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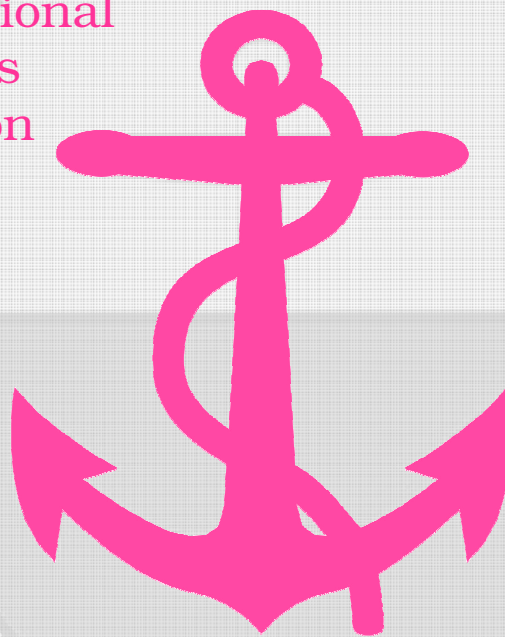
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Editorial:

In the late 19th Century the University of London started offering distance learning programs to people in the old British Empire. Since then many universities have offered distance education but surprisingly even in the 21st Century there is a strong bias against it. The debate in academic circles on MOOCs (Massive Open Online Courses) comes down to the value of distance education to classroom education. Countries like Liberia and Cambodia, where St Clements Education Group has schools, are still reluctant to approve distance education from their own education institutes although they will approve foreign distance learning degrees. In the 21st Century it is surprising there is still a debate on the value of distance learning to classroom learning.

Singapore Graduation Convocation Saturday November 23rd 2013

The annual Singapore graduation convocation will again be held at the Amara Singapore Hotel. This convocation is open to all St Clements Education Group graduands (people who have completed their degree but not formally graduated). Photographs are taken and a very professional video is made of the event and given to all graduates as a memento of the occasion.

If you are a St Clements Education Group graduand and are interested in visiting an amazing city then come to this event. Singapore is one of the great cities of the world. It is a demonstration of how a community can go from being a third world underdeveloped city to being a leading first world city (without oil wealth).

For further information and booking details contact Mike Lee at: mike.lee@gmdc.com.sg

Pacific Cooperation:

St Clements University Higher Education School - Niue Signs a Dual Degree Agreement with Aldersgate College

www.aldersgate-college.com

St Clements University Higher Education School - Niue has signed an agreement with Aldersgate College an accredited Phillipines University listed on the International Association of Universities International Handbook of Universities. Under this agreement students studying the St Clements University Higher Education School - Niue two main degree programs the Master of Arts in TESOL and Bachelor of Applied Management can gain a second degree issued by Aldersgate College. In the case of the Master of Arts in TESOL it will be an Aldersgate College Master of Education Management (TESOL) and the Bachelor of Business in Applied Management will be an Aldersgate College Bachelor of Science in Business Administration.

Under this dual degree arrangement St Clements University Higher Education School - Niue tutors the student and Aldersgate College monitors the tutoring and jointly assesses the students work. It acts as a "hands on" accreditation agency to St Clements University Higher Education School - Niue.

This is an example of educational institutions for two Pacific Nations working closely together.

Attention

St Clements University Graduates who studied in London at:

- London College of Advanced Studies
- West London School of Management & Technology
- Stratford College of Management
- Leicester College of Technology
- Midlands Academy of Business & Technology

If you graduated with St Clements University from one of the above London Colleges could you please contact the administration at admin@stclements.edu

The administration believes it has information which may be important to you.

Professional Organisations News

COPAB

The Consortium of Professional Awarding Bodies has negotiated an agreement with Aldersgate College, Philippines, to have the subjects in their member organisations Executive Diplomas integrated into Aldersgate College's Professional MBA program. The first two integrated programs are the Institute of Management Specialists' Executive Diploma in Business Leadership & Management and the Institute of Manufacturing's Executive Diploma in Manufacturing.

Aldersgate College is a private Philippines University listed in the International Association of Universities International Handbook of Universities. St Clements Private Swiss University has a cooperative degree program with both the IMS and the Institute of Manufacturing.

New Membership Award for IMS Members

The Institute of Management Specialists is launching a new award – ***Certified Specialised Manager***. This will be based on those Full, Fellow or Companion grade members, who have gained the Specialised Manager Award and have completed their CPD (Continuous Professional Development) requirements in the preceding year, and are then awarded the titled ***Certified Specialised Manager***. Maintaining the status will be reliant on the person continuing their CPD. The permanent award (without CPD) will be the Specialised Manager Award.

New Institute of Manufacturing Award

The Institute of Manufacturing has started a Certified Manufacturing Practitioner Award. This award will be available for Associate, Full, Fellow and Companion members after they have completed an examination for the award. Existing members will be 'grandfathered' into the new award.

New Faculty of Professional, Business and Technical Management Membership Grade

The Faculty of Professional, Business and Technical Management has introduced a new grade of membership – **Technician grade**. This is for people who have a one year Diploma level qualification in a technical discipline, but do not have any management education or experience to qualify for Associate grade membership.



DESIGN, TECHNOLOGY AND MANAGEMENT SOCIETY INTERNATIONAL

The past few years were a remarkable period that has led to several associations as well as cooperation between several professional and similar bodies. The DTMSI is structured into a managerial chapter and technological chapter. Within the Society as the umbrella organisation there are also several interest groups operating as individual separate professional bodies.

These are as follows:

- The International Institute of Engineers (IIE)
- The International Institute of Scientists (IIS)
- The International Institute of Architects (IIA)
- The International Guild of Academicians (IGA)
- The International Guild of Secretaries and Office Administrators (IGSAdm)
- The MBA and Professional Managers Guild (MBA Guild).

All of the above Interest groups, including the umbrella DTMSI, are founding members of the Consortium of Professional Awarding Bodies (COPAB). The latest recognitions and affiliations under the DTMSI umbrella are worth mentioning. The bodies listed below recognised the DTMSI as a professional learned institution.

- The Institute of Continual Professional Development (CPD Inst UK)
- American Academy of Project Management (AAPM)
- California University Foreign Credential Evaluation and Research (CUFCE)

Apart from existing agreements the latest memorandums of understanding have been signed between the DTMSI and the professional learned institutions listed below;

- Chartered Institute of Management and Leadership (CIML)
- Institute of Professional Financial Consultants (IPFC) Nigeria
- Society of Accounting Education (SOAE) Pakistan

Those interested in joining the DTMSI or any of the subdivisions are requested to visit us at www.dtmsi.org for further information.

Institute of Professional Financial Managers Annual Convocation

On the 12th October the Institute of Professional Financial Managers held its Annual Convocation in Kensington, London. Dr Opoku Fofie was given the “Best Student Award” for 2013.



Graduate Profile

Dr Opoku Fofie

**HND, PGD, MBA, DBA,
DFIPFM**



Dr Opoku Fofie was educated at the Takoradi Polytechnic in Ghana, where he graduated with a Higher National Diploma in Accounting. He has a Professional Graduate Diploma in Management from the International Professional Managers Association and a certificate in Public Sector Accountability and Control from the Free States University in South Africa.

He holds a Doctorate in Business Administration in Financial Management from the SCU and Master of Business Administration degree in Banking and Finance from Paris Graduate School of Management. He has been admitted as Doctoral Fellow of the Institute of Professional Financial Managers, where he was given the best student award for 2013.

He has extensive experience in accounting, financial and performance management at the Ghana Health Service. He has lectured in Public Sector Accounting for more than twelve years at the Takoradi Polytechnic in Ghana.

Dr Opoku Fofie is passionate about accounting, financial management and performance management. He has written one of the best selling textbook in Public Sector Accounting and a number of articles in international journals on financial and performance management.

Currently, he is the chief executive officer of the Business Alignment Consult Limited (BACL) in Ghana. On investment, accounting, financial and performance management he has drafted number of project proposals for numerous clients. He has provided consultancy services to numerous organizations in Ghana.

A highly charismatic consultant and financial manager, his quality lies in his ability to influence positively teams for performance. He has also established relationships with international professional organizations in Ghana.

He may be reached on opokufofie1@gmail.com

Université Suisse Privée St Cléments

(St Clements Private Swiss University)

Professional Doctorates

St Clements Private Swiss University in conjunction with its Council of Professional Qualification Awarding Associations, Guilds, Institutes and Societies offers a range of Professional Doctorates.

Doctor of Business Management

This degree is taught in cooperation with the Design, Technology and Management Society International (DTMSI). This program is designed for Senior Managers with a Masters degree in Business, Management or Commerce to develop their specialised management knowledge. To be eligible you need to be one of the above and be a Full grade member of the DTMSI.



Doctor of Business Administration in Financial Management

This degree is taught in cooperation with the Institute of Professional Financial Managers (UK). Candidates for this program need to be eligible for Fellow grade membership of the IPFM.



Doctor of Education

This degree is taught in cooperation with the International Guild of Academicians (IGA). This program is designed for those with a Masters degree in Education or Technology to develop their specialised education knowledge. To be eligible you need to be a Full grade member of the IGA.



Doctor of Engineering

This degree is taught in cooperation with the International Institute of Engineers (IIE). This program is designed for Masters of Engineering graduates to develop their specialised engineering knowledge. To be eligible you need to be a Full grade member of the IIE.



For further information on this program contact the President at scu@cbcl.ch

Obediently Implement Them Without Question

Dr Irving H. Buchen

BA, MA, Ph.D

Capella University

St Clements University Group



Occasionally, sighs of empathy appear followed by token, impotent, or feel-good sentiments: “Lift him over documents that are still in force”, we obediently implement them without question.

But how did this policy come to be? What are its dynamics and who are the principal players?

Minimally three issues emerge. First, what is policy; second, what motivates and who participates in its composition; and third what typically is the process of composition?

More often than not policy is conceived as an Instrument of control.—a protective and defensive barrier against incursions by those who bite the hand that feeds them. It is also designed to distance, protect and render anonymous its crafters. It is blameless, guiltless, and faultless. The language is intentionally neutral and antiseptic; and why the excessive legalese is so intimidating. Finally often the policies are old or no one knows its original date of issue or who composed or motivated it.

Then too like many carry-over doctrines, they appear sacred and hallowed. They sum up the way we have done things around here; and because both they and we have lasted so long there is evidence of an affirming partnership of reinforcing mutuality. Thus, the key orientation to policy formulation is that it is conceived of as a strict and coercive code of rules and behaviors — a series of “That shall nots”—punishments not warnings.

Policies are of two types: purchased externally from various vendors of boiler-plate forms or internally composed. The occasion typically is the recognition that a policy does not exist to cover a particular HR situation or that the current one is too full of loopholes and permits too many slips between the cracks that it needs to be revised, updated and upgraded.

It is generally a team or group effort. Regulars among the standard cast of characters include attorneys, a rep from HR and a sampling of divisional heads. Occasionally a union rep is allowed to sit in with no voice or vote.

What follows is a description of an actual meeting which as a consultant to HR I was asked to attend and monitor. I do not know how representative that group and its outcomes are, but given the current climate it may be typical and even transferable.

HR rep chaired the meeting. After a call to go around the table for introductions, the chair spoke: “Our topic is termination policy and procedures. I tend to be failure and problem oriented. When things go wrong or are just not right, we need solutions—police that are air-tight, cover all the bases, spare us from any future legal pain, and last—for a long time. So give me some sense of the issue, its range and impact. Let us start with the experiences of the divisional heads.”

The first one who spoke was in charge of IT. And what he initially described, all the others latter echoed: “Obviously being fired is not an easy or pleasant experience for both parties. I know my blood pressure goes way up, and the employee begins to show signs of labored breathing. But in the 20-plus years I have been a manager, the session usually takes place without rancor—98% of the time.”

“But every once in a while, things explode. The employee suddenly pushes back his chair, pulls himself up to his full height, stamps around the room, kicks a filing cabinet, and vents. Years of anger and resentment come pouring out. Real and imagined hurts and slights are mixed. Finally, lest this become violent, I try to restore order. Failing that I walk out of the room, promising to reschedule.”

“Sadly that kind of behavior seldom happens. When it does the termination meeting becomes the exit interview. But the one thing I have learned—document—document—your case chapter and verse. And be prepared to use your conflict resolution training and skills.”

All the other managers concurred including the estimate of 98%. Then the attorneys who had been taking copious notes weighed in: “This situation is totally out of control. No wonder you need a new policy. Surprisingly none of you was ever assaulted. There are three issues and principles involved here.”

He paused to allow his colleague to go up to the board and write:

1. No Fault
2. Zero Tolerance
3. Short, Swift and Silent.

“The first is obvious. The employee failed, we didn’t. The fault is his and our documentation confirms and exonerates us. Second, there needs to be zero tolerance for unacceptable behavior at final meetings. In fact we are not convinced that such meetings should be held at all. We gain nothing. For our

managers it is a hollow ritual and potentially dangerous. Third and finally the termination should be soon—start of the day—swift—no more than ten minutes to gather up stuff and be out of the building and-- silent—no talking to anybody including co-workers. Out of sight, out of mind, almost invisible.”

Discussion followed. The managers quickly warmed to the idea of not holding final meetings at all. The objection of being unfeeling was countered by offering the final meeting as an option then to be handled by HR. No one else spoke. The three points clearly had carried the day. He then turned to the attorneys and asked them to draft a new termination policy for review by the group. A time table was proposed and accepted.

After two weeks the draft was reviewed and accepted unanimously. The final version distributed company wide appears below:

“HR Termination Policy (2013)”

Effective immediately, the following procedure will be implemented and followed. Five steps are involved:

1. By the end of the business day but no later than 4:00 PM, notice of termination shall be sent by mail and e-mail to the employee.
2. Shortly thereafter two security guards will appear with a checklist of all office items provided by the company, including all keys.
3. The list shall be reviewed, missing items noted, and signed by the employee.
4. Personal items are then to be collected.
5. Security guards will then escort the employee out of the building.

St Clements Private Swiss University **Master of Human Resource Management**

This degree is taught in conjunction with [Human Resource Management Institute \(UK and USA\)](#) and has been designed as a professional qualification for Full Membership of the Human Resource Management Institute.

The [Institute of Management Specialists](#) recognises this program for Fellow grade Membership and Specialised Human Resource Manager designation.

For subject details please visit:

www.scusuisse.ch/ProgMHRM.htm

Graduate Profile

Maithrie Hari

BBA, MMM, D.Litt



Mrs Maithrie Hari holds a Bachelor of Business Administration (BBA) from Bharatidasan University, India a Masters in Marketing Management (MMM) from Pondicherry University, India and a Doctor of Letters (D.Litt) from St Clements University (T&C).

Mrs Hari is a licensed practitioner of Integral Eye Movement Therapy.

Training is her passion. She has been coaching resources in the areas of Team Building, Attitude, Communication, Client relationship, work culture & leadership over the past 10 years. The earlier part of Maithrie's career, spanning 4 years, provided her with ample opportunities in the field of Sales & Marketing and thereby understanding human behavior / psychology.

As a behavior coach, her Responsibilities would encompass –

- Role Based Training
- Design, Develop and Deliver behavioral programs
- Training Need Analysis
- Skills Assessments and Training Matrix
- Coaching and Mentoring
- Follow-up programs to constantly monitor and evaluate effectiveness
- Training Calendar
- Brand Building
- Content Development

Maithrie's training programs focus on motivation & personality enhancement, customized live scripts for Lead generation & Tele sales, Customer delight & Customer retention.

The training programs keep her motivated to learn and being innovative at every next session. She feels she is on the right track, as she has always been able to maintain a high satisfaction ratio from her clients. This drives her to deliver her best always.

Mrs Hari's clientele range from educational institutions, guiding students with a right start, to IT companies, guiding resources on the right path.

She tends to add value to the society by providing counseling to people who feel lost in this world and guiding them back to their path within 1 or 2 sittings.

'Veritas' Editor Retires

Dr John Potter, the founding editor of the St Clements University E-Journal *Veritas*, has advised that he needs to relinquish the position at the end of 2013 in order to press on with other challenges. Dr Potter has shaped the journal to a high standard, giving particular attention to assisting and encouraging English second language contributors in the developing world to publish their work.



Dr Potter is a South Australian. His first degree is in Agricultural Science and the Environment. He worked for twenty years in the South Australia Department of Agriculture (1957-76). For ten years he was the Principal Soils Officer in charge of Soil Conservation Research and Extension, Arid Zone Ecology and Land Mapping. In research he had involvements in the transformation of irrigation practices in River Murray fruit growing areas; and in extension he developed a client centred approach which had far reaching ramifications for Australian agricultural communities.

Dr Potter is a Christian and in 1976 he felt a strong sense of calling to work in Africa. This led him to relocate to Zomba, Malawi to take up an appointment at the Malawi Government Land Husbandry Training Centre. While in Malawi the Potter family set up a distance education program in theology, distributing 3.4 million Bible tracts to recipients in Malawi and neighbouring countries in the space of two years (1977-79) and enrolling 117000 people in a four-part distance learning Bible Course. In 1983 a survey by the University of Malawi, Department of Theology, reported that 'the main cause of Central African people having a genuine Christology was the Emmanuel Tract Fellowship literature program'.

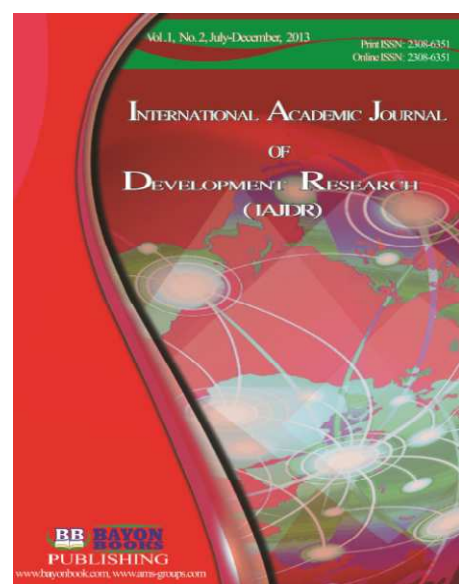
Returning to Australia in late 1979 the Potters led a Christian community in aid and development work in Africa, India, Thailand, China and amongst indigenous people in Australia. In 1987 they returned to Africa to become involved in educational projects; building schools in disadvantaged rural areas and directing the development of a hands-on curriculum for schools as Director of the Mont de Dieu Educational Institute in White River, RSA. In 1995-98 he took up a lecturing post at the University of the Witwatersrand in Johannesburg, teaching school management to over 1000 post-apartheid black school principals and deputy principals.

Dr Potter holds a Professional Teaching Diploma, a Bachelor of Education in School Management, a Masters Degree in Education Philosophy and a Doctor of Letters in Biblical Hermeneutics. He has published widely in Agricultural Research and Extension, Rural Sociology, Education Management, Education Philosophy, Business Management and Christian Practice and Theology.

In 1999, he was a founding member of the Paraclete Institute Incorporated in Australia. This is an education, training and mentoring organisation staffed by highly experienced, semi-retired personnel. Dr Potter has acted as the Chair of the Executive Committee since 2002. His main work focus has been as Director of International Projects. His current interests lie in forestry and food production in the Central African country of Malawi. It is these interests which are requiring his attention at this time.

International Academic Journal of Development Research (IAJDR)

A group of Cambodian and other International Academics have started a new academic journal called the International Academic Journal of Development Research. It is designed to encourage researchers from Universities in the developing world to publish their material. A number of St Clements Education Group graduates and friends are on the Editorial Board. A copy of the journal is available on the St Clements Education Group website www.stclements.edu/library.html in the E-Library. People who wish to be on their subscription list can view the journal and there is a subscription form at the end of the journal. Please consider joining their list of subscribers.



St Clements Institute English Language Training Centre Awards Ceremony

On Monday the 14th October St Clements Institute English Language Training Centre recognized its outstanding term two students. Dr David Le Cornu, President of St Clements Education Group, officiated at the ceremony handing out the awards.



St Clements Institute English Language Training Centre Students waiting for the award presentation ceremony.

The St Clements Institute English Language Training Centre has become the first part of St Clements Institute to have started with over eighty students now studying their third term of English studies (one term is eight weeks).

It is planned to develop English Language Training Centres in other countries St Clements Education Group operates schools in which English is not the first language.



Dr David Le Cornu with St Clements Institute English Language Training Centre Staff.



St Clements Institute English Language Training Centre Students with Dr David Le Cornu.



Dr David Le Cornu presenting the awards to the Students.



St Clements Private Swiss University

International Master of Business Administration

This degree is taught in conjunction with the Institute of Management Specialists (IMS) and has been designed for full members of the IMS to upgrade their qualification to Fellow Membership and give them a global management perspective.

St Clements University's distance learning Master of Business degree program is an International Master of Business Administration for working Managers. IMBA graduates can join the Institute of Professional Financial Managers (UK) as a Fellow, the Society of Sales and Marketing (UK) as a Fellow and the MBA & Professional Managers Guild (Republic of South Africa) as a Member.

The program comprises two parts.

Part I

Seven Compulsory Units

International Trade
International Business
Finance and Accounting
Marketing
Management Principles
Quantitative Methods
Research Methodology

plus Three of the following Elective Units

Economics
Total Quality Management
Human Resource Management
Management Information Systems
Entrepreneurship

Alternate Elective

Chinese Business - This subject is taught at the South China University of Technology campus over 5 days. Special costs will apply to those choosing this elective.

Part II

The candidate is required to write a 12,000 – 15,000 word Thesis on an International Management study.

The cost of this degree is USD\$8500.

St Clements University IMBA and MBA Graduates will only need to complete the two subjects: International Trade, International Business and the study Thesis to gain this degree.

The cost of this bridging degree is USD\$1750.

If you are interested and require further details please contact the administrator of St Clements Private Swiss University at scu@cbcl.ch

Outsmarting Ourselves: Five Ways of Innovation Devaluation



Dr Irving H. Buchen

BA, MA, Ph.D

Capella University

St Clements University Group

No manager wants to appear short-sighted. It can be debilitating, undermining, shattering. Company morale often may plunge below stock market levels. Many employees may feel that they work for a dumb company or that the CEO could not lead them or himself out of a paper bag.

Imagining the opposite of all this is what keeps us going. Studying why we succeeded keeps the billable of consultants high and publications many. Fault finding no matter how gentle or indirect is deflected by cheerleading. The rear view mirror never lies; once more we have dodged the bullet.

But for generally smart professionals to be so regularly outwitted easily and often, suggests collusion—evidently we have bought into a number of self-deceptions. Thus, surprisingly even the reasons for being outsmarted are not so much accusatory as exonerating. But unless and until we understand why and how we and many others are lulled into innovation myopia and complacency the road less travelled will elude us and we will be future-less.

There are at least five reasons why we are blindsided about innovation.

1. Company Durability—(“We don’t need it.”)

If your company has been around for a long time, survived market ups and downs, and your products and services have remained household names, then it is not unreasonable to assume that all will continue to exist and even flourish without the intervention of innovation. To be sure, you may be operating under precarious assumptions.

2. Customers—(“Our customers love us.”)

Your customer base is solid and loyal. Getting repeat business does not involve a hard sell. Attendance at annual company bashes is exceptional and high spirited. To be sure the demographics are changing but that does mean that customers will become fickle and look for something new. Watch out they can stray and often do.

3. Employee Training—(“We are current and cutting edge.”)

Happily, we have routinely upgraded and updated the workforce. The net result has been a high level of competence and alignment. Then too we have just introduced mobile e-learning serviced 24/7 by our website. Of course being current is not the same as being proactive.

4. Continuous Improvement—(“We are always breaking new ground.”)

This commitment ironically is the most illusionary. It gives the false impression that innovation is at work. But shaving a few hours off the production schedule or shortening the lag time for customer complaints is incremental not discontinuous-- a management strategy not a Eureka process.

5. Hiring Innovative Talent—(“It is a gamble, and often backfires.”)

Two obstacles immediately surface: defining such talent and developing the means of recruiting, testing and positioning the beast in the company hierarchy. The results? Expectations have been greater than achievements, grass roots creativity has been discouraged, and personnel dislocations abound creating often a management nightmare.

We are thus innocently outwitted. The five factors above are powerful persuaders that innovation is not needed, or worse is already going on. In either instance precisely the companies that should be hearkening to the urgent sirens of disruptive technology are listening to the lullabies of the status quo.

Notice to St Clements University Sierra Leone Graduates

If you are a St Clements University
Sierra Leone Graduate **resident**
please contact the St Clements
University Administration at
admin@stclements.edu

The administration has information
that may be **important** to you.