



REPORT

ON

*TRAINING COURSES
ORGANISED*

By

THE HUMAN RESOURCE
DEVELOPMENT DIVISION

For period: July - Dec 09

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Total			2260	

Note:

ODL: Open Distance Learning

TP: Training Programme

T: Training

SP: Sensitization Programme

RC: Refresher Course

IC: Introductory Course

AC: Award Courses

OT: Overseas Training

Course: Training Programme on Leadership and supervision through the Open Distance Learning (ODL) Mode in collaboration with MCA

Aims and objectives:

- ✚ identify and continuously enhance your critical supervisory skills;
- ✚ assess the different leadership styles/approaches and adopt the most appropriate style to your work context;
- ✚ set goals and establish long term vision for everything you do;
- ✚ plan to achieve organisation goals in line with the vision and mission of the organisation;
- ✚ communicate more effectively;
- ✚ make decisions with confidence to identify, analyse and solve problems effectively;
- ✚ work well in groups and help others to develop into effective teams;
- ✚ motivate and inspire others to perform at higher levels;
- ✚ handle stress well and reduce time management problem;
- ✚ handle conflict well and help others resolve their differences;
- ✚ delegate tasks effectively;
- ✚ manage performance of your staff more effectively; and
- ✚ lead change initiatives in the public sector.

Course contents:

- ❖ Supervision and supervisory roles in the public sector
- ❖ Communications and communication skills
- ❖ Planning
- ❖ Organising and controlling
- ❖ Leadership and leadership skills
- ❖ Decision making and problem-solving
- ❖ Team building
- ❖ Motivation of staff
- ❖ Effective delegation
- ❖ Interpersonal relationship and managing conflict
- ❖ Stress management
- ❖ Effective time management
- ❖ Performance management
- ❖ Change management

Duration: 16-18 weeks

Batch 1: 01Apr- 05 Aug 09
Batch 2: 07Apr- 11Aug 09
Batch 3: 15 Apr- 19 Aug 09
Batch 4: 12 May – 15 Sept 09
Batch 5: 14 May- 30 Sept 09

Batch 6: 01 Oct 2009 - 04 Mar 2010
Batch 7: 02 Oct 2009 - 05 Mar 2010
Batch 8: 05 Oct 2009 - 08 Mar 2010
Batch 9: 07 Oct 2009 - 10 Mar 2010
Batch 10: 09 Oct 2009 - 19 Mar 2010

Venue: Lecture Theatre
MCA
Redit

Category of Officers:

- ❖ Officers of the Administrative and Technical Cadres at middle management level and above

Number of officers trained:

Batches 1 to 5: 179
Batches 6 to 10: 166

Course: Training in Customer Care and Quality Management through Open Distance Learning (ODL) mode in collaboration with Mauritius College of the Air (ODL1)

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 Service to respond to the needs of the citizens as Customers
- ❖ To inculcate the concept of customer care in Public Officers

Course content

- ❖ 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

Batches 52-56: (June-August) 2009

Venue: Lecture Theatre,
Mauritius College of the Air (MCA)

Category of Officers

Clerical Officers and above

Numbers of officers enrolled: 180 participants

Course: Introductory Course on Diplomacy and Foreign Trade

Aims and objectives:

- (i) provide the participants with an overview of the Foreign Policy of Mauritius and the multilateral
- (ii) help them understand the construct of bilateral, regional and International relations equip them with the necessary skills and competencies in negotiation, protocol and ceremonials; and
- (iii) keep them abreast with the changes and challenges in the Diplomatic Practices on the international scene

Course contents:

- ❖ An Introduction to International Relations
- ❖ Mauritius
- ❖ Mauritius Foreign Policy
- ❖ Bilateral Relations
- ❖ International and Regional Organisations
- ❖ Global Issues
- ❖ Mauritius
- ❖ Trade and Economics
- ❖ Consular and Administrative Matters

Duration: 18 half-day session

Batch A: (18 June – 24 July) 09

Venue: Conference Room

Ministry of Foreign Affairs, R.I and International Trade
11th Floor
Newton Tower
Sir Newton St
Port Louis

Category of Officers:

- ✚ Second Secretary
- ✚ Assistant Secretary
- ✚ Principal Sports Officer

Number of officers trained: 34

**Course: Refresher Course on Information Communication
Technology (ICT)-RC 1**

Aims and objectives:

- ❖ equipping and upgrading the participants with the competencies, skills and techniques required for PC installation, upgrading, configuration, troubleshooting and to operate Microsoft Office 2007
- ❖ enhancing their knowledge and providing them with hands-on technical experience.

Course contents:

- Troubleshooting technique
- PowerPoint
- Use of E-mails & Internet search
- Characteristics / Components of PC
- Installation and Configuration of PC Components
- Word Processing
- Spreadsheet
- Networking
- Security Aspect

Duration:

3 half-day session

Batch 21: 28-30 July 09

Batch 22: 04-06 Aug 09

Batch 23: 11-13 Aug 09

Batch 24: 18-20 Aug 09

Batch 25: 25-27 Aug 09

Venue: Computer Laboratory
3rd Floor, Atom House

Category of Officers:

- Confidential Secretaries

Number of officers trained: 63

Course: Training in Public Relations and Customer Care for Office Care Personnel

Aims and objectives:

- ✚ To enhance the knowledge and communication skills of participants for the provision of better quality services and customer care;
- ✚ To help them develop the right mindset and positive attitude and ethical behavior towards their customers; and
- ✚ To promote good housekeeping habits among the participants by helping them understand housekeeping responsibilities and at the same time, recognize the importance of proper hygiene at the workplace.

Course contents:

- ◆ Scheme of Duty and Conditions of Service
- ◆ House keeping and hygiene
- ◆ Leadership Skills, Team Building and Motivation
- ◆ Customer Care/Public Relations
- ◆ Ethics and Good Governance in the Public Sector
- ◆ Communications Skills
- ◆ Occupational Safety and Health Issues in the Public Service
- ◆ An overview of Performance Management Systems (PMS) in the Civil Service

Duration: 2 day sessions

Batch 1: 16 & 17 July 09	Batch 7: 10 & 11 Sept 09	Batch 13: 29 & 30 Oct 09
Batch 2: 23 & 24 July 09	Batch 8: 17 & 18 Sept 09	Batch 14: 12 & 13 Nov 09
Batch 3: 30 & 31 July 09	Batch 9: 30 Sept & 01 Oct 09	Batch 15: 19 & 20 Nov 09
Batch 4: 06 & 07 July 09	Batch 10: 08 & 09 Oct 09	Batch 16: 26 & 27 Nov 09
Batch 5: 25 & 26 Aug 09	Batch 11: 15 & 16 Oct 09	Batch 17: 03 & 04 Dec 09
Batch 6: 03 & 04 Sept 09	Batch 12: 22 & 23 Oct 09	Batch 18: 09 & 10 Dec 09

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

Category of Officers:

- Head Office Care Attendants
- Office Care Attendants
-

Number of officers trained: 575

**Course: TRAINING PROGRAMME ON COMMUNICATION AND CUSTOMER CARE
FOR OFFICERS OF THE NURSING CADRE**

Aims and objectives:

- ◆ To sensitize Nursing Officers on the overriding concept of “Putting People First” as enunciated in the Government Programme 2005-2010.
- ◆ To enhance their knowledge and equip them with the necessary interpersonal communication skills in the provision of quality services and attainment of organizational goals.
- ◆ To help the employees develop the right mindset and positive attitude towards their customers.

Course contents:

- ❖ Overview of Health Services
- ❖ Communication and Interpersonal Skills
- ❖ Customer Care / “Putting People First” Concept
- ❖ Promoting Ethics and Good Governance in the Public Sector

Duration:

2 day sessions

Batch 1: 3 & 4 Aug 09
Batch 2: 6 & 7 Aug 09

Batch 3: 10 & 11 Aug 09
Batch 4: 13 & 14 Aug 09

Venue: Conference Room,
Jawaharlal Nehru,
Rose Belle

Category of Officers:

Nursing Officers

Number of officers trained: 130

Course: TRAINING IN EFFECTIVE COMMUNICATION SKILLS (WRITE IT RIGHT)

Aims and objectives:

- (i) equip the participants with essential skills and techniques of effective writing.
- (ii) provide them with appropriate guidelines and to acquaint them with the major forms of correspondence and written communication.
- (iii) help them perform their duties in a more professional and excellent manner in order to project an effective corporate image.

Course contents:

- ❖ Written Communication in the Public Service
- ❖ Technical Writing Skills
- ❖ Importance of Effective Communication
- ❖ Report Writing
- ❖ Board Minutes and Notes – Recording Minutes
- ❖ La Communication Ecrite (En Français)

Duration:

2 ½ day session

Batch 7: 10 -12 Aug 09

Batch 9: 17-19 Aug 09

Batch 11: 31Aug-02 Sept 09

Batch 8: 12-14 Aug 09

Batch 10: 19-21 Aug 09

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

Category of Officers:

Senior Officers and Executive Grade

Number of officers trained: 141

Course: Award Courses for Executive Officers & Confidential Secretaries (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 Module:

Executive Officers	Confidential Secretaries
Public Sector Management and Administrative Reforms	Public Sector Management
Human Resource Management	Administrative Reforms
Financial Management	Business Communication
Organisational Communication	Computer Fundamentals
ICT in organization	

Venue: University of Technology, Mauritius
La Tour Koenig

Sn	Category of Officers:	Duration	No
1	Executive Officers	31 August to 11 Dec 09	36
2	Confidential Secretaries		22
Total			58

**Course: Training Course for public officers
(who have opted to join the grade of Officer)**

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 1: 07 – 08 Sept 09	Batch 7: 19 – 20 Oct 09
Batch 2: 14 – 15 Sept 09	Batch 8: 16 – 17 Nov 09
Batch 3: 21 – 22 Sept 09	Batch 9: 23 – 24 Nov 09
Batch 4: 28 – 29 Sept 09	Batch 10: 30 Nov & 01 Dec 09
Batch 5: 05 -06 Oct 09	Batch 11: 07- 08 Dec 09
Batch 6: 12 – 13 Oct 09	Batch 12: 11 & 14 Dec 09

Venue: Lecture Theatre
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: 435

Course: 2 Half-Day Training on Excel and PowerPoint for Word Processing Operators

Aims and objectives:

- ◆ familiarising the participants with Excel to enable them to accomplish different tasks in Excel like formatting of cell/worksheet/workbook, creating charts and graphs, using pivot tables and data analysis tools, filtering and sorting data, working with functions/formulas and macro-recording; and
- ◆ enhancing their knowledge and providing them with hands-on technical skills in making an optimum use of PowerPoint by enabling them to create slide presentation, inserting drawing/clip art, adding sound effects and navigating during slide show.



Course contents:

- ❖ Excel
- ❖ PowerPoint

Duration: 2 Half-day session

Batch 1: 06 & 08 Oct 09	Batch 6: 27 & 29 Oct 09	Batch 11: 23 & 25 Nov 09
Batch 2: 12 & 14 Oct 09	Batch 7: 04 & 06 Nov 09	Batch 12: 24 & 26 Nov 09
Batch 3: 13 & 15 Oct 09	Batch 8: 09 & 11 Nov 09	Batch 13: 30 Nov & 02 Dec 09
Batch 4: 20 & 22 Sept 09	Batch 9: 10 & 12 Nov 09	Batch 14: 01 & 03 Dec 09
Batch 5: 26 & 28 Oct 09	Batch 10: 17 & 19 Nov 09	Batch 15: 08 & 10 Dec 09

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

Category of Officers: Word Processing Operators

Number of officers trained: 192

Course: Training Programme on Team Building and Motivation for Public Officers

Aims and objectives:

- ✚ equip participants with the necessary knowledge on how teams can be more effective than individual employees;
- ✚ help them understand the motivators and demotivators at the workplace for efficient management of work teams;
- ✚ provide participants with the necessary tools to manage conflict at the workplace and make it productive; and
- ✚ help them understand workplace stress and show them how stress can be managed to prevent burnout.

Course contents:

- Team Building, Team Work and Group
- Motivation
- Stress Management
- Conflict Management at the Workplace

Duration: 2 day sessions

Batch 1: 26 – 27 Oct 09

Batch 3: 09 & 10 Nov 09

Batch 2: 03 & 04 Nov 09

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

Category of Officers:

- ❖ Office Superintendents
- ❖ Higher Executive Officers
- ❖ Office Supervisors

Number of officers trained: 77

Course: Overseas Training

1.	Mrs. Kantabye BABAJEE Assistant Secretary Prime Minister's Office	Training Course " Cycle International Court 2008-2009" at L'Ecole Nationale d'Administration (L'ENA), France from 03 November 2008- July 2009
2.	Mr. Sanjay Kumar SOBEE Assistant Secretary Ministry of Health and Quality of Life	Training Course on " General Management Programme for Senior Executives " under the ITEC/SCAAP Programme Hyderabad, India from 08 June 2009 to 03 July 2009
3.	Mr. Jean Daniel Philippe LABONNE Assistant Secretary Ministry of Environment and NDU (NDU)	Training Course on " General Management Programme for Senior Executives " under the ITEC/SCAAP Programme, Hyderabad, India, from 08 June 2009 to 03 July 2009
4.	Mr. Geeanesswar BUNDHOOA Assistant Secretary Ministry of Public Infrastructure, Land Transport and shipping	Training Course on " International Master in Public Policy " - University of Tsinghua, China" in China from October 2008 - September 2009
5.	Mrs. Sewrany GOWRYDOSS Assistant Secretary Ministry of Foreign Affairs, Regional Integration and International Trade	Training Course on " International Master in Public Administration " - Peking University, China from October 2008 - September 2009
6.	Mrs. Bandeenee SIBDOYAL Assistant Secretary Ministry of Agro Industry, Food Production and Security (Fisheries Division)	Training Course on " <i>Productivity Management for Government Officials</i> ", Singapore From 08 to 18 September 2009
7.	Mrs. Nulini Devi KINNOO Assistant Secretary Prime Minister's Office	Training Course on " E-Government for Journey towards Public Sector Excellence", Singapore From 02 to 15 December 2009

Category of Officers:

- ❖ Officers of the Administrative Cadres

Number of officers trained: 7