



## **INTERNAL MEMO**

**TO :** All Staff

**FROM :** Executive Secretary

**CC :** Deputy Executive Secretary – RI  
Deputy Executive Secretary – CA  
Directors  
Head of Units

**REF :** SADC/3/5/2/47

**DATE :** 15 October 2021

**SUBJECT :** CHANGE MANAGEMENT AND KNOWLEDGE MANAGEMENT  
PROJECTS

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The above subject matter has reference.

With support from the European Union, the Secretariat has since August 2019, been implementing the Integrated Institutional Capacity Building Programme (IICB). The overall objective of the Programme is to accelerate progress towards the implementation of the SADC regional integration agenda through strengthening capacity of SADC Secretariat and Member State structures. Specifically, this entails efforts aimed at enhancing service delivery by the SADC Secretariat in support of programmes and or projects planning, co-ordination, resource mobilization, implementation, monitoring and knowledge-sharing of regional commitments at country level.

A key component to the Programme includes supporting Change and Knowledge Management within the Secretariat which seeks to address some of the weaknesses and challenges identified in previous studies which include, amongst others, lack of coordination and fragmentation of efforts, skills and capacity constraints, as well process or system inefficiencies, to name just a few.

I am happy to announce that the implementation of this important component has effectively commenced whose main objective is to strengthen Change Management at

the Secretariat and enhance its capacity for Knowledge Management as it supports the implementation of the regional integration agenda. This will see the way of doing business at the Secretariat change, resulting in an Institution that is agile and adept at responding to change by using appropriate tools with employees presenting the right behaviors. The Knowledge Management strand on the other hand, will ensure that the Secretariat becomes a knowledge-driven Institution able to manage and utilize information and knowledge assets in an integrated manner, to enhance service delivery to the Secretariat and support to Member States.

I would like to emphasize the fact that this is a Secretariat driven project which will see the involvement of each one of you in various roles, at different levels and in various structures. Consultants have been engaged to assist us go through the required processes, but please remember that this is our project. Led by the Directorate of Human Resources and Administration, coordination structures are being set up which will ensure ownership and involvement at various levels. As we roll out this initiative, information sessions will also be organized to ensure we all play our part.

I would like to implore you to seize this opportunity to be part of an exciting change process as well as assure you of the Executive and Management's commitment and support in seeing this project successfully implemented.



Mr. Elias M. Magosi  
**Executive Secretary**