



Your Facilitator: Business Process Management (BPM) Training Course

Hannelie Eksteen

Hannelie is a dynamic professional with extensive experience across the public and private sectors. She is dedicated to leveraging her expertise in Strategic Management, Business Process Management (BPM), Performance Management, and Systems Thinking to drive organizational success. A strong advocate for continuous self-development, she excels in analytical thinking, problem-solving, and effective communication, enabling her to identify innovative solutions and capitalize on opportunities in complex business environments.

She was instrumental in developing the National Digital Strategy in collaboration with Impact Tank under the Ministry of Information, Communication, and Telecommunication (MICT). Her contributions focused on the chapters on Implementation, Monitoring, and Evaluation. Over the past three years, Hannelie shares her expertise as a facilitator and senior consultant at the Namibia Institute of Public Administration and Management (NIPAM) and as a lecturer on Strategic Management and Systems Thinking at NUST Business School.

Currently pursuing a Doctorate in Leadership at Da Vinci Business School, South Africa, her research focuses on High-Performance Organisations in Namibia's Public Enterprises. She holds an MBA and B and A Honors degrees from the University of Stellenbosch Business School (USB) and a BCom from UNISA. Additionally, she completed the Strategy Execution for Public Leaders course at Harvard Business School Online and participated in a Kaizen and Digital Transformation Master Class presented by AOTS, Japan. She is a member of the International Association of Business Process Management Professionals (ABPMP) and plans to obtain BPM certification by March 2025.

Hannelie's career spans multiple sectors, including the financial industry, public enterprises, and academia, with senior management roles across Namibia, Botswana, and Zambia. She has contributed to projects involving strategy execution, business process management, core system implementations, and project management at institutions such as Standard Bank, Nedbank, Capricorn Investment Holdings, Namclear, Trustco, IJG Securities Bank of Namibia, Development Bank, Nampost and a few other Public Enterprises.

With over 16 years of experience as a management consultant, Hannelie specializes in Strategic Management, BPM, and Performance Management. As a dedicated BPM practitioner, she engages with international thought leaders to stay current with trends in the BPM field. Her deep understanding of BPM, strategic management, and performance management ensures that she delivers significant value and inspires others to achieve excellence.

Through this BPM training course, participants will gain a comprehensive skill set, learning how BPM aligns with strategy and fosters collaboration. The course also cultivates leadership, communication, and stakeholder management skills, empowering participants to lead successful projects and transition toward a process-centric organization.