



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

**Newsletter 2020**

**CSCCM Training**

**in the year 2020**

**and**

**upcoming courses**



**T**he Civil Service College, Mauritius (CSCM) started its operation in November 2015 and has since continued to offer new and innovation training courses. As at December 2020, despite COVID-19, which halted training activities for three months, we have reached a milestone of training 40,000 officers. This is thanks to a dedicated team of staff at the College and our experienced trainers: public officials with significant experience in the public sector, retired Senior Chief Executives and Permanent Secretaries, Freelancers, International Trainers, among others.

We have a variety of training programmes: short courses, induction programmes, in-house training customised as per the needs of the client and online courses. The feedback are exceptionally positive from both trainees and respective line managers.

Driven by the vision to “Enhance Public Service Excellence”, the College is constantly developing innovative courses to transform the public sector and improve service delivery. With technological advances, the public sector is bound to adopt new ways of doing business. The training of public officers is very crucial for the successful implementation of new projects.

The aim of the College is to empower officers of the Public Sector with the right skills, knowledge and competencies for them to perform better and improve services at large. We also emphasise on positively changing behaviour and attitude of officers for their personal development, which contribute towards increasing productivity and efficiency.

This newsletter highlights some of the training courses, which we have offered during the year 2020. Our online platform, [iTrain](#) has a series of online courses and we are committed to keep adding new courses. Our dedicated team will be pleased to hear from you and to discuss your training needs.

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**Director General**



**Mr. Harry GANOO,  
GOSK  
Chairperson**



**Prof. Ramesh  
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**Mr Joel Violette  
Training Manager**

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**Mrs Vanessa Armoorgum  
Handy Worker**

**And our dedicated Resource Persons  
([www.cscm.mu](http://www.cscm.mu))**



### **Training Needs Analysis for Human Resource Cadre**

**Training Needs Analysis (TNA)** has been crafted to enable HR Cadres in how to identify learning and performance gaps in an organisation and consequently the training and development needs of employees across the various levels. A comprehensive TNA is a useful tool to help increase the capacity of people and enhance the organisation's competitive edge. 124 HR attended this 3 full-days practical session.

### **Training Course on Writing Skills for Parliamentary Questions and Cabinet Documents**

An in-house course for the Ministry of Finance, Economic Planning & Development held in two batches in January at the Government House. The training was on: Written Communication, Parliamentary Questions and Cabinet Documents.



### **One-Day Training on Court Proceedings**

The course was organized for the Ministry of Gender Equality and Family Welfare at the Early Childhood Development Section (ECD) Level 7, CSK Building. 14 officers attended the course.



Programme	Number of Participants trained
Transformation Courses	92
Courses Sponsored by MPSAIR	330
Customised Courses	240
Scheduled Courses	-
iTrain – Online Courses	82

## Training on Event Management

Event Management is becoming more and more common in organisations and proper planning is therefore important for the success of any event. Very often, officers are called upon to plan short events and developing the right skills therefore, become really important. Public officers need to understand their target audience, put in place logistics and co-ordinate the whole process. 23 trainees attended the course.



## Train the Trainer – Focus on Green Economy in collaboration of the Partnership for Action on Green Economy (PAGE)

The training comprised of two modules: Strategic Planning and Project Management, identify the link between project management and Green Economy / sustainable development.

## Training Course on Leadership in Health Care, Customer Service and Effective Communication.

This four full days training was organised in collaboration of the Ministry of Health and Wellness held at the Nursing School, Sir Seewoosagur Ramgoolam National Hospital, Pamplemousses from 04 to 27 February 2020 in two batches.



Programme	Number of Participants trained
Transformation Courses	106
Courses Sponsored by MPSAIR	383
Customised Courses	504
Scheduled Courses	124
iTrain – Online Courses	143



### **Training on Crisis Management**

This one full-day interactive session provides the basis upon which to build or further existing roles in both administrative and supervisory capacities in tackling ‘unplanned eventualities and unexpected incidents’ represent normal and inevitable elements in the running of any business. The participants were provided with key tools, knowledge and skills in how to navigate in unexpected situation to ensure business continuity.

### **Training Programme on Performance and Public Service Excellence for Support Staff**

This course enables participants to improve their communication skills, understand the importance of motivation, better deliver customer service, understand importance of Ethics for the smooth running of the organization, apply quality management techniques.



### **Training Programme on Data Protection and Confidentiality of Data in the Information Age**

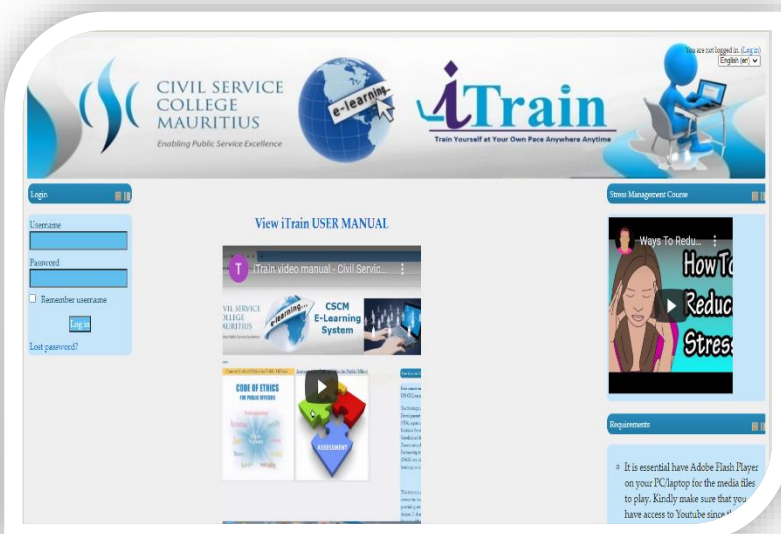
The course enables participants to understand and outline the rules set out in Data Handling/ confidentiality, use the canons of statutory construction for interpreting the DPA and ICT. The course was conducted for the Local Government Service Commission staff.



<b>Programme</b>	<b>Number of Participants trained</b>
Transformation Courses	172
Courses Sponsored by MPSAIR	85
Customised Courses	186
Scheduled Courses	161
iTrain – Online Courses	56

## Online Course: Stress Management during COVID-19 lockdown

COVID-19 is a humanitarian and societal crisis of unprecedented speed and scale. It has both immediate and long-lasting implications for how people work and participate in society. The top priority is to protect the health and safety of people, including in their workplaces. In order to manage this demanding period, the Civil Service College Mauritius offered an Online Stress Management Course for free. It was a 2-hour course and self-paced.

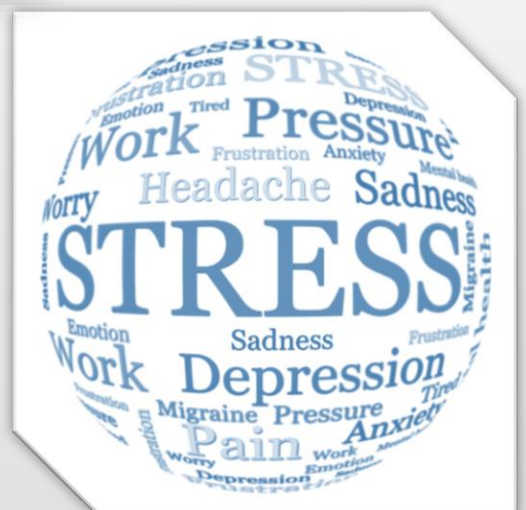


Digital marketing was done through CSCM Facebook page, youtube and also on website. Email were sent to all our participants and Human Resource departments, informing them on the free online course.

There were 1084 participants enrolled in the course for the month of April.

Stress affects all aspects of our lives including emotions, behaviours, thinking ability and our physical health. This course has been developed to help participants tackle stress that they are facing in their everyday life.

It is vital to understand how stress affects our body and how we can effectively use stress management techniques to keep ourselves happier, healthier and more productive.



Programme	Number of Participants trained
Transformation Courses	-
Courses Sponsored by MPSAIR	-
Customised Courses	-
Scheduled Courses	-
iTrain – Online Courses	1084

## Online Course: Stress Management during COVID-19 lockdown



The course enable participants to understand what stress is all about

- identify what are the causes of stress
- identify the consequences of stress and its effect on the human body
- understand strategies to cope with stress
- use stress management techniques for a better living

During the month of May, there were 485 participants enrolled on the course Stress Management.

The course was offered free for everyone; public officers, parastatals, private. Participants who had successfully completed the course got their certificate of achievement online.



Programme	Number of Participants trained
Transformation Courses	-
Courses Sponsored by MPSAIR	-
Customised Courses	-
Scheduled Courses	-
iTrain – Online Courses	485



## Induction Course for Newly Recruited Word Processing Operators

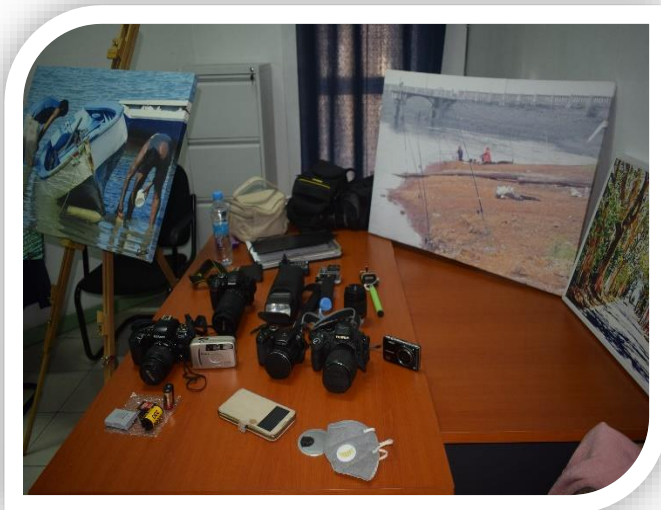
This course was designed for Word Processing Operators to have a better knowledge on their roles and functions, equip them with the necessary skills and competencies; and help them develop the right mind-set and attitude to perform their job with a customer focussed and performance oriented approach.



## Training Programme on Photography

This course was held at the NPF Building for the Ombudsperson for Children Staff.

The objectives of the course was to enable participants to understand the basics of photographic composition elements such as colour, shading, balance and to be aware of ethics and laws in photography



## Training Programme on Advanced Microsoft Excel

A two day course was conducted in the CSCM computer laboratory.

The objectives of the course are to enable participants to know how to insert charts to interpret data, use of advanced formula, sort/ filter data and use of Pivot table.



Programme	Number of Participants trained
Transformation Courses	95
Courses Sponsored by MPSAIR	44
Customised Courses	298
Scheduled Courses	104
iTrain – Online Courses	929



### **Training Programme on Anti-Money Laundering and Combating Financing of Terrorism (AML/CFT)**

This course was held at the Hennessy Park Hotel, Ebene for three days. This course enables participants to understand the latest regulations and legislation including the The Financial Action Task Force (FATF) and European Union Listings (AML/CFT).

### **Training Programme on Procurement for Ministry of Land Transport and Light Rail**

This 4 half-day course on Procurement was conducted in two batches. The course enables participants to recognize the contracting stages, evaluate the process of preparing tenders and selecting potential suppliers, identify the issues involved in assessing tenders for quality as well as value for money including e-Auction and apply several approaches to bid evaluation using criteria, weights and scoring measures



### **Training Programme on Protocol, Etiquette and Event Management for Mauritius Research and Innovation Council (MRIC)**

The 4-day course on Protocol, Etiquette & Event Management was organised by the Civil Service College, Mauritius in collaboration with Mauritius Research and Innovation Council. The course was conducted in house at the Ebene Heights, Cybercity, Ebene.



<b>Programme</b>	<b>Number of Participants trained</b>
Transformation Courses	-
Courses Sponsored by MPSAIR	-
Customised Courses	144
Scheduled Courses	104
iTrain – Online Courses	129

## Training Programme for Workmen's Group

The course enables participants to understand the importance of effective communication at work; understand employee engagement in improving service delivery; and have an overall general knowledge of Human Resource matters.



## Training Course on First Aid

This course is conducted in 6 half-days by the trainers of St John Ambulance Mauritius. The course enables participants to provide instruction in caring for breathing emergencies, perform CPR to victims of sudden cardiac arrest, provide first aid care for injuries and sudden illness.

## Training Programme on Performance Management System for State Investment Corporation Ltd

This training involved 75 staff (i.e. Top/Middle management and Operation staff) thus with a total 114 contact hours. The overall objective was to develop a modern and robust PMS so as to promote a performance driven culture across all levels of the SIC Ltd in terms of productivity of an employee and improving the employee's productivity.



Programme	Number of Participants trained
Transformation Courses	104
Courses Sponsored by MPSAIR	-
Customised Courses	125
Scheduled Courses	202
iTrain – Online Courses	60



### **Training Programme on Investigators and Prosecutors for Mauritius Fire Rescue Services.**

This course empowers officers of the Mauritius Fire and Rescue Services in investigating and successfully prosecuting offences under the Mauritius Fire and Rescue Service Act and also gives a basic understanding of the general legal framework of Mauritius and the Constitution of Mauritius. It was a 90-hour course.

### **Training Course on Mental Health and Wellbeing at Workplace**

During this one full day session, participants learnt the essentials of psychology and, counseling and gained knowledge in how to cope with stressful events/situations and also, touched upon some preventative cares both at personal and professional setting. Participants also learnt the best practices for a healthy work-life balance.



### **Training Programme on Increasing Productivity through Stress Management**

This course helps participants to understand that happiness is a goal and one has to work towards it. In a changing environment where challenges are present, it is important that we develop techniques in order to tackle them.



<b>Programme</b>	<b>Number of Participants trained</b>
Transformation Courses	201
Courses Sponsored by MPSAIR	42
Customised Courses	84
Scheduled Courses	216
iTrain – Online Courses	18

## Training Programme on Business Continuity Management

A 2-day course on Business Continuity Management (BCM) was organised to equip Senior Officers, Head of departments and Officers with the necessary tools and techniques in how to undertake strategic business continuity planning and management as part of overall efforts for business resilience in line with ISO 22301 BCMS.



## Train The Trainer Workshop for CSCM Trainers

This workshop was held at the Labourdonnais Waterfront Hotel Caudan, Port Louis and was conducted virtually by an international trainer. The workshop was designed to empower trainers to make their workshops more interactive and engaging. The workshop was based on the principles of Experiential Learning.

## Training Course on Legislative Drafting

This course was conducted in Rodrigues, for two days. The course enables participants to master legislative provision that poses special challenges, understand the constitutional values in Legislative Drafting, learn the stages in the process of Legislative Drafting, understand basic and house rules, identify pitfalls and checks as well as giving effect to the pitfalls and the checks.



Programme	Number of Participants trained
Transformation Courses	387
Courses Sponsored by MPSAIR	23
Customised Courses	360
Scheduled Courses	206
iTrain – Online Courses	6



## **Training Course on Handling Difficult Customers**

The customer may be right but that does not mean that all customers are easy to deal with. This two-day training gave participants techniques that helped them to disarm unhappy customers and what they should be doing to provide good customer service.

## **Training Programme for Hospital Staff on Leadership in Health Care, Customer Service and Effective Communication**

This four-full day training was organized in collaboration of the Ministry of Health and Wellness at the Dr Bruno Cheong Hospital, Flacq. The training was focused on Leadership in Healthcare, Customer Service and Effective Communication.



## **Training Course on Gender-Based Violence (Ministry of Housing & Land Use Planning)**

This was a one-full day course and divided into two batches for the staff of Ministry of Housing & Land Use Planning. The course enables participants to understand the different forms and impact of Gender-Based Violence, understand the legislations and policies around gender.

<b>Programme</b>	<b>Number of Participants trained</b>
Transformation Courses	342
Courses Sponsored by MPSAIR	-
Customised Courses	690
Scheduled Courses	150
iTrain – Online Courses	198

## **Training Programme on Legal Matters for Civil Status Officers (Civil Status Division)**

The customised training course was mounted for 15 Civil Status Officers and it was conducted over 50 hours at the CSCM training room.



## **Induction Course for Office Supervisors**

The training was conducted over 4 days for Office Supervisors. The course enables participants to equip with the necessary knowledge and skills required of an Office Supervisor, render them multi-skilled and team oriented, facilitate their integration in the Civil Service.

## **Workshop on Awareness Raising among School Teachers on Integrating Green Economy in the Classroom**

This workshop was organised by the Civil Service College Mauritius in collaboration with the United Nations for Training and Research (UNITAR) / PAGE held at the Hennessy Park Hote, Ebene.



<b>Programme</b>	<b>Number of Participants trained</b>
Transformation Courses	138
Courses Sponsored by MPSAIR	26
Customised Courses	355
Scheduled Courses	125
iTrain – Online Courses	296

## Calendar for Competency-Based Training Courses

### January to December 2021

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
1	Advanced Microsoft Excel	2 days	Batch 1: 20 & 22 January (7 <sup>th</sup> Floor, Fooks House) Batch 2: 18 & 22 February (7 <sup>th</sup> Floor, Fooks House) Batch 3: 18 & 22 March (7 <sup>th</sup> Floor, Fooks House) Batch 4: 20 & 22 April (7 <sup>th</sup> Floor, Fooks House) Batch 5: 18 & 20 May (7 <sup>th</sup> Floor, Fooks House) Batch 6: 08 & 10 June (7 <sup>th</sup> Floor, Fooks House) Batch 7: 20 & 22 July (7 <sup>th</sup> Floor, Fooks House) Batch 8: 17 & 19 August (7 <sup>th</sup> Floor, Fooks House) Batch 9: 14 & 16 September (7 <sup>th</sup> Floor, Fooks House) Batch 10: 12 & 14 October (7 <sup>th</sup> Floor, Fooks House) Batch 11: 16 & 18 November (7 <sup>th</sup> Floor, Fooks House) Batch 12: 07 & 09 December (7 <sup>th</sup> Floor, Fooks House)	4,000
2	Advanced Microsoft Word	2 days	Batch 1: 14 & 16 April (7 <sup>th</sup> Floor, Fooks House)	4,000
3	Awareness in Gender Mainstreaming	1 day	Batch 1: 22 February (6 <sup>th</sup> Floor, Fooks House) Batch 2: 24 September (7 <sup>th</sup> Floor, Fooks House)	2,000



Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
4	Basic Communication Skills	1 day	Batch 1: 10 August (2 <sup>nd</sup> Floor, Atom House)	2,000
5	Business Continuity Management	2 days	Batch 1: 15 & 17 February (6 <sup>th</sup> Floor, Fooks House) Batch 2: 28 & 30 June (6 <sup>th</sup> Floor, Fooks House) Batch 3: 01 & 05 October (6 <sup>th</sup> Floor, Fooks House)	4,000
6	Business Writing in French	2 days	Batch 1: 25 & 27 May (3 <sup>rd</sup> Floor, Atom House)	4,000
7	Code of Ethics and Good Governance	1 day	Batch 1: 23 November (2 <sup>nd</sup> Floor, Atom House)	2,000
8	Communication and Interpersonal Skills	2 days	Batch 1: 22 & 24 June (2 <sup>nd</sup> Floor, Atom House) Batch 2: 8 & 11 November (3 <sup>rd</sup> Floor, Atom House)	4,000
9	Conflict Management	1 day	Batch 1: 11 May (3 <sup>rd</sup> Floor, Atom House) Batch 2: 8 December (6 <sup>th</sup> Floor, Fooks House)	2,000
10	Court Proceedings	1 day	Batch 1: 16 June (3 <sup>rd</sup> Floor, Atom House) Batch 2: 14 October (3 <sup>rd</sup> Floor, Atom House)	2,000
11	Crisis Management	1 day	Batch 1: 30 March (7 <sup>th</sup> Floor, Fooks House)	2,000
12	Cybersecurity Fundamentals	1 day	Batch 1: 16 March (7 <sup>th</sup> Floor, Fooks House) Batch 2: 9 September (7 <sup>th</sup> Floor, Fooks House)	2,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
13	Event Management	1 day	Batch 1: 25 November (3 <sup>rd</sup> Floor, Atom House)	2,000
14	First Aid	6 half-days	Batch 1: 02, 03, 04, 05, 08 & 09 February (7 <sup>th</sup> Floor, Fooks House) Batch 2: 01, 02, 03, 04, 05 & 08 March (7 <sup>th</sup> Floor, Fooks House) Batch 3: 01, 02, 05, 06, 07 & 08 April (7 <sup>th</sup> Floor, Fooks House) Batch 4: 03, 04, 05, 06, 07 & 10 May (7 <sup>th</sup> Floor, Fooks House) Batch 5: 07, 08, 09, 10, 11 & 14 June (7 <sup>th</sup> Floor, Fooks House) Batch 6: 05, 06, 07, 08, 09 & 12 July (7 <sup>th</sup> Floor, Fooks House) Batch 7: 02, 03, 04, 05, 06 & 09 August (7 <sup>th</sup> Floor, Fooks House) Batch 8: 01, 02, 03, 06, 07 & 08 September (7 <sup>th</sup> Floor, Fooks House) Batch 9: 04, 05, 06, 07, 08 & 11 October (7 <sup>th</sup> Floor, Fooks House) Batch 10: 03, 05, 08, 09, 10 & 11 November (7 <sup>th</sup> Floor, Fooks House) Batch 11: 01, 02, 03, 06, 07 & 08 December (7 <sup>th</sup> Floor, Fooks House)	3,500
15	Gender Based Violence	1 day	Batch 1: 17 March (3 <sup>rd</sup> Floor, Atom House)	2,000
16	Handling Difficult Customers	1 day	Batch 1: 27 October (3 <sup>rd</sup> Floor, Atom House)	2,000
17	Improving Efficiency in Organisations	2 days	Batch 1: 18 & 20 October (6 <sup>th</sup> Floor, Fooks House)	4,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
18	Increasing Productivity through Stress Management	2 days	Batch 1: 28 & 30 September (2 <sup>nd</sup> Floor, Atom House)	4,000
19	Legislative Drafting	2 days	Batch 1: 26 & 28 October (6 <sup>th</sup> Floor, Fooks House)	4,000
20	Managing Performance in Public Sector	1 day	Batch 1: 24 March (7 <sup>th</sup> Floor, Fooks House) Batch 2: 18 August (2 <sup>nd</sup> Floor, Atom House)	2,000
21	Managing Projects in Public Sector	2 days	Batch 1: 07 & 09 April (7 <sup>th</sup> Floor, Fooks House) Batch 2: 21 & 23 September (2 <sup>nd</sup> Floor, Atom House)	4,000
22	Managing Resources	2 days	Batch 1: 15 & 17 November (3 <sup>rd</sup> Floor, Atom House)	4,000
23	Managing Time for Efficiency	2 days	Batch 1: 09 & 13 December (3 <sup>rd</sup> Floor, Atom House)	4,000
24	Mastering Telephone Skills	2 days	Batch 1: 28 & 30 July (6 <sup>th</sup> Floor, Fooks House)	4,000
25	Mental Health & Wellbeing at workplace	1 day	Batch 1: 20 September (6 <sup>th</sup> Floor, Fooks House)	2,000
26	Negotiation and Mediation Skills	2 days	Batch 1: 21 & 26 April (2 <sup>nd</sup> Floor, Atom House)	4,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
27	Protocol, Etiquette & Event Management	4 days	Batch 1: 22, 24, 26 & 30 November (6 <sup>th</sup> Floor, Fooks House)	6,300
28	Public Speaking	2 days	Batch 1: 13 & 15 July (3 <sup>rd</sup> Floor, Atom House)	4,000
29	Registry procedures	1 day	Batch 1: 25 February (2 <sup>nd</sup> Floor, Atom House) Batch 2: 26 March (6 <sup>th</sup> Floor, Fooks House) Batch 3: 27 April (2 <sup>nd</sup> Floor, Atom House) Batch 4: 26 May (6 <sup>th</sup> Floor, Fooks House) Batch 5: 14 July (6 <sup>th</sup> Floor, Fooks House) Batch 6: 11 August (6 <sup>th</sup> Floor, Fooks House) Batch 7: 15 September (6 <sup>th</sup> Floor, Fooks House) Batch 8: 13 October (6 <sup>th</sup> Floor, Fooks House) Batch 9: 17 November (6 <sup>th</sup> Floor, Fooks House) Batch 10: 14 December (6 <sup>th</sup> Floor, Fooks House)	2,000
30	Risk Management	1 day	Batch 1: 24 February (6 <sup>th</sup> Floor, Fooks House) Batch 2: 19 April (3 <sup>rd</sup> Floor, Atom House) Batch 3: 21 October (2 <sup>nd</sup> Floor, Atom House)	2,000
31	Speech Writing	2 days	Batch 1: 19 & 21 May (6 <sup>th</sup> Floor, Fooks House)	4,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
32	Speech Writing in French	2 days	Batch 1: 15 & 17 June (6 <sup>th</sup> Floor, Fooks House)	4,000
33	Statutory Interpretation	2 days	Batch 1: 23 & 25 August (6 <sup>th</sup> Floor, Fooks House)	4,000
34	Strategic Thinking	2 days	Batch 1: 27 & 29 July (3 <sup>rd</sup> Floor, Atom House)	4,000
35	Stress Management	1 day	Batch 1: 28 April (6 <sup>th</sup> Floor, Fooks House)	2,000
36	Talent Management	2 days	Batch 1: 26 & 30 November (2 <sup>nd</sup> Floor, Atom House)	4,000
37	Tea Making and Service	1 day	Batch 1: 20 April (Ecole Hôtelière Sir Gaëtan Duval, MITD, Ebene) Batch 2: 27 April (Ecole Hôtelière Sir Gaëtan Duval, MITD, Ebene) Batch 3: 27 July (Ecole Hôtelière Sir Gaëtan Duval, MITD, Ebene) Batch 4: 08 September (Ecole Hôtelière Sir Gaëtan MITD, Duval, Ebene) Batch 5: 15 September (Ecole Hôtelière Sir Gaëtan MITD, Duval, Ebene) Batch 6: 22 September (Ecole Hôtelière Sir Gaëtan MITD, Duval, Ebene)	2,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
38	Team Building and Bonding	2 days	Batch 1: 21 & 23 June (6 <sup>th</sup> Floor, Fooks House)	4,000
39	Tender Preparation and Evaluation	2 days	Batch 1: 15 & 17 February (3 <sup>rd</sup> Floor, Atom House) Batch 2: 03 & 05 March (7 <sup>th</sup> Floor, Fooks House) Batch 3: 06 & 08 April (3 <sup>rd</sup> Floor, Atom House) Batch 4: 04 & 06 May (2 <sup>nd</sup> Floor, Atom House) Batch 5: 01 & 03 June (7 <sup>th</sup> Floor, Fooks House) Batch 6: 06 & 08 July (6 <sup>th</sup> Floor, Fooks House) Batch 7: 03 & 05 August (7 <sup>th</sup> Floor, Fooks House) Batch 8: 06 & 08 September (2 <sup>nd</sup> Floor, Atom House) Batch 9: 05 & 07 October (3 <sup>rd</sup> Floor, Atom House) Batch 10: 09 & 11 November (6 <sup>th</sup> Floor, Fooks House) Batch 11: 01 & 03 December (7 <sup>th</sup> Floor, Fooks House)	4,000
40	Train the Trainer	2 days	Batch 1: 26 & 30 August (2 <sup>nd</sup> Floor, Atom House)	4,000
41	Using Internet and Email (Outlook)	2 days	Batch 1: 09 & 12 August (7 <sup>th</sup> Floor, Fooks House)	4,000

Sn	Training	Duration	Date/Month/Year 2021 & Venue	Price (Rs)
42	Workforce Planning	2 days	Batch 1: 21 & 23 July (2 <sup>nd</sup> Floor, Atom House)	4,000
43	Writing Effective Minutes of Meetings	1 day	Batch 1: 04 February (7 <sup>th</sup> Floor, Fooks House) Batch 2: 05 March (3 <sup>rd</sup> Floor, Atom House) Batch 3: 02 April (7 <sup>th</sup> Floor, Fooks House) Batch 4: 05 May (6 <sup>th</sup> Floor, Fooks House) Batch 5: 02 June (3 <sup>rd</sup> Floor, Atom House) Batch 6: 07 July (2 <sup>nd</sup> Floor, Atom House) Batch 7: 04 August (6 <sup>th</sup> Floor, Fooks House) Batch 8: 01 September (7 <sup>th</sup> Floor, Fooks House) Batch 9: 06 October (6 <sup>th</sup> Floor, Fooks House) Batch 10: 10 November (2 <sup>nd</sup> Floor, Atom House) Batch 11: 02 December (3 <sup>rd</sup> Floor, Atom House)	2,000
44	Writing Skills for Parliamentary Questions and Cabinet Documents	2 days	Batch 1: 11 & 16 February (7 <sup>th</sup> Floor, Fooks House) Batch 2: 10 & 12 May (6 <sup>th</sup> Floor, Fooks House) Batch 3: 24 & 27 August (3 <sup>rd</sup> Floor, Atom House)	4,000



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