



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Level 2: Certificate of Achievement in Service and Performance Excellence

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1. INTRODUCTION

This course has been devised to provide employees with a better understanding of their roles and how they contribute in the organisational structure. With the implementation of the Public Sector Business Transformation Strategy, this course will help them to better understand how it is important to motivate themselves and be more engaged in what they do.

The topics which have been designed will help them to be more conscious about their communication skills and how to deliver service to both internal and external customers effectively. Furthermore, motivation is another aspect which they will learn during this four-day programme which will help them to motivate their team towards achieving organisational goals.

The course covers the following topics:

- ❖ Ethics & Good Governance
- ❖ Motivation
- ❖ Delivery of E-Services
- ❖ Quality Management
- ❖ Productivity Management
- ❖ Communication & Customer Service

2. OBJECTIVE

The objectives of the course are to enable participants to:

- ❖ Improve your communication skills
- ❖ Understand why motivation is important for better performance
- ❖ Better deliver customer service
- ❖ Understand why Ethics are important for the smooth running of the organisation
- ❖ Apply techniques of quality management

3. LEARNING OUTCOME

By the end of this course participants will be able to:

- ❖ Develop communication skills and overcome barriers to communication
- ❖ Better understand the role of internal and external customers
- ❖ Know how quality management can be an innovation in the public sector
- ❖ Learn how productivity management can lead to better performance
- ❖ Develop an ethical behaviour

4. FEEDBACK

PART A: The participants were required to assess the effectiveness of the different resource persons and their session(s). Below are some comments on the resource persons:

1. *Lively and good participative session. Presentation TOP!*
2. *He simplified the topic so well that it was easy to follow.*
3. *Well versed on this topic, teaching ability is good, if not best.*
4. *Very knowledgeable and well prepared for this training, delivers high standard training.*
5. *Trainer performed well, I have learned a lot of new things which I can apply in my daily life as well as my work place.*
6. *She motivated us very well to participate fully in the course.*
7. *Very versatile and innovative*
8. *Very friendly and well versed with the topic.*
9. *Nice course. Love the games!*
10. *Simply wow!*
11. *Role plays were amazing.*
12. *The lecturers are polite and present a wide example of all the topics. Delivered good communication to be practised in the ministries & departments.*
13. *Interesting examples used and very informative on issues that I was not aware of.*
14. *Very much appreciated whatever was taught.*
15. *The trainers were supportive, patient in explaining.*
16. *The trainer has helped me to develop my own personality.*
17. *Very realistic person*
18. *Mind blowing future, heard so much; Really really really good!*
19. *Great knowledge of the subject, good use of the time allotted.*
20. *Dynamic and enthusiastic*
21. *Share a high level of comprehension*
22. *A well experienced trainer*
23. *The trainer is very talented. She has delivered her lecture very efficiently.*
24. *Could improve*
25. *I really like the session, interactions amongst participants; the trainer makes us feel at ease and talks freely. She is doing good on her topics and her class.*
26. *It was very helpful to understand how motivation is important for my work.*
27. *Thank you for your experience and personal presentation. You made it fun.*
28. *Nice balance of theory and handouts; interesting videos.*
29. *I've learnt new techniques on how to communicate at home with my family and at work. Very very interactive.*
30. *Nice presentation, good attitude, would really want to have any other session with her, thank you for all the positive thoughts.*
31. *Best trainer. Clearly explain and positive attitude, responsive, motivates us and very good communication.*
32. *Best course I have ever attended.*
33. *Very interesting session. Much group work to capture interest. Good job!*
34. *Remarkable talent to deliver with enthusiasm and everything was well planned. Most interactive class.*
35. *The trainer, as always, is the best. She rocks!*
36. *Good performance, class lively, explain in a clear concise manner, pleasant personality.*
37. *Outstanding like always. Always a pleasure to follow her class.*
38. *There should be better time management.*
39. *Very disciplined, focused and well organised.*

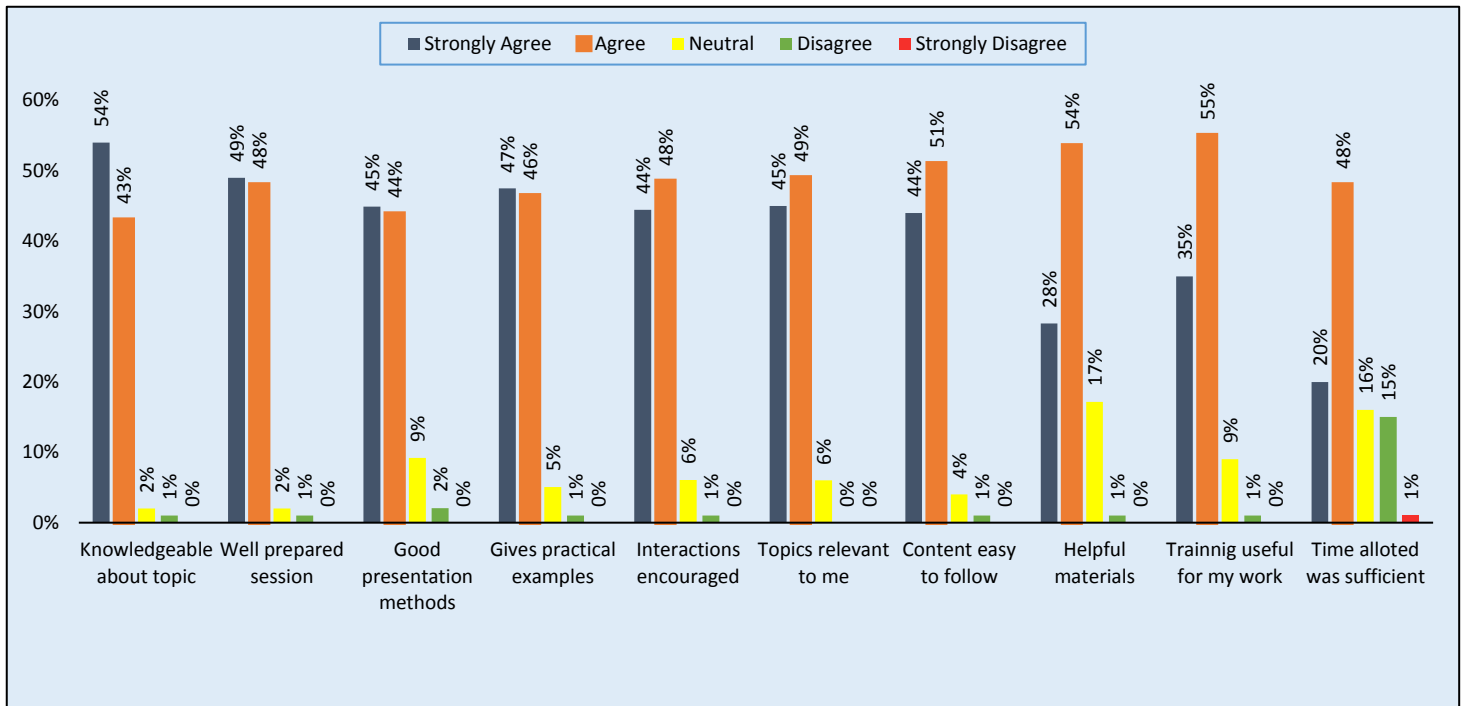


Table 1: Assessment of trainer's effectiveness and session

PART B: The participants were required to give their views on the administrative support received and catering.

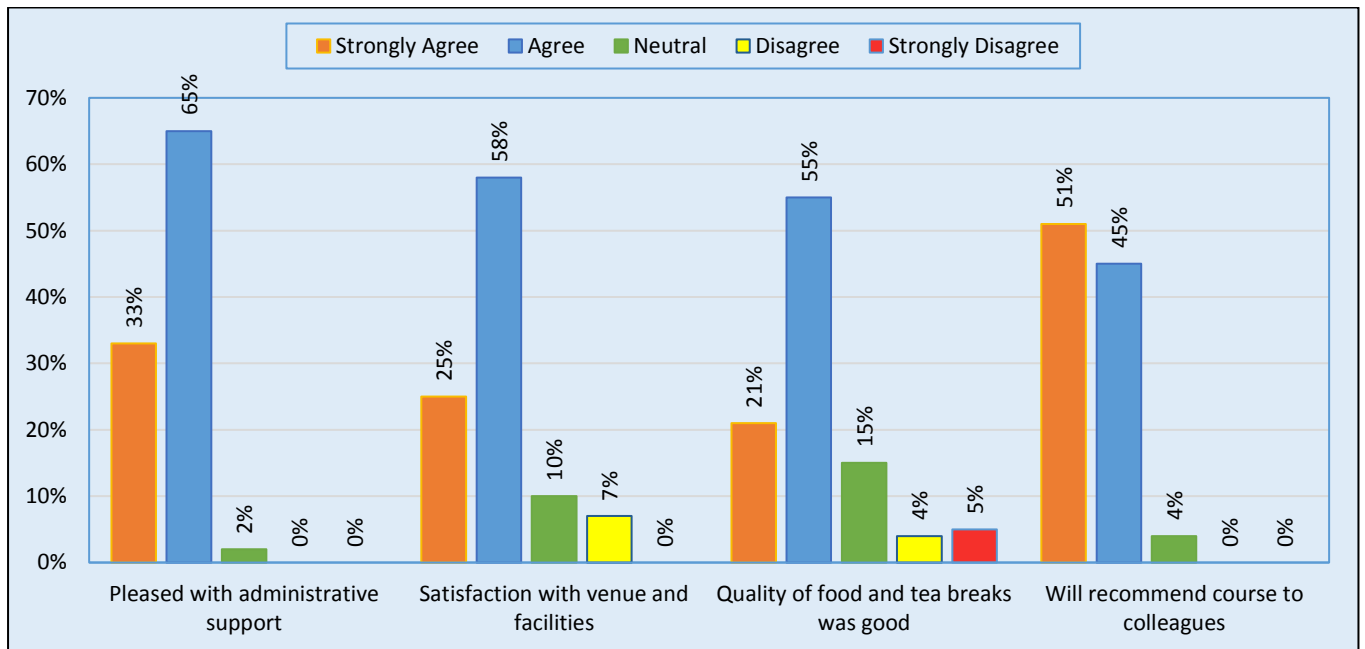


Table 2: Administrative support and catering

PART C: The participants were required to give their feedback on the session, what they think can be improved and how they will apply what they have learnt.

- A. What did you like most about this training?
1. *The lecturers are friendly and apply easy method with example to make us assimilate things. They have a professional way of dealing with the topics.*
 2. *The training was good, thus it refreshes your mind and gave certain updates.*
 3. *Very interactive, learn new things that I can implement.*
 4. *The courses were relevant to our working environment.*
 5. *Very interactive and interesting. It was well presented and explained very well.*
 6. *Had the opportunity to interact with colleagues from other ministries and department thus learning in the general how they work there.*
 7. *Interaction and participation of everyone including resource persons.*
 8. *The trainers are very friendly, helpful and guide us how to tackle various situations at work.*
 9. *Networking, meeting new people*
 10. *Topic applicable to our workplace.*
 11. *I have learned a lot about customer service and communication which will help me in my work as I deal with the public, suppliers and contractors.*
 12. *Very entertaining and fruitful.*
 13. *I mostly like it when participants shared their experience while working in a team in their particular ministries & departments.*
 14. *I like all the topics covered, the experiences of other participants shared during presentation were very interesting, networking with other ministries & departments.*
 15. *Resource person was superb and extremely productive + admin support and catering.*
 16. *Good human relationship and sharing if ideas.*
 17. *We met officers from different ministries and made good friendship.*
 18. *Knowledge sharing, interactive session, group work, presentation in front of class, qualified trainers.*
 19. *The team building spirit.*
 20. *I got the opportunity to meet people from different ministries and we share our knowledge and experience.*
 21. *All the topics*
 22. *The lecturers delivered were concise, entertaining and will definitely be a plus for my day to day work.*
 23. *All the topic covered, different from other training.*
 24. *The course has helped me better to be more aware of my potential. I now feel better equipped.*
 25. *Group work*
 26. *This training definitely increased my knowledge and skills. It made me realise my potentials and also my weaknesses.*
 27. *'Modernisation' of the public sector*
 28. *It helped me think out of the box.*
 29. *They are all enriching and interesting modules.*
 30. *The presentation methods and example used were very clear and precise. Very enriching course mostly on communication.*
 31. *Genuine attempt to educate and empower public officers to deliver.*
 32. *Revaluing myself as a civil servant.*
 33. *Overall, I like the 4 day sessions, I got to learn many things, every lecturer was good.*
 34. *All topics were adequate.*
 35. *The trainers are well prepared and know their subjects well.*
 36. *It helped me to develop my communication skills.*
 37. *Resource persons very good. Learnt a lot and was inspired.*

B. What aspects of the training could be improved?

1. *The topic should first be very clearly defined by the trainer and then go with the process of interaction.*
2. *The training should be only half day per day; not a full day because it becomes too tiring in the afternoon.*
3. *I liked the training as it was. Most of the resource persons were amazing. They did an excellent job. Their knowledge and anecdote added much to the topics discussed.*
4. *Time allotted to each course was too tight. Need more time to go in depth.*
5. *More time for some of the topics.*
6. *Some of the topics should be more oriented to how we normally work in the public service.*
7. *The time allocated for each session can be extended at least half day per sessions.*
8. *More real life examples.*
9. *It was well planned.*
10. *The class environment, lunch and snack pack.*
11. *The room is too small.*
12. *The training could be extended because in only one day a module cannot be completed, thus it will bring more team work.*
13. *Participants should be asked to change places daily to give them the opportunity to know everybody.*
14. *During the training various difficulties were voiced out by the participants between various ministries. It would have been wise for one resource person from the civil service to be present in the class and note all the issues that were being discussed. This would definitely help to improve sharing and working with various organisations.*
15. *I believe it's okay because many or rather all aspects are covered by the trainers who are very knowledgeable.*
16. *The training is good.*
17. *IT Equipment.*
18. *Legal aspects of the civil service.*
19. *Distributing hard copies of power point presentations.*
20. *Learning is important. Team building with activities outside should be considered.*
21. *The sessions are important topics related to the public sector and they should last longer.*
22. *None.*
23. *More emphasis on vital subjects like public sector business transformation with concrete examples, success stories and failures. More interactive session vs self-centred dull presentations.*
24. *Not all the training sessions were tailor made for the public sector.*
25. *Topics like motivation, ethics and communication could be extended as these are vast topics.*
26. *All aspects generally satisfactory.*
27. *Set up of the room and all aspects were generally satisfactory.*

C. How do you hope to change your work practice as a result of this training?

1. *I hope to regenerate the system of Gemba Kaizen. However, the only hindrance is that as long as the mind set at the top management level is not changed, we cannot advance. In fact, this was encouraged in every ministry and department but was not applied full-fledged.*
2. *Well, I have 34 years of service and personally I think it was rather a refresher course, meaning I almost knew what was being taught.*
3. *I will communicate with my customer more effectively.*
4. *Enhance team work and communication*
5. *Being open minded and proactive at work.*
6. *Adopting some of the principles like good work ethics, productivity and quality management.*
7. *Should change my mind-set and adopt positive attitude.*
8. *I will try to implement what I have gather from here but it should be rather for the management as well so that they may understood what we are expecting and what they expect from us.*
9. *Emphasize with customers and stakeholders.*
10. *After nearly 10 years I have been nominated for a training course, I feel I can better perform a quality service with difficult customers and be more efficient and effective.*
11. *Work smartly and build a good team building.*
12. *By being more productive and adopting a pro-active approach at work.*
13. *More listening skills from my part, take decision, express my ideas with other colleagues, take risk and initiatives, building rapport with colleagues.*
14. *Be attentive to quality of service, understand customers, stick to ethics, e-services, SMART working and communicate effectively.*
15. *Be a role model, keeping high standard at work.*
16. *It will be good if everyone in a department could be offered this training – this will change the work practice as everyone would be aware of the change.*
17. *I intend to use the knowledge acquired to improve my work practice in terms of productivity, communication, ethical and service quality.*
18. *Be more positive at work and less stressed.*
19. *It is very difficult to change as superiors are not flexible to allow such changes.*
20. *Work smarter, be more responsible and understand my role better.*
21. *Change the ways of approach towards customers.*
22. *Bringing around a healthier work environment.*
23. *I will be more customer focused.*
24. *Use of e-services – the computerised system*
25. *To be more patient and more tolerant.*
26. *This will help me yes, but at work very difficult because of our superiors. They should be the ones following these courses because the root of all problems is them PS/DPS/APS/SCE!*
27. *Better communication and positive thinking.*
28. *First, by changing some habits and applying the acquired knowledge at the workplace.*
29. *A break from daily routine work is welcome.*
30. *It will enable me to improve my time management and behaviour.*
31. *Being more attentive to others.*
32. *Showing a positive attitude to e-services.*
33. *It has changed my mind-set.*

D. What additional training programmes would you wish to have from the Civil Service College in the future?

1. *Strategic Thinking*
2. *Communication & Interpersonal Skills*
3. *Moral Values*
4. *More training on public sector transformation*
5. *Emotional intelligence*
6. *Conflict resolution*
7. *Becoming an effective master of ceremony*
8. *Microsoft excel*
9. *Stress management*
10. *Negotiation and mediation skills*
11. *Tender preparation and evaluation*
12. *Workforce planning*
13. *Public speaking*
14. *ICT*
15. *Notes meeting and brief presentation*
16. *ISO: 9001 to 2015*
17. *Risk management*
18. *Handling difficult customers*
19. *Stress management*
20. *First Aid*
21. *Writing effective minutes of meetings*
22. *Protocol and etiquette*
23. *Leading from frontline*
24. *Registry system*
25. *Talent management*
26. *Speech writing*
27. *Legislative drafting*
28. *Statutory Interpretation*
29. *Performance Management System*
30. *Writing Skills for Parliamentary Questions*
31. *Team building and Bonding*
32. *Managing time for efficiency.*

E. Other comments

1. *Wish such training courses be also extended to officers*
2. *The course was in fact very beneficial which can trigger useful methods of doing things at work. But the problem that we may encounter is from the top management level. Because their decision is final. So, they too should inculcate new ways of doing things.*
3. *Since I am on my way to retire, hence I will advise that training should be given to those below 55 years of age. The training is meant for those youngsters who are joining the civil service now. They should be given these courses.*
4. *It was a pleasure to attend this training as it was a good opportunity to experience my knowledge.*
5. *The training has broadened my knowledge that will be useful at work. Thank you.*
6. *I learnt a lot and it will be very useful to improve my work environment.*
7. *The sitting arrangement should be in such a way that make us comfortable to follow the slides because centrally it is on our side and should be in front of us.*
8. *The catering services should be more efficient because often the food were cold and there should be more variety of snacks.*
9. *Very satisfy with the courses.*
10. *Seating arrangements are a bit disturbing in sense that some students have difficulty to see power point & whiteboard.*
11. *There was only one toilet for 26 ladies.*
12. *Table layout could be improved to facilitate interaction.*
13. *Training is too long. It must be half days.*
14. *Repair or replace shaky whiteboard in class.*
15. *I am the liaison officer for this course, thus I would make sure that all staff get the opportunity to follow the courses.*
16. *Wonderful and professional service and customer care!*
17. *Thanks to civil service college.*
18. *The quality of food was not up to the level.*
19. *There should be a variety of food offered for lunch.*
20. *Additional training on job performance and communication would be better to follow every 2 years to enhance our knowledge and be more responsible.*
21. *Loved it.*
22. *I did not appreciate the vegetarian food, though I would like to thank the organisers to have made the effort.*
23. *We would appreciate to have more training.*
24. *Larger room would be appropriate where everyone will be facing the screen.*
25. *All the resource persons are professional, very adaptive to us and delivered beyond our expectations.*
26. *Nice initiatives to carry out the training at all levels.*
27. *Top management must also be trained and request them to put the knowledge into practice.*
28. *More refresher courses to be organised.*
29. *More training to us public officers from the civil service college and other authorities.*

5. CONCLUSION

It can be concluded that the objectives have been successfully achieved. The participants are very much interested to learn. Overall, it can be said that this tailor made training course has created a positive impact where the personnel from different Ministries are motivated to implement change at their own level.

Civil Service College, Mauritius will follow up with the different liaison officers from different Ministries to give the participants the opportunity to follow the recommended training programmes in the future so as encourage continuous progress in their workplace.