



STRATEGY TO LEVERAGE ON  
TECHNOLOGY & OTHER TOOLS TO  
DRIVE PRODUCTIVITY, EFFICIENCY  
AND INNOVATION

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## Presentation roadmap

- Introduction
  - COW Strategic Direction
  - Leveraging Technology
  - Conclusion
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- Master's HR degree, certified Balance Scorecard and Job Evaluation Professional.
- Extensive experience in Human Resources and Strategy
- Led Teams and Developed various HR policies and procedures such as Recruitment & Selection, Job Evaluation, Promotions, Performance Management to ensure organizational compliance and to attract, develop and retain key talent
- Leadership skills, served on various other committees, HR member of committee who developed the 5-year strategic plan of the university, have the leadership skills to lead the team of HR professional
- Developed structure, processes and systems to ensure HR Service Delivery
- Passionate about imparting knowledge and to groom future leaders of Namibia in the field, lecturing on part-time Strategic HR, Employee Relations and Performance Management
- Guided by the values of Transparency, Fairness and Equity

# INTRODUCTION

To be a sustainable and caring city by 2027

To enhance the quality of life of people through offering efficient and effective services

Customer Focus, Teamwork, Fairness and Equity, Communication

Human Resources Strategy – Business Process Perspective (Leverage on technology to drive productivity, efficiency and innovation)

## **Skills Training and Development**

Conduct a skills assessment, in order to assess the digital competency of staff, upskill and reskill the employees skills in areas of digital literacy and analysis, and the use of technologies and tools and digital.

## **Attracting and Retaining Talent**

Recruiting individuals in the areas of IoT, data analyst and cybersecurity, to ensure the city has the talent pool to deliver on its mandate

HR STRATEGY

## **Cross-functional Teams**

- ▶ Appoint staff from different department to work together on innovative solutions, and this will encourage collaboration, teamwork and diversity.

## **Process optimization**

Review existing operational processes, to identify areas of wastage and process improvement and technology integration to improve efficiency, leverage on the tools available in the market to improve efficiency.

## **Performance Management**

Review the current performance management system, in order to link performance include performance goals that relates to innovation, use of technology, this will drive productivity Reward employees who comes up with an innovative solution.

HR STRATEGY

CHANGE IS CONSTANT AND THERE WILL BE TECHNOLOGICAL  
DISRUPTIONS

EMPLOYEES SHOULD ADOPT CHANGE BECAUSE THIS WILL  
IMPROVE PRODUCTIVITY, EFFICIENCY AND INNOVATION WHICH  
LEAD TO EFFICIENT SERVICE DELIVERY

Happy employees =Happy Customer= Successful Municipality

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