British Council’s Rugare Nyandoro

Full Name: Rugare Nyandoro

Organisation: British Council

About: Rugare is the Regional Change Implementation Manager for Sub Saharan Africa.

Rugare led a transformation programme to modernize support and reduce operational inefficiencies in a multinational system, with various teams facing a barrage of global change initiatives, budget constraints and significant geopolitical instability in certain areas.

She revamped the change strategy in British Council Sub Saharan Africa by creating avenues to understand each local context and manage the pace of change in each volatile geopolitical context. She also established a Change Network and a Change Governance Committee to tap into local talent; prioritise resource allocation; manage, resolve or escalate risks and issues on operational activities; and equip the regional team to influence global solutions. Her cross-portfolio workshops and awareness sessions did not only increase Change capacity in the region but also enabled the global integration of regional perspectives.

Her work is highly commended because it is an inspiring story providing change support on the ground, modelling best practice during face to face interventions and applying learning from the process. Rugare’s approach exemplifies the most sustainable and repeatable way of creating and developing a change mindset across organizations.

“There is tangible evidence that Rugare has developed change management capability and enabled her colleagues to feel informed, empowered and equipped to lead and manage change more effectively. Employee survey scores for Change show Sub Saharan Africa region 10 points ahead of the organisation average.”

– Alexa Murray Mujtaba, Global Director Business Change, British Council