



REPORT

ON

TRAINING COURSES ORGANISED

By

**THE HUMAN RESOURCE
DEVELOPMENT DIVISION**

For period: January - December 2011

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Total			3206	

Note:

ODL: Open Distance Learning

TC: Training Course

IP: Induction Programme

IC: Induction Course

AC: Award Courses

OT: Overseas Training

TP: Training Programme

T: Training

W: Workshop

SS: Sensitization Session

Course: Training Course for Officers – (TC1)

Aims and objectives:

- (i) To render Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008; and
- (ii) To equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently.

Course contents:

- Role and Responsibilities devolving on the post of 'Officer'
- Secretarial Duties
- Financial Management
- Public Relations and Customer Care
- Procurement and Supply
- Human Resource Management (Basic Functions)
- Registry Procedures
- Effective Interpersonal and Communication Skills

Duration: 2 day sessions

Batch 42: 17 & 18 January 2011

Batch 43: 07 & 08 February 2011

Batch 44: 14 & 15 February 2011

Batch 45: 17 & 18 February 2011

Batch 46: 21 & 22 February 2011

Batch 47: 10 & 11 March 2011

Batch 48: 14 & 15 March 2011

Batch 49: 28 & 29 March 2011

Batch 50: 11 & 12 April 2011

Batch 51: 16 & 17 May 2011

Batch 52: 25 & 26 May 2011

Batch 53: 16 & 17 June 2011

Batch 54: 23 & 24 June 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Public officers (who have opted to join the grade of Officer)

Number of officers trained: 406

Course: Award Courses for Higher Executive Officers - (AC1)

Aims and objectives:

- ❖ To acquaint the Officers of the General Services with the latest concepts and trends in the Public Sector Management
- ❖ To equip them with the required skills and competencies in order to help them keep pace with the changes and challenges ahead of the Public Service

Course Modules:

(1st Semester)

- + Computer Fundamentals
- + Business Communication
- + Public Sector Management
- + Administrative Reforms

(2nd Semester)

- + Introduction to Mauritian Institutions
- + Introduction to Public Policy
- + Team Building and Leadership
- + ICT in Organization

Duration: 16 August 2010 – May 2011

Venue: University of Technology, Mauritius,
La Tour Koenig.

Category of officers: Higher Executive Officers

Number of officers trained: 16

Course: Award Courses for Senior Officers/Executive Officers - (AC2)

Aims and objectives:

- ❖ To acquaint the Officers of the General Services with the latest concepts and trends in the Public Sector Management
- ❖ To equip them with the required skills and competencies in order to help them keep pace with the changes and challenges ahead of the Public Service

Course Modules:

- ✚ Public Sector Management and Administrative Reforms
- ✚ Human Resource Management
- ✚ Financial Management
- ✚ Organizational Communication
- ✚ ICT in organization

Duration: 31 January – 13 May 2011

Venue: University of Technology, Mauritius,
La Tour Koenig.

Category of officers: Senior Officers/ Executive Officers (*2 batches*)

Number of officers trained: 87

Course: Training in Customer Care and Quality Management – Open Distance Learning (ODL)

Aims and objectives:

- ❖ To enable Public Officers to focus on the need to streamline and improve procedures and processes with a view to providing more efficient, effective quality and timely services to the public;
- ❖ To enable the Public Services to respond to the needs of the citizens as customer; and
- ❖ To inculcate the concept of Customer care in Public Officers.

Course contents:

- + Customer Service Excellence
- + Importance of Customer Service Excellence
- + Understanding Customer Service in Mauritius
- + Delivering Customer Service Excellence
- + Effective Customer Relationship
- + Monitoring and Maintaining Service Excellence

Duration: 60 hrs training session

Batch 57 to 66:

Batch 57: 09 Sept 2010 – 28 Mar 2011	Batch 62: 21 Sept 2010 – 30 Mar 2011
Batch 58: 13 Sept 2010 – 28 Mar 2011	Batch 63: 23 Sept 2010 – 30 Mar 2011
Batch 59: 14 Sept 2010 – 20 Mar 2011	Batch 64: 24 Sept 2010 – 31 Mar 2011
Batch 60: 16 Sept 2010 – 29 Mar 2011	Batch 65: 28 Sept 2010 – 31 Mar 2011
Batch 61: 17 Sept 2010 – 13 Mar 2011	Batch 66: 01 Oct 2010 – 31 Mar 2011

Venue: Lecture Theatre
Mauritius College of the Air
Reduit

Category of officers: Officers of the Administrative and Technical Cadres at middle management level and above

Number of officers trained: 597

Course: Induction Programme for Newly recruited Human Resource Officers – (IP1)

Aims and objectives:

- (i) Facilitate the integration of newly appointed Human Resource officers in the Human Resource Management Cadre;
- (ii) Expose participants to the new trends and challenges relating to human resource management in the public service;
- (iii) Introduce the participants to the procedures and practices in the management of human resources in the public service; and
- (iv) Familiarize participants with the tools required (Legislations, Documents) to perform their duties effectively.

Course contents:

- ✚ Role of the HR function in building a customer service oriented public sector
- ✚ Communication and Interpersonal Skills
- ✚ Employee Relations in the Public Service
- ✚ Public Sector Reforms and their implications for HR Officers (HRMIS, EAS, ISO, etc...)
- ✚ Scheme of Service
- ✚ Retirement and Pensions Reforms
- ✚ Conditions of service
- ✚ Performance Management System
- ✚ Safety and Health in the Public Service

Duration: 4-day sessions

Batch 1: 24 – 27 January 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Newly appointed Human Resource Officers

Number of officers trained: 38

Course: Training Programme on Word Processing for Officers- (TP1)

Aims and objectives:

- ❖ Familiarizing the participants with Word 2007 to enable them to accomplish different tasks in Word like inter alia, creating new documents, entering and editing text, copying, cutting and pasting, formatting and saving;
- ❖ Enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of Word 2007 namely spell check, bulleted lists, header and footer, tables and mail merge, track changes and printing documents.

Course contents:

- + Introduction to peripherals
- + Intro to Word 2007
- + Working with document
- + Working within the document
- + Track changes
- + Formatting text and documents
- + Headers and Footers
- + Using shortcut keys
- + Proofing tools
- + Tables
- + Mail Merge
- + Page layout

Duration: 2 Half day session

Batch 13: 7 & 10 February 2011
Batch 14: 8 & 11 February 2011
Batch 15: 15 & 22 February 2011
Batch 16: 16 & 23 February 2011
Batch 17: 24 Feb & 07 Mar 2011
Batch 18: 25 Feb & 08 Mar 2011
Batch 19: 09 & 14 March 2011
Batch 20: 10 & 15 March 2011
Batch 21: 17 & 21 March 2011
Batch 22: 18 & 23 March 2011

Batch 23: 03 & 05 August 2011
Batch 24: 08 & 10 August 2011
Batch 25: 12 & 16 August 2011
Batch 26: 18 & 22 August 2011
Batch 27: 05 & 07 September 2011
Batch 28: 09 & 13 September 2011
Batch 29: 15 & 19 September 2011
Batch 30: 21 & 23 September 2011
Batch 31: 27 & 29 September 2011
Batch 32: 05 & 07 October 2011

Venue: Computer Laboratory,
3rd Floor, Atom House,
Port Louis.

Category of officers: Public officers (who have opted to join the grade of Officer)

Number of officers trained: 218

Course: Training on Microsoft Outlook and Interpersonal Communication Skills for Confidential Secretaries (T1)

LEARNING OBJECTIVES

- ◆ familiarizing the participants with Microsoft Outlook to enable them to accomplish different tasks to communicate more efficiently using this application;
- ◆ managing mailbox for size and storage, organizing mail, using calendar effectively, managing contacts, fighting junk e-mail;
- ◆ improving the interpersonal communication skills of participants to project a better corporate image; and
- ◆ making participants more customer centric.

COURSE CONTENTS:

- Microsoft Outlook
- Interpersonal Communication Skills
- Customer Care

Duration: 2 Half-day session

Batch 1: 07 & 11 Feb 2011

Batch 2: 08 & 11 Feb 2011

Batch 3: 09 & 11 Feb 2011

Batch 4: 21 & 25 Feb 2011

Batch 5: 22 & 25 Feb 2011

Batch 6: 23 & 25 Feb 2011

Batch 7: 14 & 18 March 2011

Batch 8: 15 & 18 March 2011

Batch 9: 16 & 18 March 2011

Batch 10: 28 March & 01 April 2011

Batch 11: 29 March & 01 April 2011

Batch 12: 30 March & 01 April 2011

Batch 13: 18 & 22 April 2011

Batch 14: 19 & 22 April 2011

Batch 15: 20 & 22 April 2011

Batch 16: 02 & 06 May 2011

Batch 17: 03 & 06 May 2011

Batch 18: 04 & 06 May 2011

Batch 19: 07 & 11 November 2011

Batch 20: 08 & 11 November 2011

Batch 21: 09 & 11 November 2011

Batch 22: 23 Nov & 02 Dec 2011

Batch 23: 24 Nov & 02 Dec 2011

Batch 24: 25 Nov & 02 Dec 2011

Venue:

*Computer Lab,
3rd Floor, Atom
House,
Royal Street,
Port Louis.*

*Lecture Room,
6th Floor,
Fooks House,
Bourbon St,
Port Louis.*

Category of officers: Confidential Secretaries

Number of officers trained: 278

Course: Induction Course for Newly Appointed Confidential Secretaries (IC1)

LEARNING OBJECTIVES

- ◆ sensitize the Confidential Secretaries on their new roles and functions;
- ◆ help them develop the positive attitude and right mindset in the delivery of more effective, efficient and excellent services, and;
- ◆ promote an ethical behavior among the participants

COURSE CONTENTS:

- Roles and Function of a Confidential Secretary in the context of New Public Management
- Effective Interpersonal and Communication Skills
- An overview of Performance Management System (PMS) in the Civil Service
- Security and Safe Keeping of Official Information
- Public Relations and Customer Care
- Ethics and Good Governance
- Motivation and Team Building
- Occupational Safety and Health Procedures
- Safe Use of Computers
- Gender Concept
- Administrative Reforms and Quality Initiatives in the Civil Service
- E-Government
- Microsoft Outlook

Duration: 3 ½ day session

Batch 1: 21 – 24 March 2011

Venue:

*Lecture Room,
6th Floor, Fooks House,
Bourbon St,
Port Louis.*

*Computer Lab,
3rd Floor, Atom House,
Royal Street,
Port Louis.*

Category of officers: Newly Appointed Confidential Secretaries

Number of officers trained: 23

Course: Training on ICT for Higher Executive Officers- (T2)

Aims and objectives:

- ❖ familiarizing the participants with Word 2007 to enable them to accomplish different tasks in Word like inter alia, introduction to the working environment, editing and formatting, proofing tools, thesaurus, shortcut keys, drawing, shading and track changes;
- ❖ enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of Excel 2007 like formatting of cell/worksheet/workbook, using pivot tables, creating charts and graphs; filtering and sorting data, working with functions and formulas;
- ❖ enabling the learners to have an understanding of the configuration of PC components and help them acquire basic troubleshooting skills;
- ❖ making participants aware of the essence of internet, internet browsers, internet security, search engines, web portal and types of internet communications and
- ❖ managing mailbox for size and storage, organizing email, managing contacts, fighting junk emails, attachments and email settings.

Course contents:

- ✚ Word Processing
- ✚ Excel
- ✚ Installation and Configuration of PC Components
 - Troubleshooting Peripherals
- ✚ Internet
- ✚ Accessing email

Duration: 3 Half day session

Batch 1: 06, 07 & 08 April 2011

Batch 2: 12, 13 & 14 April 2011

Batch 3: 26, 27 & 28 April 2011

Batch 4: 10, 11 & 12 May 2011

Batch 5: 17, 18 & 19 May 2011

Batch 6: 24, 25 & 26 May 2011

Batch 6: 24, 25 & 26 May 2011

Batch 7: 01, 02 & 03 June 2011

Batch 8: 07, 08 & 09 June 2011

Batch 9: 14, 15 & 16 June 2011

Batch 10: 21, 22 & 23 June 2011

Batch 11: 04, 05 & 06 July 2011

Venue: Computer Lab,
3rd Floor, Atom House,
Royal Street, Port Louis.

Category of officers: Higher Executive Officers

Number of officers trained: 123

Course: Workshop on Principles of Negotiations (W1)

Learning Objectives

- ◆ To upgrade the participants' awareness of the basics of negotiations through highly interactive methodology;
- ◆ To understand better the principles and techniques of negotiations;
- ◆ To examine the negotiations process, the gaps in preparation and use of tools to enhance preparation;
- ◆ To differentiate between different negotiation strategies and explore the benefits of principled negotiations;
- ◆ To be more alert to the problems, barriers and pitfalls encountered during negotiations.

Course Contents:

- Climate-setting;
- Some current challenges in Public Sector Negotiations for Mauritius;
- Definition and Scope of Negotiations;
- Role Play;
- Negotiation Outcomes;
- What went wrong here?;
- Common Assumptions, Pitfalls and Mistakes;
- Negotiations Process Flow-chart;
- Negotiation Preparation Tools;
- Benefits of Thorough Preparation;
- Negotiation Strategies;
- Positional Bargaining;
- Principled Negotiations;
- Negotiators Dilemma
- BATNA
- People, Interests, Opinions, Criteria;
- Factors in Negotiations – Time, Information, Power. Ethics, Culture and Communications

Duration: 2 day session (28 – 29 April 2011)

Venue: La Petite Cannelle
Domaine Les Pailles

Category of officers: Mid career to top level management

Number of officers trained: 30

Course: Induction Course for New Recruits Employed to give assistance at Officer Level

Aims and objectives:

- ❖ render the newly recruited Officers multi-skilled and polyvalent as recommended in the Pay Research Bureau Report 2008
- ❖ equip them with the necessary knowledge and skills to enable them to perform their duties more efficiently
- ❖ facilitate their integration in the Civil Service

Course contents:

- ✚ Roles and responsibilities devolving on the post of Officer
- ✚ Importance of Communication within an Organization
- ✚ Basic Store Duties
- ✚ Human Resource Management (Basic Functions)
- ✚ Security and Safe Keeping of official information
- ✚ Code of Ethics and Good Governance
- ✚ Machinery of Government
- ✚ Administrative Reforms in the Civil Service
- ✚ Financial Operations in Government
- ✚ Registry Procedures
- ✚ Code of Ethics and Good Governance
- ✚ Prevention of Corruption
- ✚ Gender Equality – Concept
- ✚ Customer Care
- ✚ Occupational Safety and Health
- ✚ Team Building and Team Work
- ✚ Secretarial Duties

Duration: 5-day session

Batch 1: 29 April 2011 & 02 – 05 May 2011

Batch 2: 02 – 06 June 2011

Batch 3: 18 – 22 July 2011

Batch 4: 01 – 05 August 2011

Batch 5: 19 – 23 September 2011

Batch 6: 05 – 09 December 2011

Venue: Lecture Room
6th Floor
Fooks House
Bourbon St, Port Louis

Category of officers: Newly recruited Officer to give assistance at Officer Level

Number of officers trained: 201

Course: Training Programme on Knowledge Management – (T3)

Aims and objectives:

- ❖ helping participants to create and maintain a knowledge base to solve problems and how knowledge best practices can improve service levels to customers;
- ❖ managing intellectual capital and intellectual assets with a view to developing the skills and processes to build Knowledge Management solutions that leverage organizational and individual knowledge.

Course contents:

- + Introduction to Knowledge Management
- + Understanding the Four Dimensions of Knowledge Management
- + KM Development
- + Implementing Knowledge Management

Duration: 2-day session

Batch 1: 25 & 26 April 2011
Batch 2: 11 & 12 May 2011
Batch 3: 18 & 19 May 2011
Batch 4: 13 & 14 June 2011

Venue: Lecture Room
6th Floor
Fooks House
Bourbon St, Port Louis

Category of officers: Senior and middle level management

Number of officers trained: 108

Course: Training Programme on Supervisory Skills – (T4)

Aims and objectives:

- ❖ Provide supervisors with the necessary knowledge, skills and behaviour to increase their effectiveness in their supervisory roles;
- ❖ Equip supervisors with the managerial skills necessary for them to adapt to changing demands at their workplace;
- ❖ Improve efficiency and promote team work within the organization by providing a structured development program which will enable supervisors to fulfill their potential within the organization.

Course contents:

- + Emotional Intelligence
- + Planning & Organizing
- + Effective Management of Safety and Health in the Civil Service
- + Performance & Motivation
- + Time Management
- + Breaking the Delegation Barrier
- + Interpersonal Communication Skills
- + Leadership Skills

Duration: 2-day session

Batch 1: 09 & 10 May 2011

Batch 2: 23 & 24 May 2011

Batch 3: 30 & 31 May 2011

Batch 4: 20 & 21 June 2011

Venue: Lecture Room
6th Floor
Fooks House
Bourbon St, Port Louis

Category of officers: Senior and middle level management

Number of officers trained: 122

Course: 3-Day Training Programme on Personal and Interpersonal Skills, Electrical and Fire Safety – (TP3)

Aims and objectives:

- ❖ help OMEs and HEOs to acquire necessary skills to motivate and lead their staff;
- ❖ provide participants with the necessary tools to manage workplace problems;
- ❖ enhance the coaching, mentoring and supervisory skills of participants;
- ❖ facilitate the flow of information within the organization;
- ❖ provide necessary skills to manage fire and electrical hazards at their workplace; and
- ❖ equip participants with necessary tools and skills to take appropriate safety and health measures when and where necessary.

Course contents:

- + Leadership
- + Change Management
- + Coaching and Mentoring
- + Communication and Interpersonal Skills
- + Cultural Awareness and Diversity
- + Customer Care
- + Stress Management
- + Managing Safety & Health in the Civil Service
- + Fire Safety
- + Electrical Safety

Duration: 3 day session

Batch 1: 04-06 July 2011

Batch 2: 11-13 July 2011

Batch 3: 25, 26 & 28 July 2011

Batch 4: 08-10 August 2011

Batch 5: 22, 24 & 25 August 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Office Management Executives and Higher Executive Officers

Number of officers trained: 136

Course: Training of Trainers – (TP4)

Aims and objectives:

- ❖ List the specificities of adult learning;
- ❖ Identify the characteristics of an effective trainer;
- ❖ Prepare a lesson plan;
- ❖ Plan a training programme;
- ❖ Use effective facilitation skills;
- ❖ Use reinforcement and motivational strategies; and
- ❖ Assess the performance of trainees.

Course contents:

- ✚ The Learner and the learning environment
- ✚ Designing training programmes
- ✚ Delivering training programmes
- ✚ Managing training programmes
- ✚ Training presentations

Duration: 3-day session

Batch 1: 06-08 July 2011

Venue: Middlesex University (Mauritius Campus Branch)
Vacoas

Category of officers: New Potential Trainer

Number of officers trained: 30

Course: Training on Strategic Human Resource Management– (T5)

Aims and objectives:

- ❖ demonstrate an understanding of the Strategic Human Resource Management;
- ❖ identify the challenges facing HR officers in the process of organizational development;
- ❖ develop their personal effectiveness and sustain their growth;
- ❖ gain an insight on how to develop strategies, initiatives and programs to introduce and sustain competitive HR advantage in organizations; and
- ❖ deal effectively with grievances and help in handling disputes.

Course contents:

- ✚ Human and Organizational Psychology
- ✚ Personal Effectiveness
- ✚ Grievances and Dispute Handling
- ✚ HR Strategy and Planning

Duration: 2 day session

- Batch 1: 15 & 16 August 2011
- Batch 2: 08 & 09 September 2011
- Batch 3: 28 & 29 September 2011
- Batch 4: 03 & 04 October 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Senior Human Resource Officer and Human Resource Officer

Number of officers trained: 119

Course: Training on Financial Management– (T6)

Aims and objectives:

- ❖ understand the key principles in Public Financial Management to better deliver their deliverables
- ❖ get a better understanding of MTEF/PBB
- ❖ understand the government Accounting System
- ❖ demonstrate an understanding of the approach used by Auditors in the auditing exercise.

Course contents:

- ✚ Public Financial Management
- ✚ Programme Based Budgeting
- ✚ Financial Operations & Accounting
- ✚ Auditing

Duration: 2-day session

- Batch 1: 18 & 19 August 2011
- Batch 2: 05 & 06 September 2011
- Batch 3: 15 & 16 September 2011
- Batch 4: 26 & 27 September 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers:

Officers of the:

- HR Cadre (AMHR & MHR);
- General Services Cadre (as from HEO); and
- Senior Officer of the Technical Grade

Number of officers trained: 118

Course: Training Programme on Total Quality Management (TP4)

Aims and objectives:

- ❖ familiarize the participants with the concept of TQM in order to better appreciate TQM implementation proposals in the public sector;
- ❖ sensitize participants on the principles inherent to a TQM approach to improve organizational performance and quality service delivery;
- ❖ disseminate information on existing initiatives being undertaken in the Civil Service to achieve TQM; and
- ❖ make participants aware of the legal parameters relating to TQM and Public Procurement

Course contents:

- ✚ Understanding TQM
- ✚ ISO 9000 Quality Management Systems (QMS)
- ✚ Legal Framework
- ✚ Performance Management System
- ✚ E-Government and E-Governance
- ✚ Customer Focus
- ✚ Administrative Reforms

Duration: 2 day session

- Batch 1: 17 & 18 October 2011
- Batch 2: 27 & 28 October 2011
- Batch 3: 17 & 18 November 2011
- Batch 4: 24 & 25 November 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Procurement and Supply Cadre up to Manager Grade

Number of officers trained: 118

Course: Training Programme for Office Care Personnel– (TP5)

Aims and objectives:

- ❖ To help participants develop the right mindset, positive attitude regarding gender issues and ethical behavior;
- ❖ To equip them with the required skills and knowledge in basic First Aid;
- ❖ To sensitize them on the legal and ethical obligations of public officers in the fight against corruption;
- ❖ To make them understand the essential elements of fires, ignition sources, fire sources and the basic procedures in the event of fire; and
- ❖ To inform and sensitize participants on the harmful effects of licit and illicit drugs and its adverse consequences and problems such as injury at work, abuse of drugs at the workplace, absenteeism and other socio-economic problems.

Course contents:

- ✚ Gender Equality concept
- ✚ Prevention of Corruption and Ethical behavior
- ✚ Fire prevention and protection measures
- ✚ Basic First Aid
- ✚ Information session on Substance Abuse

Duration: 2 days session

- Batch 1: 13 & 14 October 2011
- Batch 2: 03 & 04 November 2011
- Batch 3: 07 & 08 November 2011
- Batch 4: 14 & 15 November 2011
- Batch 5: 14 & 15 November 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers: Head & Senior and Office Care Attendant

Number of officers trained: 139

Course: 2 ½- Day Training on Effective Communication Skills– (T7)

Aims and objectives:

- ❖ communicate effectively using simple, concise and direct language;
- ❖ enhance active listening skills to anticipate and avoid common misunderstandings;
- ❖ foster cross-cultural understanding in the workplace;
- ❖ eliminate the roadblocks that undermine the ability to communicate effectively; and
- ❖ use French language effectively in communication.

Course contents:

- ✚ Written communication in the public service
- ✚ Importance of effective writing
- ✚ Report writing
- ✚ Board Minutes & Notes – Recording Minutes
- ✚ La communication écrite (en Français)

Duration: 2 ½ day session

Batch 1: 05-07 October 2011

Batch 2: 10-12 October 2011

Batch 3: 19-21 October 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers:

- Administrative
- Human Resource
- Analyst Cadres
- General Services from the level of Senior Officers and above

Number of officers trained: 76

Course: Training on Knowledge Management and Supervisory Skills– (T8)

Aims and objectives:

- ❖ Helping management of intellectual capital and intellectual assets with a view to developing the skills and processes to build Knowledge Management solutions that leverage organizational learning and individual knowledge;
- ❖ Building in supervisors the necessary knowledge, skills and attitude to increase their effectiveness in their supervisory roles; and
- ❖ Equipping supervisors with the managerial skills necessary for them to adapt to changes at their workplace, thereby improving efficiency and promote team work.

Course contents:

- ✚ Introduction to Knowledge Management
- ✚ KM Development
- ✚ Interpersonal Communication Skills
- ✚ Planning and Organizing
- ✚ Implementing KM system in the Public Sector
- ✚ Performance and Motivation
- ✚ Leadership Skills

Duration: 2 days session

Batch 1: 17 October 2011

Batch 2: 18 October 2011

Venue: Human Resource Centre
Malabar
Rodrigues

Category of officers: Officers at the supervisory level

Number of officers trained: 45

Course: Half-day Sensitization Session on Ethics/Moral Conduct/Corruption– (SS)

Aims and objectives:

- ❖ helping participants to provide an efficient service to stakeholders;
- ❖ ensuring that the officers perform their duties with integrity and highest standards of ethics; and
- ❖ sensitizing them on the legal and ethical obligations of public officers in the fight against corruption.

Course contents:

- ✚ Prevention of Corruption and Ethical/ Moral Conduct

Duration: ½ day session

- Batch 1: 10 November 2011
- Batch 2: 16 November 2011
- Batch 3: 23 November 2011
- Batch 4: 01 December 2011

Venue: Lecture Room,
6th Floor,
Fooks House,
Bourbon St, Port Louis

Category of officers:

Officers of the Ministry of Labour, Industrial Relations and Employment
(Employment Division)

Number of officers trained: 141

Course: Overseas Training

SN	Name, Designation & Ministry	Description of Course
1.	Mr. Rajkumar NURSING Assistant Secretary Prime Minister's Office	Training Course " Executive Post Graduate Diploma in Management " under the ITEC/SCAAP Programme, International Management Institute, New-Delhi India, from 29 March 2010 to 30 June 2011
2.	Mr Mohammad Yaaseen HANSROD Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Training Course " Cycle International Court 2010 - 2011 " at L'Ecole Nationale d'Administration in France, from 02 November 2010 to end of July 2011
3.	MOTEEA Leesta (Ms), Cooperation Analyst Ministry of Foreign Affairs, Regional Integration and International Trade	Training Course " Master of International Business " under the Australian Development Scholarships 2011 at the University of Melbourne, from 17 Jan to 31 July 2012
4.	NIOLE Noel Evans Norbert, Customs Officer Mauritius Revenue Authority	Training Course " Master of International Business " under the Australian Development Scholarships 2011 at the University of Melbourne, from 03 Jan 2011 to 31 July 2012
5.	PURMANUND Pravass, Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Training Course " Master of International Relations " under the Australian Development Scholarships 2011 at Monash University, from 04 Jan to 31 July 2012
6.	SOOKUN Rajkumar, First Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Training Course " Master of Diplomacy " under the Australian Development Scholarships 2011 at Australian National University, from 12 Jan to 30 June 2012
7.	SUBRATTY Mohammud Al-Ilshaad, Head in Planning Department Municipal Council of Curepipe	Training Course " Master in Town & Country Planning / City Planning Transport Planning " under the Australian Development Scholarships 2011 at the Curtin University of Technology, from 02 Jan 2011 to 01 Feb 2012
8.	SUBRUN Vishalsingh, Survey Officer Pay Research Bureau	Training Course " Master in Public Policy and Management " under the Australian Development Scholarships 2011 at Monash University, from 03 Jan 2011 to July 2012

SN	Name, Designation & Ministry	Description of Course
9.	TARSOO Khalid , Mechanical Engineer Waste Water Management Authority	Training Course “ Master of Facilities Management ” under the Australian Development Scholarships 2011 at the University of Sydney, from 17 Jan 2011 to 25 July 2012
10.	Chansraj PUCHOOA , Senior Manager Road Development Authority	Training Course “ Master in Transport Management ” under the Australian Development Scholarships 2011 at the University of Sydney, from 08 March 2011 to 31 July 2012
11.	Mohenee NATHOO , Principal Assistant Secretary Ministry of Agro-Industry and Food Security	Training Course “ Training of Trainers Programme on Strategic Negotiations ” under the aegis of the Commonwealth Secretariat and the Kenya Institute of Administration in Nairobi, from 21 March to 01 April 2011
12.	Nityanand LOBIND Assistant Secretary Ministry of Civil Service and A.R.	Training Course “ Training of Trainers Programme on Strategic Negotiations ” under the aegis of the Commonwealth Secretariat and the Kenya Institute of Administration in Nairobi, from 21 March to 01 April 2011
13.	Damyantee TAKOORY Assistant Secretary Ministry of Agro-Industry and Food Security	Training Course “ Seminar - Administration Publique pour les Pays Africains Francophones ” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011
14.	Marielle Grace Kathleen NOEL-DABEECHARUN Assistant Secretary Ministry of Housing and Lands	Training Course “ Seminar - Administration Publique pour les Pays Africains Francophones ” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011
15.	Shalini BULDAWOO Assistant Secretary Prime Minister’s Office	Training Course “ Seminar - Administration Publique pour les Pays Africains Francophones ” under the aegis of the Chinese Authorities and the Peking University, China, from 26 April to 16 May 2011

SN	Name, Designation & Ministry	Description of Course
16.	Mr Mamode Assad JOOMUN Assistant Secretary Ministry of Agro Industry and Food Security	Training Course “ Seminar – Public Administration for Anglophone African Countries ” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011
17.	Mrs Zakeeah EL-BAYATI GAUNGOO Assistant Secretary Ministry of Tertiary Education, Science, Research and Technology	Training Course “ Seminar – Public Administration for Anglophone African Countries ” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011
18.	Mrs Nalini Brinda Vanessa PAYNEEANDY Assistant Secretary Ministry of Agro Industry and Food Security	Training Course “ Seminar – Public Administration for Anglophone African Countries ” under the aegis of the Chinese Authorities and the Peking University, China, from 31 May to 20 June 2011
19.	Mrs Neeru Devi GOOLOOA Assistant Secretary Ministry of Civil Service and Administrative Reforms	Training Course “ General Management Programme for Senior Executives ” under the aegis of the Government of India under the ITEC/SCAAP, from 06 June to 01 July 2011
20.	Mrs Nazia Begum ALLY HOSSEN Assistant Secretary Ministry of Education and Human Resources	Training Course “ General Management Programme for Senior Executives ” under the aegis of the Government of India under the ITEC/SCAAP, from 06 June to 01 July 2011
21.	Mr. Ricaud AUCKBUR Director Ministry of Tertiary Education, Science, Research & Technology	Technical and Vocational Education and Training (TVET) from 27 June to 07 August 2011 at Monash University, Johannesburg, South Africa and Chisholm Institute, Melbourne, Australia
22.	Mrs Dhanita RAMDHAREE Assistant Secretary Ministry of Education and Human Resources	Technical and Vocational Education and Training (TVET) from 27 June to 07 August 2011 at Monash University, Johannesburg, South Africa and Chisholm Institute, Melbourne, Australia
23.	Mrs Lata JHUGROO Senior Officer Prime Minister’s Office (Home Affairs Division)	Training Course “ Master of Public Administration ” under the aegis of the Australian Development Scholarship at the University of Sydney from 20 June to 20 July 2012
24.	Mr. Dhanandjay KAWOL Principal Assistant Secretary Ministry of Agro Industry and Food Security	Seminar on “ Public Administration for African English-Speaking countries ” under the aegis of the Chinese Authorities from 15 July to 04 August 2011

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25.	Mr. Mohummad Shamad AYOOB SAAB Principal Assistant Secretary Ministry of Education and Human Resources	Seminar on “ Public Administration for African English-Speaking countries ” under the aegis of Chinese Authorities from 15 July to 04 August 2011
26.	Mr. Prakash BEEKAWOO Acting Principal Assistant Secretary Prime Minister’s Office (Private Office)	Seminar on “ Public Administration for African English-Speaking countries ” under the aegis of the Chinese Authorities from 15 July to 04 August 2011
27.	Mr. Veersingh BOODHNA Assistant Secretary Office of the President	Seminar on “ L’Information pour les fonctionnaires des pays Africains Francophones ” under the aegis of Chinese Authorities from 12 to 25 July 2011
28.	Mrs. Vidia APPADOO Assistant Secretary Ministry of Environment and Sustainable Development	Seminar on “ L’Information pour les fonctionnaires des pays Africains Francophones ” under the aegis of Chinese Authorities from 12 to 25 July 2011
29.	Mr. Satydanand AUJEET Assistant Secretary Prime Minister’s Office	Seminar on « Government Structure and Public Management Innovation for Developing Countries » under the aegis of Chinese Authorities from 23 August to 05 September 2011
30.	Mr. Prem PIRTHEE Assistant Secretary Public and Disciplined Forces Service Commissions	Seminar on « Government Structure and Public Management Innovation for Developing Countries » under the aegis of Chinese Authorities from 23 August to 05 September 2011
31.	Mr. Parmanand MAWAH Assistant Secretary Ministry of Health and Quality of Life	Seminar on « Government Structure and Public Management Innovation for Developing Countries » under the aegis of Chinese Authorities from 23 August to 05 September 2011
32.	Miss. Kalianee KAUTICK Assistant Secretary Prime Minister’s Office	Course on « Cycle International d’Administration Publique » (L’ENA-France) 2011-2012 under aegis of French Authorities from October 2011 to 2012

33.	Miss Pratima BUNGAROO Assistant Secretary Ministry of Gender Equality, Child Development and Family Welfare	Training Course " International Training Programme on Leadership Development " under the aegis of the Government of India under the ITEC/SCAAP, from 10 to 28 October 2011
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SN	Name, Designation & Ministry	Description of Course
34.	Mr Rakesh Singh RAMBHUNJUN Assistant Secretary Ministry of Public Infrastructure, NDU, Land Transport and Shipping	Training Course “ International Training Programme on Leadership Development ” under the aegis of the Government of India under the ITEC/SCAAP, from 10 to 28 October 2011
35.	Mr. Parasram GOPAUL First Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Diplomatic Training from 10 October to 25 November 2011 at Australian National University, Canberra, Australia.
36.	Mr. Dany AUBEELUCK Second Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Course on « Cycle International Court » (L’ENA-France) 2011-2012 under the aegis of French Authorities from November 2011 to July 2012
37.	Mrs. I. M. OREE Ag. Permanent Secretary Ministry of Civil Service and Administrative Reforms	Training Course “ Leadership Programme : Women Leaders for Development ” under the aegis of the Government of Mauritius under the Commonwealth Secretariat, from 14 to 18 November 2011

Category of officers:

- ❖ Officers of the Administrative and Technical Cadre

Number of officers trained: 37