CONFERENCE REPORT
Africa Region International Leadership Conference
Ghana, Accra, West Africa
26-28 March 2015

Held at the Kaneshie Stake Center
and the Africa West Area Office
of the Church of Jesus Christ of Latter-day Saints

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1.0 Executive Summary

1.1 Introduction

In October 2014 at the annual leadership conference of the BYU Management Society, in Provo Utah, the Global Steering Committee decided that four international regional conferences will be held annually beginning in 2015 with the following objectives:

- to strengthen each international region of the Management Society;
- to train chapter presidents and board members;
- to reduce travel costs and enable more chapters to participate in the regional conferences; and
- to foster strong working relationships with local businesses and the Management Society as they co-sponsor the Management Society conferences or attend regional conferences.

1.2 Purpose

The purpose of this report is to highlight the various meetings and activities held before and during the three days of the First Africa International Regional Leadership Conference of the BYU Management Society, held in Accra, Ghana West Africa. The report will also discuss the outcome of those meetings and activities, lessons learned, recommendations, and strategies to strengthen the Africa International Region.
2.0 Meetings/Conference Activities

Monday  
March 23rd  
Chet Harmer, Global Steering Committee Chair-Elect, boarded a flight from San Francisco to Amsterdam.

Tuesday  
March 24th  
Chet boarded a flight from Amsterdam to Accra. Seth met him at the Accra Kotoka International Airport and arranged for a hotel shuttle to take him to his hotel.

Wednesday  
March 25th  
Met with Self Reliance/PEF people in the morning at the West Africa Area Offices:

-Elder John Koranteng  Africa West Area Manager
-Fredrick Dei Opong  Accra Manager
-Elder and Sister Wade  Accra Senior Couple missionaries.
-David Kwame Dapaah Mensah  Accra Manager
-Alexander Tandoh  Accra Manager
-Elder and Sister Mintah  Accra Service Missionaries
-Charles Akorligeh  PEF Loan Review Specialist
-Regina Dzigbordi Prempeh  PEF Loan Review Specialist

We shared information about the Self Reliance/PEF program and the BYU Management Society. We also attended a meeting where the Self-Reliance/PEF Services Center was planning a Job Faire that would be held in a few months’ time.

Met with Pathway people in the afternoon at the West Africa Area Offices:

-Elder and Sister Boateng- Odorkor  Pathway Center, Service missionaries
-Elder and Sister Ridges  Pathway Senior missionaries
-Elder and Sister Oti Ankrah-Tesano  Pathway Center, Service Missionaries
-Sister Mintah Christiansburg Stake  Pathway Center, Service missionary.

We shared information about the Pathway program and the BYU Management Society. It appears that the Pathway program has not been functioning well during the past few months.

The purpose of these meetings was to share understanding of the programs and operations of these three organizations: Self-Reliance/PEF Services, Pathway and BYU Management Society.
Thursday  
March 26th  
Chet provided a Lean Six Sigma Simulation Workshop at the Kaneshie Stake Center in the Self Reliance/PEF Services training room. There were approximately 50 people in attendance. 40 of attendees were able to participate in the workshop. The other 10 were able to observe the workshop. The workshop went from 9 am until 5 pm with an hour for lunch. Lunch was provided by a local caterer arranged for by Seth and paid for by Chet. All of the attendees were encouraged to come to the next phase of the workshop that was held on the following day, Friday 27th March, 2015.

Friday 
March 27th  
There were approximately 50 people in attendance. The 50 people were divided into 8 teams. We first did an exercise where we reviewed the concepts the attendees thought were most helpful from the Simulation Workshop held the day before. Each of the teams were led by 2-6 people from a local organization who had sent employees to the simulation with the idea they would learn concepts that would help their organization improve its work processes. The workshop went from 9 am to 4 pm. Lunch was also provided by a local caterer arranged for by Seth and paid for by Chet. The organizations that provided teams were:

- Africa West Area of the LDS Church Accounting team #1:
- Africa West Area of the LDS Church Accounting team #2:
- Palm Oil Manufacturing Company team:
- Life Insurance Company team:
- Self-Reliance/PEF team:
- Korle-Bu Teaching Hospital team:
- PHI Century Aviation Ltd Team:
- MOLA World Team:

We conducted an evaluation survey after the two days of the Lean Six Sigma workshops and the feedback was very positive. The sample size was 50 and on a scale of 1-5, 5 being the highest. The results of the survey are as followings:

- Material useful and Relevant to area of work: Average Score - 4.7
- Presenter well versed and his presentation style was excellent: Average Score - 4.9
- Overall Event: Average Score - 4.7
Friday 28th March ,2015

2.2 General Session

From 6 pm to 8:30 pm there was a general evening session sponsored by the Ghana Chapter of the Management Society. Approximately 150 people were in attendance. A majority of the attendees were from local stakes in Accra and its surroundings. The rest were from the business community.

The general evening session’s theme was:

“Growing Moral & Ethical Leadership Around the World.”

Agenda:

Opening Prayer    Mrs. Quita M. Kialian – President, Liberia Chapter
Welcome           Chet Harmer – Chair-Elect World-Wide BYU Management Society
Speaker           Dominic Tshabalala – President, Johannesburg, South Africa Chapter

“The Need for Ethical Leaders in Africa”

Introduction of Keynote Speaker:    Flint Mensah- (BYU Alumnus)

Professor Audrey Gadzekpo – (BYU Alumnus)
Associate Professor – Head of School of Communications
University of Ghana, Logon

“Media Freedom and Business--Africa Perspective”

Panel Discussion Chet Harmer
Dominic Tshabalala
Mrs. Quita M. Kialian
Mrs. Esie Sackey – (BYU Alumnus)
  Former Managing Director of Ghana Aviation Authority

“Do Good Business Ethics Make Good Economics?”

Closing Remarks Seth Ogoe Ayim – President, Ghana Chapter
  Africa Region—Steering Committee

Closing Prayer    Ebow Nyakah – President-Elect, Ghana Chapter
Africa Regional International BYU Management Society Leadership Meeting for Chapter Leaders and guests from Self Reliance/PEF and Pathway.

In attendance were 23 people who consisted of steering committee members, chapter leaders, board members and guests. Meetings went from 10:00 am - 4:00 pm.

Lunch was provided by a local caterer arranged for by Seth and paid for by Chet. Listed below are the names of the attendees.

**Steering Committee:**
- Seth Ogoe Ayim  Member
- Chet Harmer   Chair-Elect
- Reid Robison   Member

**Chapter Leaders:**
- **Cote D’ivoire:**
  - Laurent Serouha  Board – Program Director
- **Johannesburg, South Africa:**
  - Dominic V. Tshabalala  President – Self-Reliance Manager
- **Liberia:**
  - Mrs. Quita M. Kialian  President – Self-Reliance
- **Ghana:**
  - Seth Ogoe Ayim  President
  - Ebow Nyakah   President-Elect
  - Michael Ohene Aboagye  Board – Publicity/Public Relations
  - Gwendolene Adu-Tutu  Board – Young Professionals/LDSAA
  - Reuben Kwame Ahwireng  Board – Secretary
  - Alfred Kwabina Arthur  Board – Program Director
  - Damoah Manu  Board – Treasurer
  - Cyril Mensah  Board – Sponsorship
  - Titus t. Tagoe  Board – Program Committee

**LDS Church Missionaries:**
- Elder & Sister Ankrah  Service Missionaries, Tesano Pathway Center
- Elder & Sister Boateng  Service Missionaries, Odokor Pathway Center
- Sister Mintah   Service Missionary, Christiansburg Pathway Center
- Elder & Sister Ridges  Senior Missionaries, Pathway

**Church Employees:**
- Charles Akorligeh  PEF Loan Review Specialist/Self-Reliance/PEF, Ghana
- Bill Barrett   Africa West Area Finance Manager
Saturday
March 28th

Agenda:

Opening Prayer: Reuben Kwame Ahwireng – Secretary, Ghana Chapter

Welcome and Introductions Seth Ogoe Ayim – President, Ghana Chapter

-- Steering Committee

Video Presentations Rixa Oman – Executive Director, BYU Management Society
**Overview of Management Society and Website Training**

Presentation Reid Robison—Steering Committee
**Essentials of Chapter Leadership and Management**

Presentation Chet Harmer—Steering Committee
**Opportunities for Service:**
**Introduction to Self-Reliance/PEF and Pathway**

Presentation Dominic Tshabalala—President, Johannesburg Chapter
Manager, Self-Reliance/PEF

**Overview of Self-Reliance / PEF Services**

Presentation Elder Ankrah –Pathway Service Missionary
Elder Boateng –Pathway Service Missionary
**Overview of Pathway program**

Luncheon Break

Presentation Bill Barrett – Finance Dept., LDS Africa West Area
**Outlook on Corruption In Africa**

Video Presentation Jonathon Wood – Managing Director, BYU Global Center
**Being a Resource Network for the Marriott School. Helping potential students connect to BYU and then return to their country. Including a presentation on the Cardon International Sponsorship, degree options, and service opportunities to mentor students through GlobeLink.**

Presentation Seth Ogoe Ayim
**Best Practices from BYU Management Society Chapters**

Closing Remarks Damoah Manu – Treasurer, Ghana Chapter

Closing prayer- Mrs. Quita Kialian – President, Liberia Chapter
2.3 Lessons Learned

We brainstormed the need for each BYU Management Society board member to know the purpose of the organization: “Providing help to LDS members and their friends with their careers”. We were cautioned by Chet that we shouldn’t confuse the vision (Growing Moral and Ethical Leadership Around the World) of the society with the main purpose of the society. That is, the management society brand should be identified as a group of professionals associated with a top-notch business school whose main purpose is to help people with their career advancement. With this, most organizations with similar objectives will like to partner with our brand.

We discussed the importance of defining the role of each chapter board member and then hold them accountable. We also identified that most of the chapters in the Africa Region were not making use of the website and other social media tools that are provided by the Management Society. We resolved that board members should actively use their chapter’s website and the Global Management Society LinkedIn group. Chapters should create an individual LinkedIn group for their various chapters. It was agreed that we share materials taught at the conference with their various chapter board members when they return to their home countries. There was an emphasis made on the requirements of the Dean’s Chapter of Excellence Award. It was made clear that although receiving these awards is good, performing the required tasks will enable chapters to make an impact/difference in their communities or countries.

On the outlook of corruption and population growth of Africa, we deduced that the Management Society can be a platform to prepare excellent leaders and professionals for the challenge and opportunities that exist now and in the future.

BYU Management Society, Self-Reliance/PEF services and Pathway program team interactions during the Saturday sessions enabled us to realize that we could be a great force for good if we work together. We also realized the Pathway program needs more awareness among local church leaders to enable them to support the program. The Pathway program for some months now faces challenges which must be addressed by their leaders to make the program effective.
3.0 Conclusion

After reviewing and considering all discussions and findings made during the meetings, the workshops and the brainstorming sessions with the Self-Reliance/PEF services people, Pathway people and visitation with local church employees led to the conclusion that the BYU Management Society can help these organizations with the following:

- Help their members and friends with their career advancement through the Management Society global networks
- Help co-sponsor career fairs and linking them with local employers and organizations
- Provide high quality mentoring / speaking partners for their students, especially the Pathway program
- Provide high quality management and process improvement training workshops for their people and friends
- Help with linking BYU Study abroad program students with local organizations through the Self-Reliance/PEF services in the Africa Region- especially in Ghana, and South Africa
4.0 Recommendations

After carefully evaluation of the possible help the Management Society could provide to the Self-Reliance/PEF services and Pathway program, five specific recommendations are given to help make the working relationship attainable:

1. BYU Management Society board members get actively involved with these two organizations to sponsor or co-sponsor events.

2. BYU Management Society board members form coordinating council with Pathway and Self-Reliance/PEF Services and meet monthly to coordinate and support each other’s events.

3. Offer to be mentors/ speaking partners to Pathway students

4. Help advertise Pathway programs to get recognition among church members and local church leaders

5. Use our global networks to encourage BYU Management Society members who have emotional connection with Africa to help wherever possible with Self-Reliance/PEF and Pathway efforts.
5.0 Strategies

Pathway Program:

-Chet to talk to Corey Christensen to determine how he thinks he should move forward with respect to determine what the Management Society can do to help the Pathway program in Ghana and South Africa. Should he be coordinating his efforts through Elder and Sister Ridge?

-Chet to talk to Corey to determine what Pathway is doing in South Africa. Then talk to Dominic with the same question for Johannesburg.

-Chet to ask Management Society members world-wide to see if any of them have a business which could provide jobs for people in Ghana.

Self-Reliance/PEF Services:

-in the “finding and upgrading jobs” area of Self-Reliance/PEF, one idea is to look at all of the successful jobs that were obtained and successful small businesses that were started and look for commonalities; i.e., do a Pareto Chart of the jobs. What are the most common jobs people had obtained? Where are the biggest opportunities for jobs based on the skills people have or could acquire?

-Chet look at a list of all the small businesses that people have started and determine which ones occurred most frequently. What types of skills do people have vs. what types of jobs have the most potential.

-Chet to work with Seth in Ghana and Dominic in South Africa to analyze where the Management Society can help in person and remotely.

-How can Chet/ Seth work with Elder and Sister Wade—the senior missionaries.

-Work through the following four specific organizations to get more help through their global networks:
  - BYU Management Society
  - J. Reuben Clerk Law Society
  - BYU Alumni
  - LDS International Society
Photo Galleries  From Conference

Fig. 6.1 Meeting with Self-Reliance/PEF Services Team- Wednesday Morning 25th March 2015 –Temple Complex
Fig. 6.2 Meeting with Pathway People- Wednesday afternoon 25th March 2015 –Temple Complex
Fig. 6.3 Lean Six Sigma Workshop cross-section of participants Thursday Morning 26th March 2015 –Kaneshie Stake Center
Fig. 6.3a Lean Six Sigma Workshop cross-section of participants, Thursday Morning 26th March 2015 –Kaneshie Stake Center
Fig. 6.3b Lean Six Sigma Workshop ends, Friday Afternoon 27th March 2015 –Kaneshie Stake Center
Fig. 6.4 General Session cross-session of attendees, Friday Afternoon 27th March 2015 –Kaneshie Stake Center – Chapel
Fig. 6.4a General Session cross-session of attendees, Friday Afternoon 27th March 2015 –Kaneshie Stake Center – Chapel
Fig. 6.5 Leadership Training Session, Saturday Afternoon 27th March 2015 – Africa West Area Office conference room.
Fig. 6.5a Leadership Training Session, Saturday Afternoon 27th March 2015 –Africa West Area Office conference room-
Fig. 6.5b Leadership Training Session, Saturday Afternoon 27th March 2015 –Africa West Area Office conference room-
Fig. 6.5c  Leadership Training Session, Saturday Afternoon 27th March 2015 –Africa West Area Office conference room-
Fig. 6.6 Leadership Training Session most active participant award to Dominic, Saturday Afternoon 27th March 2015 –Africa West Area Office conference room.
Fig.6.7 Dominic Tshabalala – Johannesburg South Africa – Chapter President
Fig 6.8 Mrs. Quita M Kialian - Liberia Chapter President
Fig. 6.8 Laurent Serouha, Board member, Programs & Events Director, Chapter Cote D’ivoire
Some Chapter board members from Ghana, Liberia, South Africa and Ivory Coast end leadership session Saturday, March 28th, 2015