



Nelson Mandela  
Metropolitan  
University  
for tomorrow

School of

## Management Sciences



# Welcome Back!

The year 2016 was one of the most difficult years in the history of tertiary education, but we managed to complete it! As Arthur Clark put it: “The only way to discover the limits of the possible, is to go beyond them into the impossible.”

I hope that we can put the lessons that we have learned to good use in 2017. Remember, no one knows everything, but everyone can learn something (Sean Derrick).

Enjoy the year and live each day to its fullest.

Madéle



# 2016 ... and how it ended

## **MR PAUL TAI-HING WON THE TEACHER OF THE YEAR AWARD**

Mr Paul Tai-Hing from the Department of Management Practice was awarded Overall Excellent Teacher of the Year at NMMU's research, teaching and engagement ceremony.

Mr Tai-Hing's approach to teaching involves assigning projects that will provide students with valuable work experience. Not only does Mr Tai-Hing give students valuable work experience, but teaches them the importance of giving back to communities by channeling funds from sales into social projects.

## **PROF ROOTMAN LECTURED AT HOCHSCHULE OSNABRUCK**

Prof Chantal Rootman visited Osnabruck, Germany. She was invited to lecture during the International Lecturing block week at Hochschule Osnabruck (University of Applied Sciences).

Her topic for the week was, "Marketing Communications Management and Business Cases on Stakeholder Management". Prof Rootman had a student group of 18 students during the week, which included students from Germany and abroad.

## **PROF VENTER PRESENTED A WORKSHOP AT GALILEO CAPITAL**

Prof Venter presented a family business workshop for GALILEO Capital on challenges facing family businesses, succession and transgenerational success and governance at Galileo Capital Head Office, Hyde Park, Johannesburg.

Galileo Capital is a Registered Financial Services Provider (FSP), approved and regulated by the Financial Services Board (FSB). Their team consists of highly motivated and qualified professionals with more than 90 years of combined experience in the financial services industry. Apart from their head office in Johannesburg, they also have an office in Cape Town.

## **PROF VENTER ATTENDED THE KPMG FAMILY BUSINESS CONFERENCE**

Prof Elmarie Venter attended the KPMG Family Business Conference. The two-day conference was presented by KPMG and industry experts and family business owners attended the interactive workshop which provided many learning and networking opportunities. The key focus areas that were discussed were succession planning, governance and creating a culture of innovation in this generation and the next.

Prof Venter was part of an expert panel that shared real life examples and expertise on family-owned businesses.

## VISITING US FULBRIGHT SCHOLAR MS. GAIL KERR MEETS WITH NMMU DEPT OF MARKETING MANAGEMENT DOCTORAL CANDIDATE ALICE MAKOCHIENG



Ms. Gail Kerr, a Fulbright Scholar from the United States, took the opportunity to meet with the Department of Marketing Management Doctoral Candidate Alice Makochieng on her recent trip to South Africa.

They discussed the 7 pillars of a positive customer experience in a B2B environment and what they meant for investors in the Coega IDZ.

Ms. Kerr placed particular emphasis on pillar no. 4, 'inspirational leadership, positive culture and empathetic people', in creating positive investor experiences and how to contextualize this in the South African environment. She also liked pillar no. 1 which focuses on, 'how positive investor experiences can be a sources for competitive advantage'.

Ms. Kerr advised Miss. Makochieng to use her study to extrapolate within the larger South African environment on how to best run large corporations in the context of sustainability and paying cognizance to the customer as an important stakeholder.

Miss. Mkochieng found Ms. Kerr to be a very engaging person who asks a lot of questions.

*Enjoying our year end at Bridge Street Brewery!*

