: protecting participants from contracting the Corona Virus disease (COVID 2019); socioeconomic consequences of cancellation of events; lay off of employees and working at home instead of in the office environment and above all, the legal implication of not following the laid down protocols during a critical moment of public health concern. As the Coronavirus spreads and public health officials increasingly recommend against large gatherings of people, it's more important than ever to be able to hold an excellent online conference like we are having today.

Mr Hammond acknowledged ATL FM, University of Cape Coast, the official sponsors of the online transmission for the admin conference. - *"On behalf of the Board of Trustees, Management and the entire members of the CIAMC, I wish to express our gratitude to the University Council, the Vice-chancellor, the Registrar, and the Management as well as the technical team from ATL FM who are live streaming the conference across the globe."*

He expressed the CIAMC's gratitude to the support and eagle eyes of our partners namely:

- ✓ Public Services Commission
- ✓ Office of the Head of Local Government Service,
- ✓ Office of the Head of Civil Service,
- ✓ Office of the Speaker of Parliament
- ✓ Ministry of Employment and Labour Relations
- ✓ Ministry of Local Government and Rural Development
- ✓ Ministry of Finance

- ✓ Institute of Directors-Ghana,
- ✓ Makola Institute
- ✓ Chartered Institute of Marketing, Ghana,
- ✓ ICSA: The Chartered Governance Institute
- ✓ Institute of Public Relations
- ✓ Association of Health Service Administrators,
- ✓ Opal Marketing and Management Services,
- ✓ Ghana Association of University Administrators,
- ✓ Ghana Association of Local Government Service Administrative Officers (GALGA)
- ✓ Administrative Professionals Association of Ghana, and
- ✓ The Media Coordinating Team

Recalling the words of Eleanor Whitney, Managing Editor of All Hands, Mr Paul Hammond reminded participants, *"As the world of work changes, office managers and administrators become more important than ever. As companies grapple with how to increase productivity in the wake of employee retrenchments due to the Covid-19 pandemic, and to keep pace with the modern workforce, businesses have necessarily had to turn to information technology and the new phenomenon of work from home. Large and expensive office accommodation and structures are likely to be the thing of the past as businesses learn to work smart with fewer numbers but at high productivity levels. These are new challenges and opportunities that require a paradigm shift in approach to work/service delivery and the Admin Professional must embrace these squarely to continue to grease the wheels of industry, service and productivity"*

MAIN SPEAKERS

1st Speaker: Dr. Mrs. Regina Gyampoh-Vidogah, FChPA, FCMC,
 Director of ICT Services, University of Cape Coast.
 Spoke on Manual and E-records Management: Cost and Benefit to Organizational Survival.



Dr. Mrs. Regina Gyampoh-Vidogah is the Director of the Directorate of ICT Services at the University of Cape Coast (UCC). She is in charge of integrating and monitoring the ICT systems in order to achieve the institutional goals, eliminating security risks, increasing user satisfaction, and maintaining operations and systems efficiency. At UCC, **Dr. Gyampoh-Vidogah** is the primary driver and architect for the deployment of internet connectivity requirements for all the colleges and sectors of UCC. She also directs information and records management; coordinates e-learning projects; and ensures that project deadlines, commitments and goals are met.

Dr. Mrs Regina Gyampoh-Vidogah, outlined the importance of records management to organizations. She expressed concern that, most organizations are confronted with the problems of poor records management. Records she said, is "information created, received, and maintained as evidence and as an asset by an organization or person in pursuit of legal obligations or in the transaction of business". As such institutions must see records management as an organizational function devoted to the management of information throughout its life cycle, from the time of creation or inscription to its eventual disposition.

Dr. Mrs. Gyampoh-Vidigah was worried that most institutions are confronted with the challenges of:

- Inadequate professionally trained records managers
- Lack of funding to facilitate proper records management practices
- Insufficient space for records keeping
- Non standardization of most records
- Misplacement of vital records
- Lack of record retention
- Resistant to change
- Understanding between information; data; records; documents and knowledge management

She lamented on the difficulty with most managers to embrace electronic records management. In her view, although manual records management systems are easy to set up, and at a lower cost, electronic records management system offers more benefits to the organization. The benefits include:

- Enhance confidentiality of employee data
- Reduce costs of paperwork
- Reduce duplication.
- Cost effective especially reduction in storage space.
- Enhanced Security.
- Improved Regulatory Compliance.
- Better Backup and Disaster Recovery
- Minimize organization bureaucracy
- Improve Information Sharing
- Get information and data needed quickly and reliably

According to her, it takes a complete change of office culture to become a digital organization. Changing the mindset towards technology adoption process may not be overnight. She concluded that, although, making digital records transition for an entire organisation seems overwhelming, Organizational Heads/Administrators that however, should be gradually work towards creating an electronic records management culture within the workplace. It has to be broken down into manageable steps. For example:

- Set the organizational goals and objectives
- Review and prioritise critical areas in the organization that needs to be addressed.
- Justify costs of the new or enhances system
- Examine the infrastructure and choose the development tools needed.
- Redesign and standardized documents
- Evaluate options for the digital RM
- Lay out retention (periods) for documents. This must be consistent with National Laws i.e., Data Protection
- Implement the System and roll out
- Train users on the new digital process and ensure everyone will be making a smooth and simultaneous transition.

2nd Speaker: Dr. Mrs. Margaret Ivy Amoakohene, Member of the Council of State, and Head, Department of Communication Studies, University of Ghana Legon.
 Spoke on Difficult and Crucial Conversations at the Workplace



Dr. Mrs. Margaret Ivy Amoakohene is a member of the Seventh (7th) Council of State of the Fourth (4th) Republic of Ghana. She is also a member of the Council of the Ghana Institute of Journalism (GIJ) and a member of the Council of the Institute of Public Relations (IPR), Ghana. Between July 2006 and February 2009, she was Ghana's High Commissioner to Canada. Dr Margaret Ivy Amoakohene is a Senior Lecturer and Head of the Department of Communication Studies at the University of Ghana, Legon.

Mrs. Ivy Amoakohene defined difficult but crucial conversations as those conversations that are simply hard to deal with. They are conversations that are crucial, that is, important, significant or even decisive, and therefore essential to have. The nature of it requires sensitive management of information and emotions. She cited announcing lay-offs, demotions, dismissals, down-sizing, cuts in wages, etc., as examples of difficult but crucial conversations at the workplace. It was necessary to engage in difficult and crucial conversations at the workplace to solve problems likely to affect the business; to improve productivity; to avoid crisis; to increase staff engagement and enhance the flow of positive and impactful communication; and to assure staff of the manager's capacity to lead, manage, confront and punish bad work with ethics.

Mrs. Ivy Amoakohene, stressed the need for crucial and difficult conversations to be addressed as soon as it crops up; and after enough information has been gathered. Preparing for such encounters was very critical, she stressed. *"Administrators/Managers need to understand the issue and ascertain what they want to achieve in the conversation. Facts must be checked and relevant documents gathered. The situation should be assessed from the employees' perspective, and with an open mind. The employee and the manager must both feel comfortable; One must therefore consider the place and time. Plan ahead and give the employee time to prepare."*

On office romance, she mentioned that a romantic relationship between people in the same workplace may be facilitated by long hours people spend together at work. The pros of such relations include:

- Sometimes end in marriage
 - Spur team work and cooperation
 - Make employees work better as they try to please their partners
- On the other hand, the cons of workplace romance include:
- May lead to distraction, decreased productivity; favouritism and allegations of it, sexual harassment and antagonisms when the relation turns sour;
 - Liabilities and law suits arising from a toxic environment;
 - Unhealthy environment for the business itself to thrive

She advised that businesses must be proactive rather than reactive and mainstream such concerns in their regulations to ensure professional, respectful and inclusive work environment. In conclusion, Mrs. Ivy Amoakohene added that management must establish open lines of communication to ease difficult but crucial conversations.

3rd Speaker: Mr. Paul Effah, President, Radford University College: The Future of Work



Mr Paul Effah is a former Executive Secretary of the National Council for Tertiary Education. Currently, Dr. Effah is the President of the Radford University College at East Legon, Accra. He has held various positions including founding Registrar of the University for Development Studies, Tamale. He was the project director of the Senior Academic Leadership Training (SALT) programme for West Africa, which was sponsored by the Carnegie Corporation of New York from 2010 – 2017. He has written extensively on leadership, governance, and management in higher education, the latest publication being “Towards Quality Higher Education in Ghana”. He has consulted extensively on higher education administration and management in Ghana and Africa. He is currently a consultant to Partnership for African Social and Governance Research, based in Nairobi, Kenya.

In his presentation, Mr Effah, recalled the familiar work-mode in which workers were recruited based on qualifications; organized in departments; worked from 8:00am to 5:00pm or per shift; and occasionally required to work overtime. He identified three groups of employees as categorized by Michael and Deborah Dobson (1997):

- the "Don't Know": - they simply have to be told what to do and get appropriate feedback from them.
- the “Can't Do”: - employees require training, job redesign, mentoring, better and appropriate tools, occasional reassignment or termination depending upon the situation, and
- the “Won't Do”:

Mr Effah outlined some common reason given for the "Won't Do" attitude as follows:

- Performance is punished for good job done.
- Failure is rewarded as in the case where employees are taken off difficult jobs and given more pleasant assignments;
- Performance does not matter. Employees no matter their work output receive the same salary increase, work conditions or even promotion possibilities. Even in some cases, employees who contribute very little or nothing to output are the ones who get rewarded the most.

Referring to the story of *The Three Stonecutters*, Administrators were advised not to work for just the wages as the first stone cutter appears to say. The Administrators must go beyond that getting a wage or salary to become conscious about competency which will earn him progression in his career. Furthermore, like the third stonecutter who saw his stone cutting work as building a cathedral, the Administration work is a vocation, and practitioners must work with interest in the impact it would make on other people, doing the work as if it was being done onto the Lord.

Mr Effah recalled the lessons society had to learn during the lockdown periods, as a result of the COVID-19 and its impact on work in business and industry. His advice was that researchers have argued that much of the technical expertise held by professionals such as doctors, lawyers, accountants and engineers could be

replicated by robots and computers. He further referred to a report on automation and employment by McKinsey and Company (2017) which had suggested that in the manufacturing sector, robots had set their sights on many industries. The report further suggested that the financial sector had the technical potential to automate activities taking up 43% of its workers' time.

Mr Effah, referred to a Mckinsey report (2017) which identified two types of skills which cannot be replaced by technology. The first is work that involves managing and developing people while the second is work that emphasises the application of expertise to decision-making. In other words, work that rely on human interaction, creativity and judgment will continue to be done by actual human beings. It implies that higher education institutions must focus on developing workers that fit into the new mode of work which will require self-discipline and commitment and ability to work under little or no supervision in a decentralised environment.

He concluded that, the future of work is uncertain. What is however clear is that it will be pregnant with challenges and opportunities. The past and the present will define the future of work. Organisations that will survive are those that will maximise the use of technology and human element to stay ahead of the competition.

5. CONFERENCE ADVISORY BOARD

- Mr. Sam Okudzeto, SAG. MOV., FChPA, FCMC, Member of the Council of State, Ghana
- Hon. Ignatius Baffour Awuah, FChPA, FCMC, Minister for Employment and Labour Relations,
- Ehunabobrim Prah Agyensaim VI, FChPA, FCMC, CEO, Industrial and Engineering Services Limited
- Mrs Janet Fofie, FChPA, FCMC, The Chairman, Public Services Commission
- Nana Kwasi Agyekum-Dwamena, FChPA, FCMC, The Head of the Civil Service, Ghana
- Ing. Dr Stephen Nana Ato Arthur, FChPA, FCMC, The Head of the Local Government Service, Ghana
- Nana Dr Albert Brown Gaisie, FChPA, FCMC, National Security Council
- Professor Yaw Agyeman Badu, Member, National Development Planning Commission
- Dr. Esther Ofei-Aboagye, Management Consultant
- Mr. Rockson Dogbegah, FChPA, FCMC, Executive Chairman, Berock Group Limited
- Mr. Paul Kwatei Hammond, FChPA, FCMC, Board Chairman, CIAMC
- Professor John Bright Kobla Aheto, FChPA, FCMC, Chairman, Education and Professional Examination

6. REPRESENTATIVES OF COLLABORATING PARTNER INSTITUTIONS

- ✓ Mrs. Elizabeth Obeng-Yeboah - Office of the Head of Civil Service,
- ✓ Mr. John Agbeko – Ministry of Tourism
- ✓ Mrs. Eunice Osae - Office of the Head of Local Government Service
- ✓ Mrs. Cecilia Ansah-Obiri - Ministry of Employment and Labour Relations
- ✓ Mr. Benjamin Tettey Botchway- Ministry of Finance
- ✓ Ministry of Local Government and Rural Development

- ✓ Mrs. Gloria Sarku Kumawu - Parliament of the Republic of Ghana
- ✓ Mrs. Sylvia Wilhelmina Aidoo- Parliament of the Republic of Ghana
- ✓ Mrs. Comfort Oduro-Nyarko-Institute of Directors-Ghana
- ✓ Mrs. Cecilia Quartey - ICSA: The Chartered Governance Institute
- ✓ Mr. Kwabena Agyekum - Chartered Institute of Marketing Ghana
- ✓ Mr. Charles Adjei - Institute of Public Relations
- ✓ Mr. Kwabena Antwi-Konadu -Ghana Association of University Administrators
- ✓ Mrs. Roseline Attiogbey - Ghana Association of Local Government Service Administrative Officers
- ✓ Mr. Osman Shaibu - Ghana Association of Local Government Service Administrative Officers
- ✓ Mrs Francisca Sefakor Kumahor -Association of Health Service Administrators, Ghana
- ✓ Mrs. Grace Kaye- Administrative Professionals Ghana
- ✓ Mr. Kofi Fumey - Opal Marketing and Management Services
- ✓ Mrs. Vivian Odei - Makola Institute

6.1 Evaluation of Admin Conference held on 28 July 2020



The Post-Conference Evaluation Team

6.1.1. At the Planning level

The issue of the inability of participants to log on at the start of the programme was raised. It was therefore suggested that bigger/better web hosting platforms for mass usage be explored for subsequent events. At the end of the day, however, Facebook was able to host over 800 participants, which took the load off the Zoom platform.

- Due to the late start of planning for the 2020 event and the onset of the COVID-19 pandemic the Committee was not able to follow up on its sponsorship drive. It was agreed that planning for 2021 should start in the 4th quarter of 2020.
- The programmed recognition of the input of Frontline Health workers at the height of the pandemic could not take place.
- The Excellence Award was cancelled at the planning level because the criteria for nomination and selection could not be finalized. It was agreed that the Excellence Award will be launched during the CIAMC 2021 professional year opening.

6.1.2. Conference Session

- Despite the frustrations at the early stage of getting connected to the conference platform, there was no evidence of formal complaints from potential participants who were not able to participate after registering.
- At a point, the network at the Control room went off, and the high table hosting the programme got disconnected. Interestingly, the system automatically chose Professor Buatsi as the host, and he hosted it perfectly until the control room was reconnected.
- Professor Paul Buatsi, and the team in the control room were commended for keeping their composure, even in the face of these challenges.

6.1.3. Guest Speakers

- Despite interruptions on the day, due to the network and technical issues, speakers' presentations were excellent. They spoke to the issues and complemented one another.
- It was noticed that the Chairman's speech was not clear and his picture was not properly captured. These were due to the technical problems that surfaced at the start of the programme.

6.1.4. Time Allotted for presentations

- Speakers were allotted 30 minutes each, and the whole programme lasted three (3) hours. Timing seems to have suited everybody, and if the level of interest is to be used as a yardstick, then this can be classified as a very successful event, since most participants stayed online till the very end of the programme. This is evidenced in the online platform remaining full till the end of the programme.
- The Solidarity message from the Executive Director of the Chartered Institute of Marketing (CIM) did not come on. Reasons are yet to be adduced.
- The launch of the Excellence Award did not come on. This was because Dr. ABT Zakariah, the Registrar, University of Development Studies, (UDS) Tamale, was called at the last minute to attend to a UDS Council related problem.
- Time allotted for the Open forum seemed inadequate, since there were a lot of questions left unanswered. After some deliberations, the Committee came to the agreement that a one (1) hour Q & A should be enough for a such a programme.

6.1.5. Publicity

Five (5) press houses, namely, GBC Radio, ATL FM, GBC Television, Metro TV and CITI Newsroom



-It was once again acknowledged that the jingle was superbly done, and played a big part in catching the attention of potential participants. Judging from the number of participants it can well be said that publicity for the event was well orchestrated.

6.1.6. Overall Time Management

The Conference lasted for three (3) hours and closed on schedule, at exactly 12:15pm.

6.1.7. Income and Expenditure

The total expense made was GHs15,096.00. It was financed with income from professional programmes and GHc9,350.00 received from 187 participants who requested for certificate of participation. The online certificates were issued @ GHs50.00 per person.

7. CONCLUSION

The conference was a reminder of the dynamic environment of work. It was a success as once again, it brought together participants from all levels in Administration. The objectives of :

- Stimulate participants to learn what to expect in the workplace of the future
- Sensitize employers to appreciate that engaging all categories of staff in meaningful professional development enables them to contribute to achieving organizational goals
- Inspire administration practitioners to certify and develop professionally, and move up the career ladder with confidence.
- Prepare administration practitioners and employers in readiness for legislation in support of the professionalization of administration practice and the enforcement of standards and code of ethics, were met.

Ultimately, the conference prepared the minds of administrators, employers and society as whole on the fact that change is inevitable, and it is the society that accepts stands the higher chance of staying in business.





**CHARTERED INSTITUTE OF
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