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**CHARTERED INSTITUTE OF PERSONNEL**  
**MANAGEMENT OF NIGERIA**

# The S.O.A.R Agenda

The SOAR Agenda is not just a campaign slogan; it's a blueprint for transformation. It represents a commitment to:

- **Strengthen our strategic alliances and collaborations with other professional institutes (locally and globally), government agencies and private organizations in pursuit of our vision and mission:** We will collaborate with sister institutes, government agencies, and private organizations to amplify our voice, expand our reach, and unlock new opportunities for our members.
- **Optimize our Membership Value Proposition to cater to the needs, aspirations, motivations, and expectations of the various stakeholders, generations/demographics in the institute:** Every member, regardless of generation or background, deserves to feel valued and empowered. We will create tailor-made programs, mentorship initiatives, and continuous learning opportunities. Imagine career advancement resources, specialized certifications, and access to a vibrant professional network – all under the CIPM umbrella.
- **Automate and digitalize our processes across all service touchpoints to properly position the institute as a thought leader in Africa and beyond:** We will modernize our processes, streamline service delivery, and leverage technology to become a thought leader in Africa and beyond. Imagine a CIPM website and membership portal that's a one-stop shop for members, with online learning modules, real-time updates, and seamless access to resources.
- **Reskill and retool our employees and leaders across branches to deliver unique value offerings and services to our members and other stakeholders promptly:** Reskilling and retooling our HQ team and leaders across the branches is key to delivering on these promises. We will invest in training, attracting top talent, and fostering a culture of innovation. Imagine a dynamic HQ team and branch leaders equipped to anticipate industry trends, provide expert guidance, and deliver exceptional service to all stakeholders.

SOAR AGENDA	CIPM STRATEGIC THRUST	INITIATIVES	REMARK
Strengthening Strategic Alliances and Collaborations	Membership Perspective & Stakeholder Engagement	<ul style="list-style-type: none"> <li>Establish and sustain formal partnerships with key professional bodies in Nigeria and across the world.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Collaborate on research projects, conferences, and training programmes that address critical HR challenges facing Nigeria, Africa, and the world in general.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Advocate for CIPM's interests through joint engagement and ethical lobbying efforts. Strengthen the relationship with the Center for Legislative Studies and the National Assembly to protect the interest of the Institute</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Leverage partner networks to expand member benefits and career opportunities.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Leverage global expertise: Collaborate with international HR organizations like SHRM, CIPD, CPHR etc. to share best practices and elevate CIPM's global standing.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Conclude the signing of MOU with CIPD for Mutual Recognition of Certificate.</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Work closely with the OHSF to ensure continuous training of civil servants in the Admin and HR functions as part of CIPM contribution to capacity development and reskilling of the civil service of the Federation</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Continue to leverage available relationships and networks to engage the National Council of State on Establishment and working closely with the Head of Service and Permanent Secretaries of various States to ensure the acceptance and accreditation of the CIPM Professional Certificates</li> </ul>	Ongoing

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Optimizing Membership Value	Membership Perspective	<ul style="list-style-type: none"> <li>Conduct regular membership surveys and focus groups to understand needs and expectations. Use the outcome of such surveys to optimize our value propositions to our members.</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Develop targeted services and benefits for different member demographics (e.g., mentoring programmes for young professionals, career transition support services for senior members)</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Offer flexible membership options to cater to diverse needs and budgets.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Organize accelerated program at special discounted fees for induction of civil servants in line with the professionalization of HR in the Civil Service</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Invest in member engagement initiatives to foster a sense of community and belonging.</li> </ul>	
		<ul style="list-style-type: none"> <li>Work with Branch Chairman to set up an ad-hoc committee to carry our feasibility study on the possibility of having CIPM Secretariat in viable states to support branch Chairman on membership growth and branch development.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Review the current criteria for the best Branch award and strengthen the process to enable matured branches support and collaborate with growing branches for enhanced members value delivery</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Review the existing CIPM Corporate Strat Doc (2022-2024) to ascertain where the institute is, the lessons learnt, what to maintain, rejig and introduce. Formulate the 2024-2026 CIPM Corporate Strategy with SOAR at its core.</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Conduct a global market environmental analysis and detail the key economic, social and technology trends that are likely to have the most impact on the institute.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>Continue to promote Membership of Chapters and Branches, build capacity of State Branch Leaders to deliver on the mandate of the Institute at the grassroot thereby making branches more relevant and attractive to all our members</li> </ul>	Ongoing		

SOAR AGENDA	CIPM STRATEGIC THRUST	INITIATIVES	REMARK
Automating and Digitalizing Processes	Operational Excellence & Financial Sustainability	<ul style="list-style-type: none"> <li>Streamline operations: Implement a robust online platform for membership management, registration, Examination, and access to resources. Complete the new portal &amp; initiate new technology project to enhance the Institute revenue generation capability.</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Embrace digital learning: Develop e-learning modules, online courses, and virtual conferences to provide flexible and accessible learning opportunities and increase revenue</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Enhance data-driven decision-making: Utilize data analytics to track member needs, measure program effectiveness, and inform strategic planning.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Evaluate the ability of branches to generate revenue and sustain their operations, come up with a workable plan to ensure financial sustainability of our branches.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Deploy the CIPM App with AI and chatbot to make our services better accessible to our members. Improve the experience on our website and make it more interactive with excellent User Experience</li> </ul>	Completed Ongoing

SOAR AGENDA	CIPM STRATEGIC THRUST	INITIATIVES	REMARK
Reskilling and Retooling Our Employees & Leaders	Organizational Capability	<ul style="list-style-type: none"> <li>Invest in continuous learning: Provide training and development opportunities for HQ staff and Branch leaders to stay abreast of the latest HR trends and technologies.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Attract and retain top talents: Create a competitive work environment that attracts and retains high-performing professionals with expertise in HR, technology, and administration.</li> </ul>	ongoing
		<ul style="list-style-type: none"> <li>Deliver exceptional service: Foster a culture of excellence and responsiveness within the HQ team, ensuring prompt and efficient service delivery to members and stakeholders.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Provide opportunity for Branch Chairpersons and Governing Council members to have one free leadership development training at least once a year and provide access to other trainings organized by the Institute at special discount rates to ensure continuous capacity development.</li> </ul>	Completed
		<ul style="list-style-type: none"> <li>Carry out competency review and skill gap analysis for the HQ staff and close identified gaps with training and development initiatives.</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li>Define, Develop and Deploy a Leadership Competency Matrix for Succeeding Leaders in the Institute</li> </ul>	Ongoing
		<ul style="list-style-type: none"> <li><b>Reskill the Research Department and the Research Committee of Council</b> to regularly provide access to up to date localized data that will help our members in championing effective decision making in their respective organizations.</li> </ul>	Ongoing