



REPORT

ON

TRAINING COURSES ORGANISED

By

**THE HUMAN RESOURCE
DEVELOPMENT DIVISION**

For period: July - Oct 09

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Total			1750	

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 6: 01 Oct 2009 - 04 Mar 2010
Batch 2: 07Apr- 11Aug 09	Batch 7: 02 Oct 2009 - 05 Mar 2010
Batch 3: 15 Apr- 19 Aug 09	Batch 8: 05 Oct 2009 - 08 Mar 2010
Batch 4: 12 May – 15 Sept 09	Batch 9: 07 Oct 2009 - 10 Mar 2010
Batch 5: 14 May- 30 Sept 09	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 23: 11-13 Aug 09

Batch 25: 25-27 Aug 09

Batch 22: 04-06 Aug 09

Batch 24: 18-20 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 6: 03 & 04 Sept 09	Batch 11: 15 & 16 Oct 09
Batch 2: 23 & 24 July 09	Batch 7: 10 & 11 Sept 09	Batch 12: 22 & 23 Oct 09
Batch 3: 30 & 31 July 09	Batch 8: 17 & 18 Sept 09	Batch 13: 29 & 30 Oct 09
Batch 4: 06 & 07 July 09	Batch 9: 30 Sept & 01 Oct 09	
Batch 5: 25 & 26 Aug 09	Batch 10: 08 & 09 Oct 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: 385

**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 2: 14 – 15 Sept 09

Batch 3: 21 – 22 Sept 09

Batch 4: 28 – 29 Sept 09

Batch 5: 05 -06 Oct 09

Batch 6: 12 – 13 Oct 09

Batch 7: 19 – 20 Oct 09

Batch 8: 16 – 17 Nov 09

Batch 9: 23 – 24 Nov 09

Batch 10: 30 Nov & 01 Dec 09

Batch 11: 07- 08 Dec 09

Batch 12: 14 & 15 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: 255

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 3: 13 & 15 Oct 09	Batch 5: 26 & 28 Oct 09
Batch 2: 12 & 14 Oct 09	Batch 4: 20 & 22 Sept 09	Batch 6: 27 & 29 Oct 09

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

Category of Officers: Word Processing Operators

Number of officers trained: 76

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 " Productivity Management for Government Officials", Singapore From 08 to 18 September 2009

Category of Officers:

- ❖ Officers of the Administrative Cadres

Number of officers trained: 6