

Dear colleagues please join us in congratulating **Dieudone HAKIZIMANA, Fidel BYIRINGIRO and Bosco KWIZERA** for the tremendous and innovative steps they made in widening their carrier by learning some short courses on health programs.

"STUDY" is not a private property, anybody can touch it

 Take time to appreciate employees, they would reciprocate a thousand times.

EDITORIAL CORNER

Tips for Improving Workplace Communication (Part 2)

"Effective communication is a necessity for positive and productive workplace interactions."

Dallas Nevins

In the last two IP issues we wrote about tips for improving our workplace communication. Some and many of the IP readers expressed their interests in having more clarifications and details about the six tips. In our last issue we provided detailed information on the following tips: "Listen with intent and clarify what you hear" and "Build trust by being authentic and consistent." Before, we jump on the following tips, we would like to remind you that Communication is a skill that can be learned and developed. These tips are meant to help you refine your skills, allowing you to better communicate with influence and effectiveness. Henceforth, we bring you a continuation of other tips for your memory banking;

Offer your ideas and give them away: Instead of imposing your ideas, offer them. As a supervisor, your goal should be for subordinates to engage in the implementation of a new idea, not to praise you for thinking of it. The most effective managers plant little seeds, feed them, and watch employees "find" the idea in full bloom on their own. Employees are more likely to work towards an idea they helped develop, versus one that was imposed on them.

Use questions skillfully: Questioning skills are critical to effective communication. When properly used, questions can redirect discussion, obtain information, focus debate and advance dialog. There are different types of questions that should be used at different times: (*in our next issue*)

EXECUTIVE DIRECTOR'S COLUMN

Dear SFH Family,

I am glad to come back to you this week wishing you the very best of luck and providence in all you do at work and in your families!!!



As you may know, some of our team members are travelling to Burundi this week, a great opportunity to bond and build team cohesion.

One of my great objectives is to have our staff reach a higher level winning team, working in one spirit to achieve one mission and indeed yes we can.

So, I am very excited that this trip will partially contribute to this since you guys will be in the car together for many hours... use that to know each other better and learn how you may need to support one another.

As a matter of fact, our SMT will be undertaking a team building on the 1st of Dec 2014, which to me is expected to move us to another level of having a sharper team and better prepared to deliver even much more for our organization and the people of Rwanda in general. In the meantime however, here are some tips for the travellers, find time to share meals, sports, jokes and encouraging stories.

You may also hold book clubs where one person reads a chapter or articles in the book on a selected topic and discuss for one another. These and many more you may think about will eventually get you closer as individuals for the good of the organization. Wish you all the best. **Manasseh Gihana WANDERA**

NEWS OF THE WEEK



MAP is a complete basis for the SFH future trends

MAP (Measuring Access and Performance) audit/ research will allow programmers to make an assessment of product availability and accessibility using predefined criteria for coverage and quality of coverage and access in view of increasing the overall efficiency of SM product and service delivery systems. Data collection will follow a kind of a census of all officially licensed pharmacies and private health clinics existing in the selected area as well as the selected outlets selling condoms and water treatment products.

This audit is mapping access and performance initiative for quality improvement. It aims at assessing the availability of contraceptives, condoms and water treatment products.

The objectives of this audit are as follows: (1) Assessing the geographical coverage of SFH products; (2) Assessing the quality of coverage of these products among providers. Quality of coverage is based on the availability of promotional materials, the visibility of products in the outlet, consistent stock supply and correct pricing; (3) Measuring outlet penetration rates of SFH products, commercial brands and public sector products at the community level; (4) Analyze pricing levels for each product.

In a preparation session with data collectors and their supervisors, the Executive Director/ SFH urged the participants that they should be careful and conduct the research with honest and serious diligence, as the outcome of the data collected will be a complete basis to decide on the future trends for the SFH's sake. "You are now the SFH eye; you should work with great exertion, never go and seat under the tree and forge data. The information that you will provide will be basically considered for solving possible social marketing problems in our country." He advised.

This research will be conducted countrywide in two months starting from October to December.

Malnutrition to be eliminated by 2020



In September, last year, the Ministry of Health launched a campaign dubbed "1000 Days" to fight against malnutrition (during 1000-day period) right from pregnancy through to the first two years of a child's life. This period is critical to a child's long-term mental and physical development. The goal of the campaign is to improve the nutrition status of the vulnerable population such as children under five years, pregnant and lactating mothers as well as school going children.

It is an ongoing national initiative to run for 1,000 days expected to reach all households in the country. SFH Rwanda is a key partner in this national initiative, and it is doing great work in fighting malnutrition countrywide.

As part of the evaluation and monitoring of the progress of this initiative, the senatorial Standing Committee on Social Affairs, Human Rights and Petitions, conducted a field visit in 14 districts in last couple of weeks where they visited families that have cases of malnutrition to assess the impact of several government and partners programmes meant to fight malnutrition. One of the key findings of the committee is that in most cases malnutrition was due to mindset, where some people either resisted or cared less about initiatives meant to ensure nutritious feeding. The committee chairperson, Thérèse Kagoyire Bishagara, recommends the partnership of Government and partners in this initiative.

"If government and its partners maintain their fight against malnutrition, there will be no case of stunting children in the next six years." She said.

"This year, figures have gone down to 11,645 (1 per cent). If government and partners intensified the campaigns or maintain the momentum, we will not have any case of chronic malnutrition by 2020," Bishagara assumed.

ON-GOING EVENT(S)

- Study tour in Burundi
- MAP Study

DID YOU KNOW?

The following may lead you to disciplinary actions under the SFH HR manual;

1. Excessive absenteeism or lateness; absence without notification.
2. Failure to satisfactorily perform assigned duties.
3. Engaging in conduct that is detrimental to the development of a cooperative "team" work environment or otherwise disruptive of harmonious working relationships.
4. Dishonesty.
5. Insubordination or argumentative reluctance.
6. Negligence to do the job in good time which cause cost for SFH
7. Behavior which interferes with operations or brings discredit to SFH RWANDA or other employees.
8. Theft or destruction of property belonging to SFH RWANDA or to other employees.
9. Physical assault upon another employee or visitor.

JOKES CORNER

Two factory workers are talking.
 The woman says, "I can make the boss give me the day off." The man replies, "And how would you do that?" The woman says, "Just wait and see." She then hangs upside down from the ceiling. The boss comes in and says, "What are you doing?" The woman replies, "I'm a light bulb." The boss then says, "You've been working so much that you've gone crazy. I think you need to take the day off." The man starts to follow her and the boss says, "Where are you going?" The man says, "I'm going home. too. I can't work in the dark."

UPCOMING EVENTS

- 2014 International HIV Research Conference
- Umuganda/ Community work in Kigali City