



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

## Feedback Report

### **Level 3: Certificate of Achievement in Service and Performance Excellence**

## **TABLE OF CONTENT:**

---

<b>1. Introduction .....</b>	<b>2</b>
<b>2. Objective .....</b>	<b>2</b>
<b>3. Learning Outcome .....</b>	<b>2</b>
<b>4. Feedback .....</b>	<b>3</b>
<b>5. Part A .....</b>	<b>3</b>
<b>6. Part B .....</b>	<b>4</b>
<b>7. Part C .....</b>	<b>5</b>
<b>8. Conclusion .....</b>	<b>10</b>

## 1. INTRODUCTION

---

The five-days training programme has been devised to provide employees operating at the frontline/ supervisory and technical level to understand their roles and responsibilities and how they contribute in the organisational structure. With the implementation of the Public Sector Business Transformation Strategy, this course will have helped them to better understand how it is important to motivate themselves and be more engaged in what they do.

The topics have been designed to help them be more conscious about their leadership skills and how to motivate their teams. Productivity management is another session which they learnt to help bring about changes and be more performance-oriented in achieving organisational goals.

## 2. OBJECTIVE

---

The objectives of the course were as follows:

- ◆ Understand how communication is important in organisations
- ◆ Understand why it is important to motivate self and others to reach organisational goals
- ◆ Define different leadership styles so as to adapt to change
- ◆ Encourage a dynamic environment for better performance
- ◆ Develop Quality Management principles

The programme covered the below:

- ◆ Introduction to Public Sector Transformation
- ◆ Change Management
- ◆ Leadership for Frontline
- ◆ Communication & Customer Service
- ◆ Delivery of E-Services & Quality Management
- ◆ Productivity Management

## 3. LEARNING OUTCOME

---

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

- ◆ Better understand how your communication skills affect you and people around you
- ◆ Understand what are your responsibilities in the organisation and how your leadership styles are important to motivate your teams
- ◆ Understand why you should adapt to change and overcome barriers to change
- ◆ Contribute in delivering excellent service to different stakeholders.

#### 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. *Very dynamic, makes us feel at ease*
2. *Intelligent, knows his subject well*
3. *Very good interactions with participants*
4. *Very knowledgeable and interactive session, very good communication skills*
5. *Excellent*
6. *Participation was encouraged*
7. *Good energy and enthusiasm*
8. *Very lively class*
9. *Trainer gave us examples from her own experience*
10. *Trainer is extremely professional in her teaching, was well above expectations*
11. *Outstanding in her performance*
12. *Very competent and down to earth*
13. *Very lively trainer, giving opportunities to all to participant and gives concrete examples in different language*
14. *She was prepared and explained very clearly*
15. *Outstanding*
16. *Should be allocated more time as course is very interesting and will help a lot in our job. Knows the subject well and create a pleasant atmosphere to learn*
17. *Trainer knows her subject well and has enlightened us with many aspects of our personality which we had not discovered yet*
18. *More practical session required*
19. *More time should have been allocated to this session, which was enriching*
20. *Should have been a full day session, very interesting and helpful*
21. *Trainer masters her subject*
22. *Good presentation*
23. *Very nice and down to earth, loved all her classes*
24. *Entertaining, motivational educator*
25. *Trainer knows basically everything and was excellent*
26. *Kept the class focused and interactive and ensured we understood fully*
27. *Friendly approach*
28. *All examples were very practical*
29. *Charismatic*
30. *Very professional*
31. *Very knowledgeable and experienced coach with a lot of international exposure*
32. *The trainer should have been provided with more space and time to conduct the training*
33. *Well done, practical exercise in class, innovation, keep it up*
34. *Such an inspiring personality, keep up the good work*
35. *Very dynamic trainer and it was a very motivation session*
36. *Practical examples were not sufficient, not enough time for discussing and sharing of ideas*
37. *Good lectures delivered*
38. *Very committed and delivers lecture with passion*
39. *Session was very interesting but unfortunately quite short, very good and efficient trainer*
40. *Very enriching session. Keep it up*

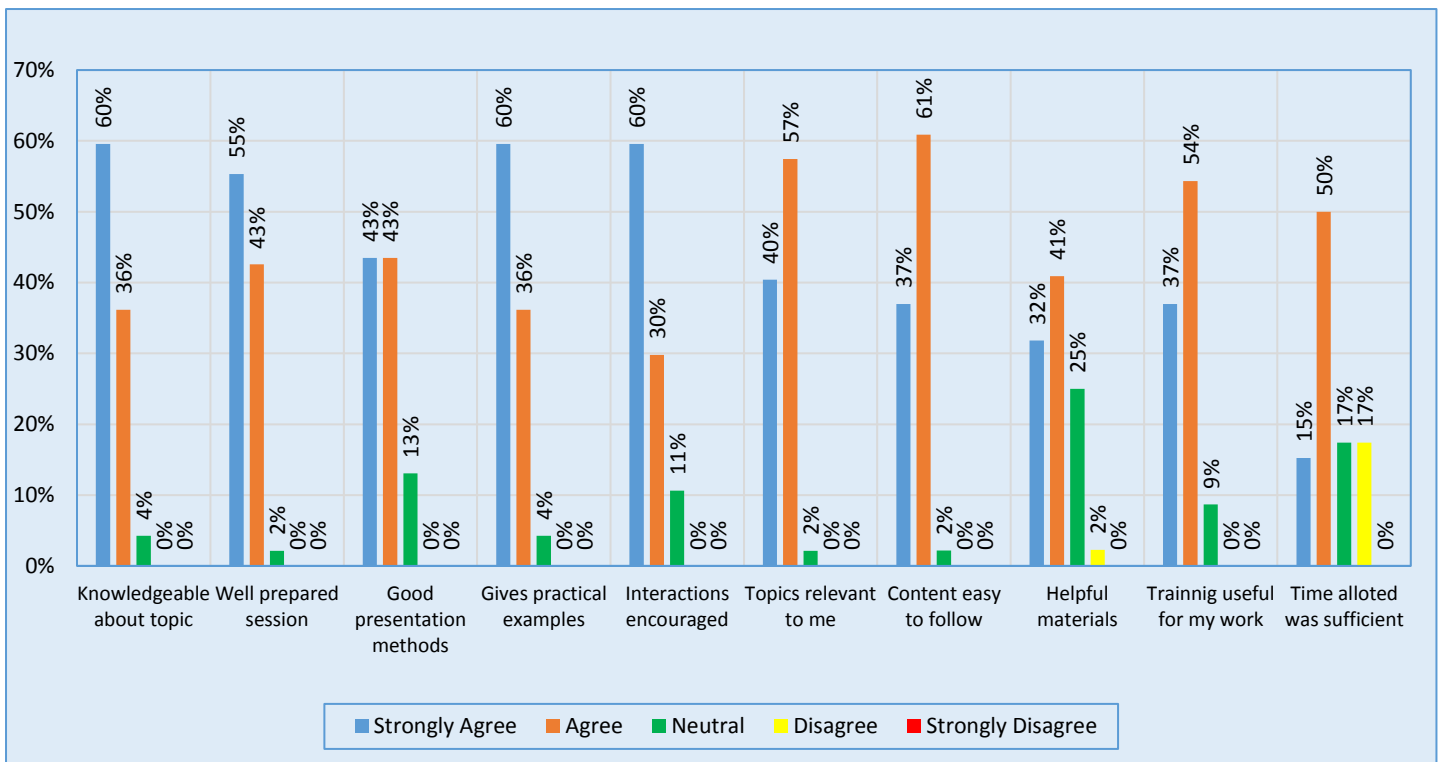


Table 1: Assessment of trainer's effectiveness and session

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

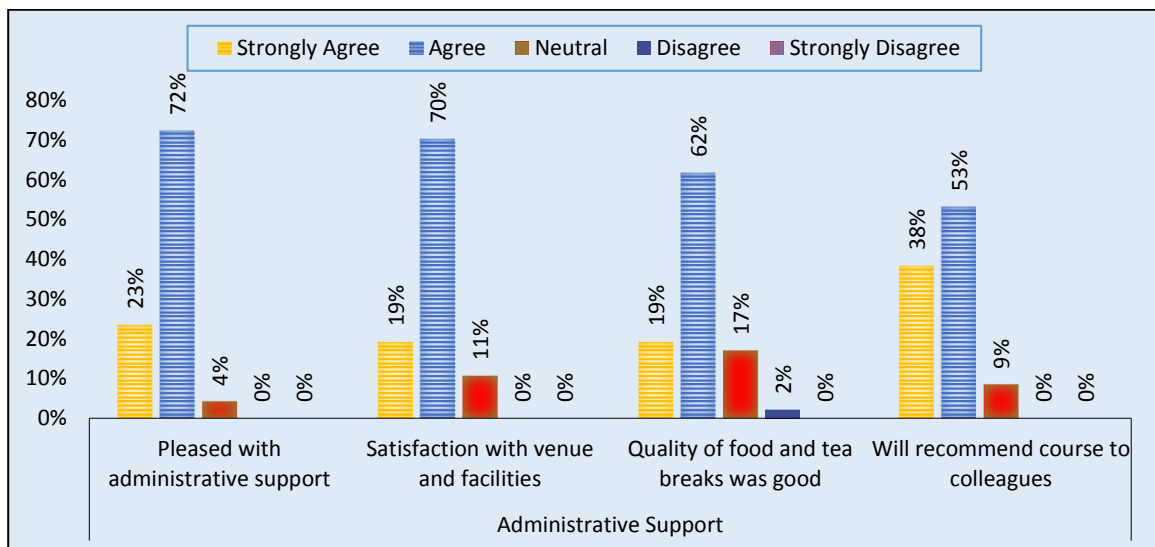


Table 2: Administrative support and catering

**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. *Very interactive session, resource persons are very knowledgeable*
  2. *It was a refresher course, learned new techniques*
  3. *Got to know how to bring change, how to improve customer service, how to have good communication among colleagues and different level of management*
  4. *Will help me enhance my daily duty in terms of good service and quality of work*
  5. *The group exercise*
  6. *The resource persons were well-versed and knowledgeable about their modules*
  7. *The training was very interactive and practical examples were given as to how new things could be applied at respective workplace*
  8. *When the trainer allows us to share experiences and encourage us to participate*
  9. *Team spirit and sharing of knowledge*
  10. *Relevant to my duties*
  11. *Group work, to know other department and ministries*
  12. *It was fully relevant to our work – job related & smartly adapted*
  13. *Learn new things, meet new people, create contacts*
  14. *Sharing of ideas and information*
  15. *Activities conducted in class*
  16. *Skills to apply both in our personal life and at work*
  17. *Knowledge of improvement*
  18. *Competency of the resource persons*
  19. *Well organised*
  20. *Relevant courses*
  21. *We have been taught about the qualities and good habits that a good lecturer must have*
  22. *Changed my way of thinking*
  23. *Gave me the opportunity to discuss in groups and talk on its behalf*
  24. *Resource persons shared vivid examples experienced abroad*
  25. *Will help me to better understand the nature of my work and coaching my staff efficiently*
  26. *Training relevant to my work*
  27. *Content was easy to follow, friendly atmosphere*
  28. *Its linked to the work we are performing actually*
  29. *It has added to my knowledge and very interactive. Good resource person*
  30. *The content of the course and the interaction between different participants*
  31. *A very important course*
  32. *This training is quite useful to make my workplace more pleasant and goal-achieving*
  33. *All trainers have used typical examples to make course more easily understood*
  34. *Helped to improve both personal/family life and work. Learned about private sectors also*
  35. *Very adapted, related to our work*
  36. *Team work with all the ministries*
  37. *Very informative and resourceful training which will no doubt increase my productivity and leadership skills*
  38. *The lecturers were friendly and comprehensive*
  39. *Trainers have used good methods of teaching; small games, group works*
  40. *I was kept informed of how public sector intend to improve & adapt to changes & increase efficiency*
  41. *The approach was easy to follow and up to date.*

**B. What aspects of the training could be improved?**

1. *More time so that trainers don't have to rush to complete their topics*
2. *Include other cadre/other posts*
3. *Training should be done by ministry where colleagues are brought together to better implement knowledge on team building, productivity management*
4. *The time allocated and if more video clips in the local context could be used as example*
5. *The seating arrangement needs to be improved*
6. *More handouts*
7. *Handouts could be made available before training for easy follow*
8. *Time allocation for topics*
9. *The sessions should have been done on 5 consecutive days to prevent break in training mood*
10. *Trainer of younger age can be encouraged to provide courses*
11. *Time allotted seems to be insufficient as certain modules need more emphasis*
12. *Soft copy should be provided at each end of course*
13. *Technical aspect: projector/ PowerPoint*
14. *Training was excellent*
15. *More practical examples*
16. *Outdoor training & team building sessions and learn at the same time would be tremendously good*
17. *More topics can be conveyed in relation to how a person can manage stress/emotion/anger at work*
18. *More visuals, role plays & activities could be introduced.*
19. *Candidates could be trained yearly*
20. *Less theoretical and more practical aspects should be considered*
21. *Two more days would have been enough to cover all topics in time*
22. *Provide Wi-Fi*
23. *Provide additional notebook for those in need*
24. *Other significant topics*
25. *Timing of course should be reviewed and ends-up at least 15 30hr*
26. *Too compressed courses due to lack of time*
27. *Time frame of training should be lessened, difficult to capture things, very tired in the afternoon*
28. *Such session shall be provided on a more regular basis*
29. *Online platform for continuous learning or interaction with resource person*
30. *More space and more time required to go in depth & do practical*
31. *There could have been an assessment/exam to test our knowledge of whatever we learnt rather than just issuing us an attendance certificate*
32. *More group work*
33. *OK as it is*
34. *More handouts*
35. *The venue should be improved*
36. *All modules were very important*
37. *More video clips in the local context could be used*
38. *Continuous improvement of the training is important*
39. *Time is limited and at times it becomes difficult to cope with the courses, to extend the session by at least 2 days*
40. *More activities*
41. *This course is simply a 1<sup>st</sup> touch of appreciation of the change towards excellence in public sector, so there is a need to provide more advance course and training.*

- C. How do you hope to change your work practice as a result of this training?
1. *Change my habits and attitude*
  2. *In terms of communication skill, more productive, apply SMART working techniques*
  3. *To have good communication with my customers and work with a team spirit with my colleagues for the betterment of my organisation*
  4. *Implement the new things that I have learnt*
  5. *By adapting a more positive attitude towards team working and by ensuring organisational goals are achieved*
  6. *Trying to be more productive*
  7. *Use concepts learnt to lead a team and improve quality of work*
  8. *By putting into practice all the positive things I have learnt*
  9. *As far as possible to implement the training at the workplace*
  10. *Certainly this course will have an improvement on my work*
  11. *Change of mind set towards work, try to apply the new things learnt at workplace, change self to be more efficient and proactive*
  12. *In a positive way*
  13. *Apply the skills and qualities of leadership for a better change management*
  14. *Help to motivate colleagues & subordinate staff, help to think out of the box, mind shift*
  15. *By being effectively efficiently in all aspects of work*
  16. *More positive outlook and change in mind set*
  17. *By sharing the information & knowledge that I have acquired*
  18. *By trying to be more productive while applying what has been learnt*
  19. *More motivated to do team work*
  20. *Not applicable until top management don't apply or go towards it*
  21. *To produce more adequate result for clients*
  22. *Managing people is the greatest challenge. I hope the training will assist*
  23. *By prioritizing my work*
  24. *Different approach to work commitment*
  25. *Bring innovation, sharing of knowledge with colleagues and doing the work in a smarter way*
  26. *This training is really enriching. Definitely by sharing those topics with my colleagues, the work environment will improve*
  27. *Implement the strategies/ techniques learned in the session in our workplace*
  28. *Focus on myself first, then on my team & together we can achieve*
  29. *Definitely there will be a positive change and a better performance*
  30. *Sharing all I have learnt in the course with my colleagues and try to improve the ways we organise our work team*
  31. *As from now, I will lead, not manage*
  32. *I will try to embark on the new concept learnt*
  33. *More customer focussed and team empowerment*
  34. *Motivate my staff in a more professional manner to achieve new challenges for better outcome and prospects*
  35. *Improve on leadership skills and encourage team spirit*
  36. *By monitoring colleagues through team building*
  37. *Improving communication skills with customers as well as colleagues*
  38. *By being more responsive, increasing productivity with positive criticism, helping to transform the public sector*
  39. *More proactive*
  40. *Attitude towards internal and external customers could change*
  41. *I shall embark on a gradual change to make work more rapid by reducing non-value adding steps*



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

1. *Law & constitution of Mauritius*
2. *Total quality management and ISO 15189*
3. *Advanced training course on E-Services for all the sectors in Public Service*
4. *How can we change the mind set of people who are very reluctant to change and adapt to new working situations*
5. *Stress management*
6. *Understanding safety and health at work for public officers*
7. *Code of ethics for public officers*
8. *Knowledge on PRB*
9. *Computer courses, Advanced excel*
10. *Use of software such as AutoCAD*
11. *Patriotism*
12. *Management & administration*
13. *Time management at work*
14. *Media communication*
15. *Public speaking*
16. *Developing positive personality traits*
17. *Gender rights in Mauritius*
18. *Policy of government*
19. *Procurement of services/aspects*
20. *Mass communication*
21. *General conditions of service*
22. *Negotiation skills*
23. *Emotional intelligence*
24. *Organisational excellence*
25. *Employment relations/laws*
26. *Total quality management*
27. *Psychology/ self-development*
28. *Leadership in a changing society*
29. *How tax/salary are calculated*
30. *How to balance work and family life*
31. *Managing people, within and outside*
32. *Information technology*
33. *Style of writing reports*
34. *Speech writing*
35. *Negotiation skills*
36. *Behavioural and mind shift*
37. *First aid*
38. *Performance management system*
39. *Project management*
40. *Managing performance*
41. *Conflict resolution*
42. *Effective method of preparing a budget*
43. *Advanced level in productivity management, teamwork, communication*
44. *Occupational health and safety at work*
45. *Drafting of scheme of service (a streamline scheme of service to be able to implement the e-recruitment system)*

## E. Other comments

1. *Training should start at 9:30 instead of 9:00 because of road congestion*
2. *The course was very enriching and we felt at ease, very interactive*
3. *It is a very good initiative from CSCM. Keep up the good job!*
4. *In general, it was good for improvement of our services*
5. *A good note to CSCM to have enrolled private consultants as trainers. Their experience & professionalism brought another dimension to the training*
6. *The course is well organised. Time, days as well as the facilities provided are good*
7. *Provide online course to all public officers with an email address*
8. *It is a good training, should be extended to more staff*
9. *A module on Introduction to Diplomacy and International Relations*
10. *Training was fun and contributes to skills and inner development, new ideas were developed*
11. *Colleagues want to join in, they liked the course and said good things about it*
12. *It would have been better if top management were encouraged to follow this course*
13. *Investment on employee training is imperative for organisational success, training should be more often*
14. *There has been an upgrade in the level of course offered*
15. *It would be appreciated if a list of participants be given for networking purposes*
16. *First training here, very enriching & good experience*
17. *Other modules could be inserted, mainly for middle-level supervisors*
18. *Regular training session for every Ministry in order to achieve a better performance excellence*
19. *Refresher course with new management techniques*
20. *Top management needs to adopt the best practices, must give due recognition, be trustworthy*
21. *All the trainers did very well and I am satisfied with the course, it was very interesting, the topics covered was helpful in my workplace*
22. *Would like to follow other course*
23. *The only negative point is the amount of time allocated for each course, more time should be allotted to each topic*
24. *The courses are very informative and there are much more stuffs we could have elaborated on, if we had more time*
25. *It is often seen that people are reluctant to change their communication skill/attitude. If we want change, we need to start changing ourselves*
26. *Trainings should sometimes be made outside the class*
27. *Well organised training programme, fully met and exceeded expectations*
28. *Improvements needed as regards to IT Equipment*
29. *The training is good and we hope that other programmes be organised later or more frequently on different issues*
30. *Please provide training more frequently so that young recruits are properly trained to face all challenges to provide a better service in the public sector*
31. *The training should also be delivered to the top management, most of the time, these staff are in a position to bring the required change in the field of work*
32. *All the trainers have demonstrated good knowledge and share their experiences with us*
33. *This training has helped to bring in our life some more experiences/interaction with other departments and self-learning, these training should be done more often*
34. *Good course which will definitely help in our day to day job and life*
35. *A very nice and enriching experience, thank you Civil Service*

## 5. CONCLUSION

---

It can be concluded that the envisaged objectives have been achieved. This training programme has been very useful for the targeted group. They are very keen to share the knowledge acquired with their colleagues and to apply what has been taught in class, in their workplace.

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 to encourage continuous progress in their workplace.