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ARTS STEM SHIP LEGAL SPORTS MEDIA

I AM  
AFRICA'S  
GREATEST  
STORY...

BIOGRAPHY

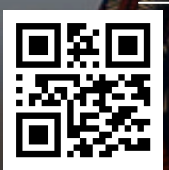
BIO MAGAZINE

# MAU

WHEN AFRICAN WOMEN RISE

**SUZGO VICTORIA NGWIRA**

Suzgo Ngwira inspires and mentors as a coach. She is a speaker, facilitator, poet, people champion, empowering authentic personal and professional growth.



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## Behind the scene

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# It's all about Suzgo!

Suzgo's (pronounced Suzio) story stands as a compelling illustration of persistence and purposeful leadership. Originating from Zambia, she has occupied influential roles in Zimbabwe and South Africa, demonstrating a unwavering dedication to self-empowerment and personal development. Her belief underlines the value of embracing one's origins and cultivating effective leadership attributes. Through seamlessly merging her career achievements with community engagement, Suzgo embodies the spirit of Ubuntu. She uses her influence to advocate for positive change and inspire individuals to realise their full potential.

**Happy Reading!**



*Hazel*

Editor In Chief





Photographer - Zwelihle Bukhwele

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# SUZGO

*Dzingira*

**FOUNDER  
AUTHENTICALLY  
YOU COACHING**

Born 01 October 1977

Suzgo is a People Learning Partner by Profession.

Founder – Authentically You Coaching.

Inspirational, Mentor, Speaker, Coach, Radio Show Host, Poet and Facilitator.





# HERE COMES TROUBLE

I am a child of the soil. Interestingly, as I grew older, I always maintained a happy disposition, partly because my middle name is Victoria. I've always cherished my first name (which means trouble or problems depending on which country you are from) and wouldn't trade it for anything. In my early 20s, my Bishop, weary of hearing people say my name signified problems, declared, "She's a child of God. When the enemy sees her coming, he says, 'Here comes trouble,'" and that settled it.



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# MY JOURNEY

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*HERE*  
COMES  
TROUBLE



# BORN IN ZAMBIA RAISED IN ZIMBABWE

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I was born in Zambia in 1977, a few years before my parents moved to Zimbabwe in 1980 because my dad had been offered the position of Editor-In-Chief at The Herald in Zimbabwe, and later, Editor for the Swazi Observer. He then worked as the Group Public Relations Officer for Lonrho Zimbabwe and as the Editor of Parade Magazine before retiring. My mother was a tremendous support throughout this journey, balancing her career in the hotel industry with her entrepreneurial endeavours.

I remember my mother working at the Courtney Hotel in Zimbabwe, always engaged in some entrepreneurial activity, from sewing to creating her own hair products. She was a herbalist at heart, creating a hair growth formula among other herbal remedies. She often warned us saying, "One day when I'm gone, you're going to need this stuff." Her passing in 2000, after my parents had separated, was a difficult time. Yet, I believe sometimes separation is better for individual well-being. Fortunately, even after separating, they continued to co-parent effectively.

## OUR MOVE TO ESWATINI

After my parents divorce, I primarily lived with my father but spent time with both parents. My mother moved to the United Kingdom and went to study in Dublin, Ireland for a few years while I was still in school. A few years after moving to Zimbabwe, my parents relocated to Eswatini (formerly Swaziland) as my father had the opportunity of being Editor of the Swazi Observer, and we lived in Mbabane. There, I attended Malkerns Valley Primary. In my time in Eswatini, I was privileged to have witnessed the reed dance, an incredible tradition observed annually, where I saw King Sobhuza II of Eswatini.

The cultural nuances were fascinating, particularly the stark contrast in dress norms between Eswatini and countries like Zimbabwe, Malawi, or Zambia. In Eswatini, traditional attire revealing the breasts is commonplace, whereas in the neighbouring countries, it would be deemed inappropriate. Upon returning to Zimbabwe, my father kept a portrait of the king's sister in our house, a memento of our time in Eswatini. These experiences of diverse cultures, facilitated by my father's job, were enriching and have left a lasting impression on me.

## OUR RETURN TO ZIMBABWE

Upon returning to Zimbabwe, my dad was part of the incredible Malawian community. We affectionately called him Chief Mourner because he was always there to support others during their loss, despite making fun of my dad, one thing that inspired me and still cherish to this day about this community is their unconditional support they showed each other. Our home on Second Street extension, a main thoroughfare, was always bustling with visitors. Both of my parents were incredibly supportive, embodying the generous spirit often associated with Ubuntu in South Africa. This ethos of communal support and generosity was central to their generation. This spirit of inclusivity resulted in a diverse extended family for me, comprising Indian aunts and uncles, and more. Even today, my Indian 'mommy' in Zimbabwe eagerly waits for me to visit home. The beauty of our parent's generation is that everyone by default and respect, becomes uncles and aunts.









**MY MOTHER**  
.....  
**REMARKABLE  
WOMAN**



My mother, who passed away in 2000, was a remarkable woman known for her strong opinions and striking presence. A Zambian beauty from Chipata, Tete, she was a true fashion icon who commanded attention wherever she went. A staunch advocate for women's empowerment, she instilled in me the belief that life's stage is large enough for everyone to shine, emphasising the importance of support and unity. She studied Natural Medicine with the University of Zimbabwe and was a registered Traditional Medical Practitioner and so had a natural inclination for anything natural and herbal in what she did.

I recall a moment in high school when I complained about peer pressure, and she insisted that there's no such thing; we make our own choices in life. This principle taught me to stand firm against any form of coercion, embodying my mother's strength.

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.....

Now at 46, I am deeply influenced by my mother's teachings and wisdom. Her integrity and unwavering support for family, even though her divorce, were paramount. Growing up we had family and friends from Zambia, Malawi, Ghana, Tanzania and Canada that would pass by our house, thinking back now I didn't realise that we were actually part of a diaspora community, which is interesting as you grow older and see the challenges that people face. All I know is everyone felt like home.

## **MY MOVE TO SOUTH AFRICA**

I moved to South Africa in 2009 and have had the pleasure of mixing with so many diverse cultures. Having heard Xenophobia for the first time living in South Africa has allowed me to have incredible conversations with everyone around beliefs social and economic woes which has been educational and eye opening. Ubuntu is what South Africa is synonymous with and that is something that I am fortunate to witness with all my diverse tribe of people every day in this beautiful nation. The lessons I have learnt is that if we can sit down and listen to each other, though we may not agree on everything and at times we may have to agree to disagree. We are so connected as people that we really need to acknowledge the fact that "I am because you are" sake.





My Mum in  
Dublin, Ireland.

My Mum Yvonne Ngwira



# I REMAIN GROUNDED BECAUSE OF THE VALUES INSTILLED IN ME

Growing up with my mom and dad, I absorbed a strong set of values. My father, in particular, had a significant impact due to his influential corporate role. He had contacts for everyone and was always ready to help with anything, from school fees to uniforms. His openness and willingness to assist left a lasting impression on me. As an adult looking back at both my parents work history, they both had incredible work ethic.

My mom once asked me to visit her salon in downtown Harare, hinting I would have my hair done. However, upon arrival, I was handed a broom and tasked with sweeping and mopping before the salon staff would attend to me. This was her way of teaching me about life's different facets and instilling in me an attitude of gratitude.

These experiences shaped my values and appreciation for life. My parents played pivotal roles in my upbringing. Being around my father, who interacted with influential people, made me accustomed to such encounters. I remember when Lonrho Zimbabwe, at one of its events hosted Yvonne Chaka Chaka and she gave me a hug back stage, I was very excited, meeting her and other celebrities like Miss. Malaika Brita Maselethulini, and Brenda Fassie, that woman was short but commanded the room when she stepped in were memorable, Siphon "Hotstix" Mabuse in Swaziland came to our house and he was funny I didn't realise who he was till later. These "celebrities" were all truly humble and gifted.

Through events like the Zimbabwe International Trade Fair and encounters at Zimoco, the Mercedes-Benz stand, I met many notable figures in the Zimbabwean media scene, legends like the Late Tsitsi Vera, John Mathinde who is still in broadcasting today, these experiences taught me to value respect and gratitude more than the allure of fame as in hindsight I realise there were a lot of the "who's who" back in the day.

At the time when Lonrho Zimbabwe was also affiliated with Zimoco, I had drivers who would pick me up in different cars when needed. I am extremely grateful for that and wish I knew where those drivers are today. We were taught to respect everyone, recognising the importance of their roles and contributions. I am thankful for being taught to respect others in all aspects of life. Lonrho Zimbabwe was also affiliated with a clinic called St. Clements where employees and their families, including us, received medical care, it embodied a sense of family and mutual respect. I look back again in gratitude at such a time when you were able to access what you needed and were surrounded by people who were and continue to make a difference in people's lives.

I remember when I got my first job, I came home and my bed was gone and when I asked my dad where "my bed" had gone he said you mean my bed.... Let's just say I was not happy but got the lesson guess who saved and bought a bed the following month. When that arrived, I was handed my portion of the phone bill and then the food bill contribution all lessons in responsibility.



My Dad Chiza Ngwira

Growing up in such an environment, my parents were both driven and exceptionally respectful and generous with their time, means, and selves. My mother, particularly, felt a strong impulse to empower women, aiming to unite and make a significant impact.

# driven.





# A SUCCESS STORY OF A BLENDED FAMILY

We are a vibrant family mosaic. When my parents got married my mom came into the marriage with 3 children that my father legally adopted and they then had three more children together which made us a family of 6 that grew up together each brilliant in their own right. The firstborn in our family has an Italian heritage from her father's side and so is mixed race and I remember asking my mom how come her hair was longer and straighter than mine and my mom said it's because I never cut it.

That settled that for me as a child I never paid attention to the fact that she is coloured and would get very annoyed when people always asked how come she was lighter than me and I would give a sarcastic she's my sister can't you see, as you get older you have a little more grace for people. My dad also had two children on his side, we never grew up together however we are connected. Collectively we are eight (Nelly, Jacob, Brenda, Watipa, Tilu, Lilian, Mwiza and me). I also have incredibly vibrant, intelligent nephews and nieces who are 15 in total and one grand nephew and niece. My nephews and nieces are also married to amazing individuals. My brothers married incredible and phenomenal women, Adelaide and Carina, and my sister's husband Samfo, is truly a gem and I thank God everyone is alive and well.

**We are a blended family, creating  
a vibrant family mosaic.**

My father still resides in Harare with my brother and sister in-law, he had a stroke a few years ago but has recovered and is still on his journey of healing.

# Siblings.



Nelly & Watipa



Watipa & Tilu



Brenda, Suzgo & Nelly



Suzgo & Nelly



○ MARSHALL SHONHAI

Loyalty can be described as "a virtue, a steadfast faith and commitment to people and ideas through good and bad times". Loyalty is a valuable trait, characterised by a resolute belief and dedication to individuals and concepts, regardless of the circumstances. Through life's journey, we seek companions who remain by our side, whether faced with adversity or when confronted with ground-breaking ideas. It is important to have people who will support us through every challenge and stand by us when we embark on transformative journeys.

Suzgo Ngwira, is a truly exceptional woman and is the true embodiment of loyalty.

Suzgo has shown unwavering loyalty in both her personal and professional relationships, always standing by those she cares about through thick and thin.

# LOYAL



Professionally, this is evident in the substantial amount of time she has dedicated to Mukuru since its establishment. Throughout the organisation's evolution, numerous transformations, and the introduction of new concepts, she has steadfastly remained loyal. In a world where individuals often hop between professions in pursuit of better opportunities, Suzgo has wholeheartedly devoted fifteen years of her career to a single organisation.

In her personal relationships, Suzgo consistently embodies the roles of a supportive friend, caring big sister, and nurturing auntie who always has your back, no matter what! When you have Suzgo in your corner, facing a challenge feels like you're already halfway to victory. She loves deeply, and if staying loyal and loving means delivering tough love, then Suzgo Ngwira will undoubtedly be the one to tell you the honest truth with love.

Suzgo is also inspiration personified. Her ability to inspire others is truly remarkable; her positive attitude and determination have served as a source of motivation for countless individuals, me included.

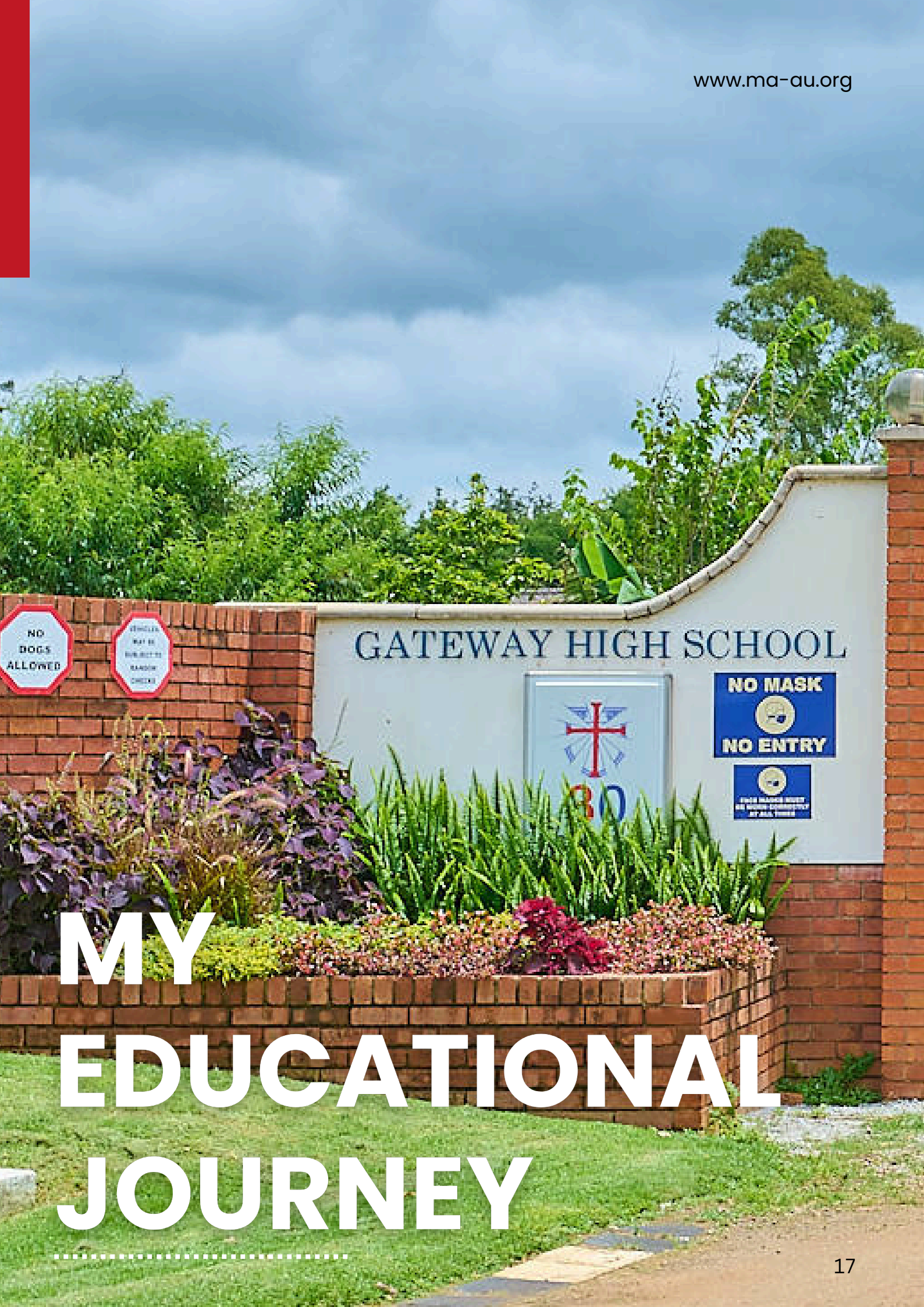
Another of the most admirable qualities of Suzgo is her unwavering commitment to her principles. She consistently acts with integrity, making decisions based on a strong moral compass and ethical framework based on her relationship with God. Her actions speak volumes about her character and serve as a shining example to those around her.

In her personal and professional endeavours, Suzgo has demonstrated an extraordinary level of dedication and reliability. Her loyalty to her friends, colleagues, and community is unmatched, and her ability to inspire positive change is truly commendable. Her principled approach to life serves as an inspiration to all who have the privilege of knowing her.



MARSHALL SHONHAI

Photographer - Lincoln Mandengu



# MY EDUCATIONAL JOURNEY



My educational journey was as varied as my family life, including a brief stint in Eswatini before returning to Zimbabwe. I attended David Livingston School and then moved to Alex Park School for my primary education following my parents' relocation. A personal triumph of mine was coming first in a cross-country race during my school years, a victory that no one witnessed, I remember thinking this sucks because, first, I was not the sportiest person in the family and second, it would have been nice if someone was there from my family to cheer me on. I was a little sad, but humour played a role with me as I went home thinking no one is going to believe me.

High school at Gateway marked a series of firsts for me. My mother had initially placed me on the waiting list for a convent school, but Gateway's opening as a new Christian High School changed our plans. Being among the first cohort of students at Gateway offered a unique and enjoyable experience, surrounded by a diverse group of friends. My time there was filled with pioneering moments, shaping a memorable and formative chapter of my life. I am still in touch with my former school mates it's the gift of connectivity.

During my O'Levels, a challenging period unfolded when my parents separated. Adding to the turmoil, my dad experienced a severe accident, but thankfully, he survived. After completing high school with less-than-stellar O'Level results, mom enrolled me at Birmingham College of Tourism and Creative Studies to study Beauty Therapy. I was in the UK for about eight months but had to come back due to financial reasons as my mom was unable to pay the tuition. While I was still in the UK to make extra money like any student would, I worked in the resource centre and part time at The Copthorne Hotel where I was a chambermaid. I learnt valuable lessons like paying attention to detail, responsibility, timekeeping because I was responsible for cleaning up to 30 rooms on my shift. Till this day I have a lot of respect for the housekeeping department in any hotel, try being gracious when you visit a hotel, please.

I returned to Zimbabwe and my dad pushed for me to undertake a programming course at ProData. Despite my lack of computer skills, I was thrust into a world of programming and process flows, which felt like a nightmare.

The course was complex, intended for A-Level students, my dad trusted I could do it however anything to do with programming which felt like maths to me caused anxiety, despite the difficulties, I persevered through the programme, only faltering on one particularly challenging topic. My father had aspirations of me entering the tech field, often mentioning to friends his vision of me working at IBM—a path I wasn't keen on, given my disinterest in technology. Reflecting on those times, I remember the frustration of grappling with flow charts, troubleshooting, and programming failures. However, with time, I've come to appreciate the skills I gained from that daunting experience. In hindsight, I think he saw the future it was not my thing. Here we now in 2024 where everything is digital who knows how that story would have ended, Nah still not my thing lol...

.....

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.....



# MY CAREER

## MY FIRST SLICE OF HUMBLE PIE IN LEADERSHIP

*lessons learnt in climbing the corporate ladder.*



After the course, my journey took a turn when my childhood friend Joyce Temu-Mutangara from Chisipite High School informed me about job opportunities at the newly opened W Store franchise in Zimbabwe. Though she had no interest in the position herself, I seized the opportunity, landing a job as a sales assistant. This role began my career, starting in the stock room of Metro Peech, a store associated with the Peeches family in Zimbabwe. Despite the rocky start in programming, this new chapter was the start of something significant for me. In a stock room filled with the hustle of packing, a simple act of making tea for the managers caught my attention. I saw it as an opportunity, so I started offering tea to the managers, believing it would make me memorable. My friend Rachel Huntle and I knew that when the time came for promotions, our small acts of kindness and dedication would stand out. And they did not because of favouritism but because we paid attention to what needed to be done and were forward thinking. I climbed the ranks from a sales assistant, pay point controller, supervisor, a stint in HR and then to a store manager over a period of a couple of years.

But with new titles came new challenges. Leading my former peers wasn't easy. We used to be on the same level, joking and playing, and suddenly, I was in charge. It was tough to balance being a friend and a supervisor, especially without any formal management training. I found myself struggling to enforce rules, like timely arrivals and short tea breaks.

During this tough transition, my personal and professional worlds collided. Elliot Mandaza, a friend from church who worked nearby, heard complaints about me. Some team members felt I was too strict and took their grievances to him, hoping he would intervene. I found myself defending my actions to Elliot, trying to explain that I was just trying to do my job well, but my team wasn't making it easy.

This journey from colleague to manager was a learning curve, filled with challenges of leadership, the importance of communication, and the delicate balance of personal and professional relationships. Attributing significant credit to my initial mentor though he may not know because he really was a big brother to many, Elliot, his guidance as a leader was pivotal in my early professional development. You see we all grew up in the Church which is now called New Life Covenant Church where we were taught the importance of leadership, punctuality and accountability and because he was the first to explore that leadership journey, he had the wisdom to share amazing insights for which I am really grateful for.

.....

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.....



I also have to say if you were fortunate enough to grow up in a church like I did with Bishop Tudor and Pastor Chichi Bismark, where excellence in how one carried themselves in the world was something that was hammered in us as well as punctuality being a sign of respect and never littering amongst the many teachings we had, you would have a standard to live by. I was also involved in the choir at NLCC and the praise team and Pastor Conrad Leher was an incredible mentor to all of us, sharpening our minds because we had to master songs a day before they were sang, heading the youth and really being very present in our lives , when I look back I count myself blessed for having people like this in my life and thank God they are all still alive.

One of my earliest leadership lessons occurred when I naively invited my team to share any concerns with me, only to be met with a long queue of grievances. This experience served a slice of humble pie, transforming arrogance into humility and provided a profound learning opportunity. While I can now reflect on it with humour, it was an eye-opener at the time.

Other influential figures on my journey was a buyer her name is Ashley Mcavoy, who offered wisdom and support, remarking on the isolation experienced in leadership roles. She encouraged me to persistently strive for integrity and diligence in my work. I was also fortunate to work under Joan McLaren, whose meticulous nature as a manager greatly shaped my own leadership style. Her insistence on precision pushed me to refine a report upwards of 10 times, each iteration demanding fewer errors. Her high standards and relentless pursuit of excellence have left an indelible mark on me. Then there was Adriaan Verhagen a total Legend whom I still keep in comms with till today, he was a mentor, an incredible leader and a father figure to all. I made some mistakes, and he sat side by side with me to show me how I could do things better and he was the GM he is very much a real life hero to me. These mentors not only taught me practical skills but also subtly crafted my approach to leadership, embedding lessons that I carry forward in my career.

.....  
**....I realised that leadership is a powerful and privileged role, significantly influencing how people perceive themselves and their work...**  
.....



Early in my career, I developed a knack for identifying errors in reports, often overlooking the positives in hindsight I think it was my wiring I found it a thrill when corrected on my errors as time went on. This approach led to perceptions among staff that I never acknowledged the right aspects, which was effective for me but not necessarily for them. It made realise that it was also important to find out how one wanted to be lead.

My background shaped a preference for directness and honesty, valuing straightforward communication over embellishments. This influenced my management style, where I often took a tough, no-nonsense approach. However, I learned the importance of balancing criticism with recognition of good work. I started to acknowledge improvements, like praising someone for a well-done report, while still addressing areas that needed work.

In my business narrative, figures like Joan McLaren and Adriaan Verhagen stand out. Joan, in her subtle way, taught me valuable management lessons. Adriaan, whom I affectionately call my "white daddy," has been a significant mentor in my life he currently resides in Durban if I am in the city I always make a plan to reach out. He showcased empathy and understanding in his leadership, choosing to mentor rather than punish, which deeply influenced my approach to management.

In my journey, I transitioned into HR and training, areas I am passionate about. Adriaan's mentorship allowed me to explore these interests further, even empowering me to take on responsibilities in line with my passions. His trust and guidance were instrumental in shaping my approach to leadership and management, teaching me the importance of understanding and nurturing talent within an organisation.

.....

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Throughout my career, I've learned valuable lessons about leadership and cultural understanding. Initially, I was strict in my evaluations, focusing on what was wrong with employees' reports rather than what was right. This taught me the significant impact a leader can have on their team's confidence and development.

In the retail environment, I witnessed the empowering practice of departmental autonomy. Individuals like Baron in menswear and Taf in lingerie were given the freedom to manage their areas as experts, leading to a more dynamic and engaged team. This approach was inspired by Adriaan, who embodied gracious and empathetic leadership, even in challenging situations. For example, he demonstrated understanding and practical solutions when a payroll mistake occurred, showing me the importance of being attuned to the team's needs and realities.

Adriaan's principle of being "hard on the standard but soft on people" deeply influenced my leadership style, teaching me the balance between maintaining high standards and showing compassion towards employees. My experience in Mozambique further highlighted the importance of cultural sensitivity and clear communication. Misunderstandings in how tasks were executed reminded me of the nuances of different work cultures and the need to demonstrate and explain tasks thoroughly.

Later, working with Sian Edwards and her business Elements, I learned the ethics of fair business dealings, especially with informal traders. This experience reinforced the value of integrity and the positive impact of empowering others through fair practices. Throughout these experiences, whether in Zimbabwe with the W Store or navigating international cultural nuances, the journey has been a profound lesson in leadership, empathy, and the responsible stewardship of one's role in others' lives and livelihoods.

In Zimbabwe, I had the pleasure of working with Sian, a true genius in design, as the owner of the business. I remember her telling me she preferred to be in the background working with the creative and team and I could deal with the people element, and we had great synergy. She was also such a servant leader and excellence was her second nature in everything she did. I was honestly very blessed to have worked for her. I must give credit again to my friend Joyce Temu-Mutangara who recommended me for this job.



Pastor Conrad Leher was an incredible mentor to all of us.



## FROM THE W STORE TO MUKURU AND EVERYTHING IN BETWEEN

My tenure at The W Store, lasting approximately seven years, was an enriching phase of my career, during which I refined my leadership style and was fortunate to have been put on a NEBS Leadership Course facilitated by Nottingham University which enhanced my competence and confidence to present to a panel of department head at Makro, a daunting task if I may add, but it helped having Adriaan, a familiar face as part of the panel.

After four years working at Elements, I decided to move to South Africa. Despite the scepticism about my reasons for leaving, which many assumed were economic, my relocation was driven by a sense of a spiritual calling.

In South Africa, I worked alongside my sister at a lodge named Valverde in Muldersdrift, Johannesburg. Later, I secured a position as a receptionist at The Garden Lodge, an experience that was both challenging and enlightening. My interaction with the staff and management there revealed operational injustices, including the wrongful blaming of a colleague for booking errors, which I rectified by exposing the true cause.

The experience taught me about the nuances of workplace dynamics and the importance of fairness and integrity. It also highlighted the necessity of understanding technology to empower and protect employees. Moreover, it served as a reminder that accusations or bias of any reason should not be used to excuse poor service, but rather the importance of accountability and quality in all aspects of work.

.....  
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.....

My professional journey took a significant turn when I applied to Mukuru. Initially, I doubted the company due to its unusual name and feared language barriers. During the application process, I faced a hurdle because of a typo in my contact number. However, thanks to Mukuru's persistent efforts to contact me, I was eventually invited for an interview, and for that, I must thank Michelle Diamond.

I remember when I was job hunting, I would send out my CV to at least 30 companies a day for months, always declaring that my CV would land at the top of someone's pile one day. When I asked Michelle where she found my CV, she said, "Not sure, it was at the top of a pile on my desk!" This marked a new beginning in my career journey.

Mukuru proved to be more than just an employer; it became a platform where I could contribute to meaningful work, helping the diaspora support their families back home. This role resonated deeply with me, as it aligned with my desire to make a positive impact on others' lives. Whether it was assisting a doctor in the United Kingdom to send his child to school in Africa or simplifying how people in the diaspora could send essential goods back home, the work felt significant and fulfilling.

This year -2024- I celebrate my 15th anniversary with Mukuru, a milestone that underscores the journey of growth and the alignment of my personal values with the company's mission. I started off as a Sales Consultant who went onto to be a Contact Centre Manager, working as a Skills Development Facilitator, and eventually finding my passion in the Learning Enablement Department as a People Learning Partner , reflected not only my professional development but also the diverse opportunities for impact within the organisation.

Working for Mukuru, I've recognised the profound impact of our services on people's lives. The urgency and necessity of our work, in every facet of what we do underscores the critical nature of timely and accurate service delivery. These understanding shapes our commitment to excellence and reliability, ensuring that we genuinely serve and change lives.

When Mukuru moved from Johannesburg to Cape Town we were only five employees at the time, we morphed into various roles as we were all Sales Agents. I embraced the responsibility of building a call centre with a phenomenal team of people. As employee number one in the order of interviews lol, I was part of a term that were instrumental in establishing systems, processes, and a culture of continuous improvement and learning. This journey has been about mentoring young professionals, emphasising the importance of integrity and fairness over conforming to corporate norms that don't align with our values. My leadership philosophy is rooted in fairness, transparency, and the pursuit of justice, guided by my Christian faith and the principle of treating others with respect and kindness. This has led to implementing an open-door policy, encouraging direct communication, and addressing issues proactively.

Throughout my career, I've maintained a focus on personal growth and ethical leadership, being open to divine guidance and self-correction. Leadership, to me, is often a solitary path, requiring courage to stand by one's principles even when it means walking alone. My commitment to these values has facilitated constructive dialogues, allowing me to engage genuinely with my team and address challenges head-on, cultivating a culture of trust and mutual respect within Mukuru. In my current role as a People Learning Partner, I am very blessed to work with "Leaders without titles" it's always a pleasure to enjoy who you work with.







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**This year, 2024, I  
celebrate my 15th  
anniversary with  
Mukuru, a milestone  
that underscores the  
journey of growth and  
the alignment of my  
personal values with the  
company's mission.**  
.....



I believe in elevating our collective mindset and capabilities, which is a principle that guides my interactions and mentorship. My commitment to authenticity and reliability has built lasting trust among the people I've worked with. Leadership, in my view, is not just a role but a privilege that carries the responsibility to be aware of and sensitive to the personal struggles of others. This perspective was further enriched through my experiences in media, particularly during a stint in radio broadcasting with Radio Musika. An unexpected opportunity led me to host a show titled "From a Man's Perspective", where I explored the societal pressures and personal challenges faced by men, providing a platform for open discussion about mental health and challenges faced by men.

These experiences highlighted the nuanced realities of male struggles, challenging the stereotype of toxic masculinity and underscoring the importance of supportive and understanding relationships. Through my radio show, I was able to facilitate conversations that shed light on the need for empathy and partnership in addressing the silent battles many men face. Additionally, my journey in personal and professional development includes becoming a qualified coach, achieving certifications in 2017 and further specialising as an Enneagram Coach in 2021. These qualifications have not only enhanced my ability to support and guide others but have also deepened my understanding of the diverse needs and dynamics within both personal and professional relationships.

I feel incredibly fortunate to be part of an organisation whose work profoundly impacts lives. Our mission is critical to delivering on time and we strive to have innovative solutions to meet the needs of our customers.

In my various roles I have worn many hats which include coaching and mentoring, which I approach with a focus on integrity and accountability—a value system instilled in me from an early age.

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**My leadership philosophy is rooted in fairness, transparency, and the pursuit of justice, guided by my Christian faith and the principle of treating others with respect and kindness.**  
.....

In addition to my operational duties, I am privileged enough to be a mentor to offer support and insights to those on their professional journey, I work in an environment where development is crucial for the success of the business and this comes through in our values of growth through learning and so what you find is an environment where people are willing to learn, be stretched, pivot and take accountability.

My personal faith deeply influences my professional ethos. I strive to align my actions with my beliefs, often finding myself in positions where I must make tough decisions that may not be popular but are right. This perspective has sometimes isolated me within corporate settings over the decades, where conforming to the prevalent culture is often the easier path. However, I remain committed to my principles, choosing instead to focus on fairness and ethical conduct.



## Looking forward

I am focused on increasing my visibility and leveraging my platform to advocate for systemic changes in how we address societal challenges. The digital era offers unprecedented opportunities for influence, and I intend to use my voice to promote positive change and support for the vulnerable who are disproportionately affected by current societal stresses.

— Suzgo Ngwira







WOMEN  
TELLING THIER  
OWN STORIES

*Coming Soon*



A NATION WITHOUT THE  
WISDOM OF ITS WOMEN IS  
LIKE A HOUSE WITHOUT A  
FOUNDATION.



# remarkable

## TESTIMONY

I have had the incredible opportunity to know the beautiful Suzgo Ngwira with a friendship and sisterhood spanning over 25 years. A kindred spirit we were drawn together by our love for music as we sang together in the same church choir under Bishop Tudor Bismark's New Life Covenant Church. It was evident from the onset that our sisterhood and comradery grew beyond music as we both loved the finer things in life. We have been described as twins because of our curvaceous body structures and bubbly personalities. Above all was our passion for public speaking, with me being a television and radio broadcaster and personality and Suzgo as a motivational speaker. I remember when she started her online podcasts and went for training as a life coach. I told her this was definitely her calling because I had heard her preach but this was something more atuned to her personality. I even convinced her to record a few sessions for my Good Morning Zimbabwe, News Show that I anchored on TV with a Monday morning slot to motivate my audiences.

I have had the pleasure to attend a virtual motivational speaking event led by the remarkable and inspiring Suzgo who truly embodies the essence of women empowerment, compassion, and personal identity. Her words were like a beacon of light, guiding us towards embracing our inner strength and celebrating our unique identities. Her articulate and well-spoken nature captivated the audience, leaving us hanging on to every word she spoke. Her energy was infectious, filling the room with positivity and enthusiasm. It was impossible not to feel motivated and uplifted in her presence. Her dedication to empowering women, promoting compassion for others, and encouraging the development of a strong personal identity is truly commendable. She is a shining example of grace, resilience, and passion, and her impact on those around her is immeasurable. I am grateful to have experienced her powerful message and unwavering commitment to making the world a better place. She is a true inspiration, and I have no doubt that her influence will continue to touch the lives of many, spreading positivity and empowerment wherever she goes.







# “ I LEARNT A UNIQUE EXPRESSION OF LOVE

Bishop Tudor Bismark introduced me to a unique expression of love. He doesn't just love his wife; he celebrates her by knowing even the smallest details, like her clothing sizes. He often championed his wife, Pastor Chichi, predicting she'd outshine him in preaching and authorship. Back when I joined New Life Temple in the '90s, it was hard to imagine that quiet beautiful woman with long hair achieving such heights. Yet, today, she's highly sought after, proving that Bishop's belief in her wasn't misplaced. This for me as someone who have never witnessed anything like that gave me hope. I am sure she already was fire and we never saw it, and that's why a great partner to me will always cheer you on.

I remember laughing in his office one day when people kept calling his phone looking for Chichi. He'd amusingly insisted they should approach her directly. This incident highlighted how his earlier affirmations about her potential had come to fruition.

Words have incredible power, and Bishop used his to uplift his wife, setting a standard for what leadership and support in a relationship should look like.

In a broader sense, if a leader fails at home, it affects everything—relationships get strained, and children suffer. Leadership isn't just a role; it's a responsibility to inspire and uplift. Bishop and Pastor Chichi's relationship showed what unwavering support and loyalty look like and they are always open to share and guide us around challenges and solutions and lessons learnt on their journey. Witnessing their dynamic made me rethink what a loving, supportive marriage could look like, contrasting sharply with the unfortunate experiences of my parents. Bishop's example taught me the profound impact of advocacy and vocal support within a marriage.





# THE DARKSIDE

THAT MAN HAS SINCE  
DIED AND I HOPE HE  
MADE PEACE WITH  
HIS DEMONS.





**I had my own traumatic  
experience of a man who  
attempted to rape me**

I have had the opportunity to over the years listen to so many people's different trauma experiences be it broken homes, divorces, or abuse of several kinds that leave me always looking at how resilient the human spirit is. I had my own traumatic experiences when a man attempted to rape me but I managed to get away from him, the irony is that this man was a guest at my father's house, I remember thinking if I should say something and then telling myself I was the victim, not him and I did tell my father upon his arrival as he had stepped out to drop other guests that day, needless to say, he looked very confused when I told him and I went to bed. That man has since died and I hope he made peace with his demons.

That trauma took me a while to get over and by this time my mother had passed away in the year 2000, I missed her and I still do till this day, the loss is always there but our responsibility is to carry on our parent's legacies.

The interesting thing about life is that no matter how much money you gain or what you amass in this life, you have to think about how you want to be remembered when you are gone. I know that I want to be remembered as someone who brought light into others lives and made room for them to shine whilst always sticking to my God given values.



## HELPING OTHERS FIND THEIR PURPOSE

Today, I'm committed to opening doors for others and empowering them, a purpose I fully embraced after realising the profound effect my upbringing had on me. Whether it's paying for someone's education directly or offering other forms of support, I've learned the importance of giving wisely.

I also share motivational messages to inspire others, a calling I felt compelled to follow. It's about creating spaces for people to thrive and ensuring that, despite the rise of technology, the irreplaceable value of human connection remains central. This realisation drives me as I look forward to 2024, ready to launch new programmes to help people discover and navigate their true selves.

I've always leaned into academia when thinking about achievements, wondering if they should be measured by degrees or certificates. Yet, there's a broader perspective to consider. What if you haven't followed that traditional path but you're still making a significant impact through servant leadership? It's about realising the value in what you do, even if it doesn't fit the conventional checkboxes.

.....

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.....

H HONOUR  
E EDUCATION  
R RESILIENCE  
E EXCELLENCE

W WISDOM  
F EMPATHY





# WHERE I AM NOW AND WHAT THE FUTURE HOLDS

Currently, I am working on collaborations that help others. I volunteer with our Youth Empowerment Programme called CREED at Gospel Ramah church, which focuses on job readiness and soft skills. Last year, I was the Keynote speaker at an event called Behind the Mask originally planned for women however men also came to support which was awesome. It was a powerful session where we delved into topics like imposter syndrome, sparking emotional discussions among the participants. The event highlighted the deep need people have to unpack their barriers to progress.

These experiences underscore my belief in the profound influence we can wield. I remember a friend of mine who accompanied me to one of these talks, remarked on the openness of the audience and the grace in my ability to connect with them, despite potential cultural and racial boundaries. This, to her, was not just skill but a gift, a testament to the way I can facilitate deep, meaningful conversations and reflections among diverse groups.

As I continue these endeavours, my hope extends to personal life too, where I dream of marrying someone who shares my passion for creating spaces where men can openly address and heal from their traumas through retreats and supportive networks. This vision isn't just about organising events; it's about creating conditions for real change and providing a platform for genuine, necessary conversations that address the heart of people's struggles.

This year is all about increasing visibility, so I'm diving deep into promoting my coaching services and create ways for everyone to synergise as one of the multiple streams of income. The "Authentically You Coaching" website is under construction and set for a revamp this year. The platform is gearing up to offer not just coaching but inspiring content as well. The focus is to start strong with the resources we already have, like videos, and build from there.

On a more personal note, I've realised that I've often undervalued my services, offering profound changes without a cost. However, a recent revelation made it clear that this approach needs to change. Interestingly, just at the end of last year, I almost faced a business hiccup when I discovered that my business registration was about to be deregistered over an overlooked fee, which I promptly settled. It was a small but significant reminder that I need to keep on top of even the smallest details.

As someone who doesn't limit divine guidance, which is Jesus Christ to just significant life events, I find that being open to such guidance in everyday matters, like locating a misplaced item or double-checking work documents, has profoundly impacted my effectiveness. This openness to divine input is something I cherish deeply.

Furthermore, my recent appointment to a non-paying board of Advisors at the Cimplicity Institute is a testament to this year's theme of visibility and collaboration. This opportunity is not just an honour but a strategic move to align with broader goals. As we prepare for more significant developments, including potentially collaborating on platforms that elevate African leaders and promote children of the soil from all walks of life as there's a sense of urgency and preparedness for what's to come.



## TESTIMONY

# *My Friend and Mentor*

Suzgo and I met through work and instantly gelled with each other. When I think back over the years that I have known Suzgo, I often end up with an immense amount of gratitude for who she is as a human being, friend and mentor. Her counsel over the years has always been insightful and wise. Suzgo's understanding of the human nature and character is second to none. I truly am blessed to call her my friend and mentor

*DANIELLE BANFIELD*







# MESSAGE TO THE FUTURE ME

## LET ME ASK YOU... HAVE YOU MET YOURSELF?

To my younger self, Suzgo, keep your faith strong, persist in prayer, and stay rooted in God's word. Stay open to learning and learn to also be quiet so you can hear Gods guidance.

Don't be afraid to write those AUDACIOUS GOALS because they will come true, know that there are so many people who are waiting for you to be fearless so trust the process. No playing small or hiding in the shadows.

God has assigned all your destiny helpers to assist you so keep moving forward. When trouble comes stand on God's word it's the only truth out there.

Stay young at heart the world can become messy but find the beauty in every situation and stay in that attitude of gratitude.

Keep opening as many doors as you can for others and keep celebrating them it will make sense later. Spend your money wisely but remember if you loose any you can still make it up again.

Don't be so hard on yourself, you are doing the best you can. Love will definitely find you so continue living your best life your destiny partner will locate you and remember that life and death is in the power of the tongue so be intentional with your words.

A question to always ask yourself is "have you met yourself?"

# NOW FLOURISH!



I AM  
AFRICA'S  
GREATEST  
STORY...



LEAVE YOU  
WITH MY  
FAVOURITE  
QUOTE

**"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."**

**— Maya Angelou**

**I give you permission to be PHENOMENAL.**