



CIVIL SERVICE  
COLLEGE  
MAURITIUS

*Enabling Public Service Excellence*

## **Feedback Report**

# **TRAINING PROGRAMME FOR FRONTLINE/SUPERVISORY/TECHNICAL GRADE (Level 3) (January – June 2021)**

**Batch 9: 19, 21 & 26 January 2021**

**Batch 10: 02, 04 & 08 February 2021**

**Batch 11: 15, 19 & 23 February 2021**

**Batch 12: 26 February, 04 & 04 March 2021**

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## 1. INTRODUCTION

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The three-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. A total of 103 participants have attended 4 batches organised from January – June 2021.

## 2. OBJECTIVES

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The objectives of the programme were to enable participants to:

- ◆ Understand the key concepts of the public sector transformation strategy and its implementation
- ◆ Understand Change, Identify and overcome obstacles to change
- ◆ Understand how communication is important in organisations
- ◆ Define different leadership styles so as to adapt to change
- ◆ Encourage a dynamic environment for better performance

The programme covered the following courses:

- ◆ Public Sector Business Transformation
- ◆ Change Management
- ◆ Communication & Customer Service
- ◆ Leadership for Frontline

## 3. LEARNING OUTCOMES

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By the end of this course participants were able to:

- ◆ Develop a problem solving attitude
- ◆ 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

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Note: These feedbacks are reported as they were written on the Feedback form.

**PART A:** The participants were required to assess the effectiveness of the different trainers and their session(s).

Below are some comments on the trainers:

### **PUBLIC SECTOR TRANSFORMATION**

#### **I. Mr Suraj RAMGOLAM**

- ❖ *Good speaker. Clear and concise;*
- ❖ *Patient and very eager to help participants in interacting and ask questions;*
- ❖ *Very competent;*
- ❖ *Very good;*
- ❖ *Very interesting delivery;*
- ❖ *Trainer could have made session more interesting by giving more practical examples;*
- ❖ *Training experience useful in my work, good communication and information;*
- ❖ *Well conversant with the topics.*
- ❖ *Felt he had to cover several topics, his time was limited. This created an obstacle in student participation;*
- ❖ *Has a real vision to transform the public sector. Has lots of ambitious projects for a better public service beneficial to both the staff and public;*
- ❖ *Helped to understand rightly what is Public Sector Business Transformation;*
- ❖ *Knowledgeable about the subject;*
- ❖ *Trainer was highly professional.*

### **CHANGE MANAGEMENT**

#### **II. Mr Temen GANOO**

- ❖ *Strong communication abilities and knowledge;*
- ❖ *His experience and knowledge were highly appreciated;*
- ❖ *Very competent;*
- ❖ *Very good;*
- ❖ *The trainer was very knowledgeable in his topic and was conversant with the participants throughout the session;*
- ❖ *Disciplined, well organised;*
- ❖ *Knew how to capture his audience attention;*
- ❖ *A good sense of authority in order to maintain discipline;*
- ❖ *It would be appreciated if the teaching were performed in a friendlier way than formal;*
- ❖ *Voicing of the trainer is outstanding. Although his class is in the afternoon, nobody was sleeping because of his piercing voice;*
- ❖ *Was a bit too strict but keep up the good job;*
- ❖ *Insisted on discipline in class. But at the end make the class interesting and interactive;*
- ❖ *Attention catcher. Interesting class;*
- ❖ *Good. \*Only if we are listened by our superiors and also if we are given adequate exposure;*
- ❖ *Used practical examples which would be helpful in my work;*
- ❖ *Bravo to the trainer. Very interesting class;*
- ❖ *The trainer was very knowledgeable;*
- ❖ *Well conversant with the topics;*
- ❖ *It will be a privilege to follow more training with Mr Ganoo.*
- ❖ *I was introduced to a new perspective of a trainer. He was very different and positive;*
- ❖ *Good.*

- ❖ *A highly qualified trainer who really convinced me in certain issues related to my job and make me accept certain realities of life;*
- ❖ *Participation and interaction all along the course are good way of showing examples;*
- ❖ *Highly professional and devoted.*

### **COMMUNICATION AND CUSTOMER SERVICE**

#### **III. Mr Deven SEETARAMADOO**

- ❖ *Trainer made the course enjoyable;*
- ❖ *The trainer has the special quality of captivating the audience;*
- ❖ *Very competent;*
- ❖ *Very enriching course from the trainer. Many practical examples were given;*
- ❖ *Humoristic, well prepared;*
- ❖ *Trainer encouraged participation of participants;*
- ❖ *Very interactive;*
- ❖ *Keep up the good job;*
- ❖ *Very friendly, very interactive class;*
- ❖ *Attention catcher. I really enjoyed his class;*
- ❖ *Trainer is a very mature and composed individual. Sessions were very interactive. Thumbs up;*
- ❖ *Trainer knew his topic well. Very interactive. Bravo;*
- ❖ *Trainer was very knowledgeable and used lots of examples and humour to make us understand;*
- ❖ *The time allocated is not sufficient to cover all the aspects related to the sessions;*
- ❖ *Well conversant with the topics;*
- ❖ *The trainer is very knowledgeable and he has been very helpful in sharing his knowledge to us.*
- ❖ *Very interesting class;*
- ❖ *Well prepared trainer. Hats off to him;*
- ❖ *His class was very lively, interesting. Learnt new things;*
- ❖ *The lesson was well prepared and he made it very interesting;*
- ❖ *A very good trainer.*
- ❖ *A very experienced trainer who gave practical examples and shared his personal experiences and derived lessons from them. The session was very interactive where all participants were given opportunity to share their views and experiences;*
- ❖ *Group works were good;*
- ❖ *Highly professional and devoted.*

### **LEADERSHIP FOR FRONTLINE**

#### **IV. Dr (Mrs) Aumwatee SREEKEESSOON**

- ❖ *Allocate more time for this session;*
- ❖ *Direct to the point and precise in relation to subject matter;*
- ❖ *Very competent;*
- ❖ *Very good;*
- ❖ *Very interesting and enriching. Gave many practical examples;*
- ❖ *Knew subject very well;*
- ❖ *Practical examples given were relevant to the topic;*
- ❖ *Trainer encouraged participation of participants.*

#### **V. Dr Vinaye ANCHARAZ**

- ❖ *Keep up the good job;*
- ❖ *Covered whatever he could (made the most of it) in a short time lapse;*
- ❖ *Skillful. Maybe one day is not enough;*
- ❖ *Good;*
- ❖ *Well-presented and delivered training. Useful examples were used which can be helpful in my work and management;*

- ❖ *Very interesting class. Bravo to the trainer;*
- ❖ *The trainer was very knowledgeable and interactive;*
- ❖ *Well explained his topics;*
- ❖ *The trainer had well prepared the topics and he used good presentation methods.*
- ❖ *An expert in this field who has been able to summarise this voluminous topic in 1-day session. Has provided us with necessary ingredients to become a good leader in all fields of our life;*
- ❖ *Session lacked interaction;*
- ❖ *Session not enough to cover all aspects of leadership;*
- ❖ *Very interactive session with lecturer;*
- ❖ *Highly professional;*
- ❖ *Slides too bulky. Hard to follow. Could not go through all his slides. Skipped a lot of things.*

**VI. Dr Brinda APPASAMY**

- ❖ *Games were interesting and interacting;*
- ❖ *Good.*

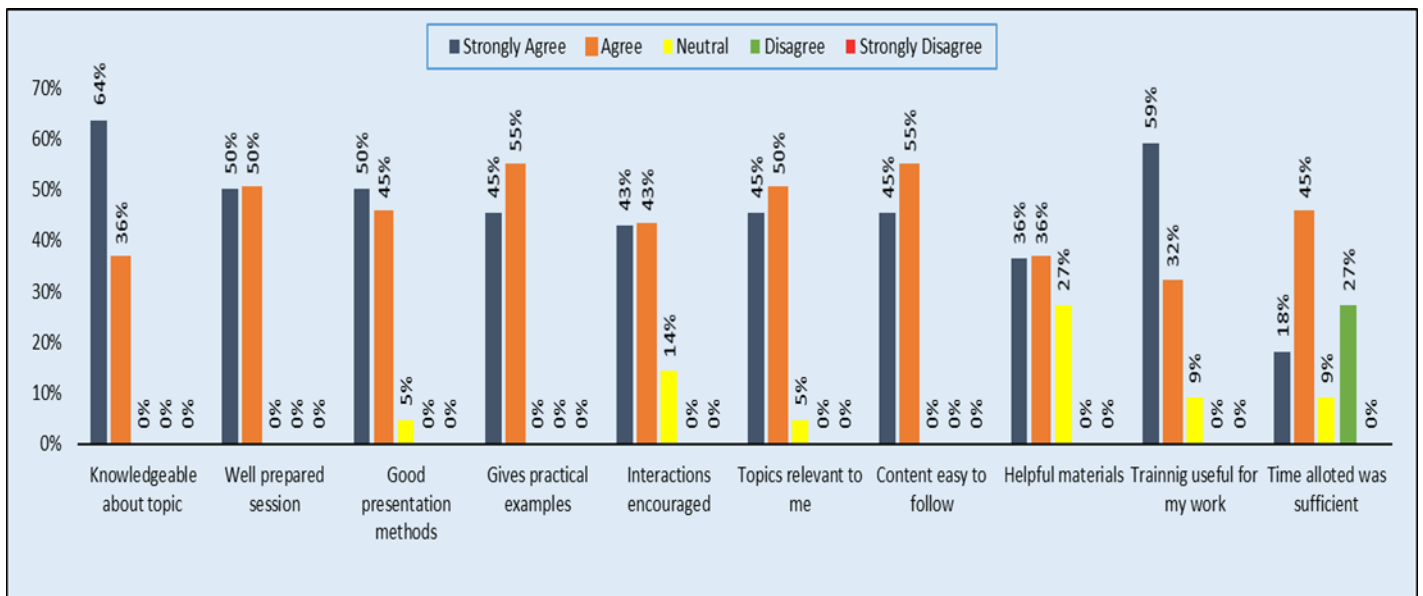


Table 1: Overall assessment of trainer 's effectiveness and session

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

1. *Training room was not conducive for training as the AC was not working and it was difficult to focus;*
2. *Excellent.*
3. *The college should be relocated at some place where at least parking facilities are provided;*
4. *Good;*
5. *Kindly help the local authorities to see to it if they can attend the training also;*
6. *Very caring.*
7. *Seating arrangement need to be improved;*
8. *The quality of food for lunch has to be improved.*

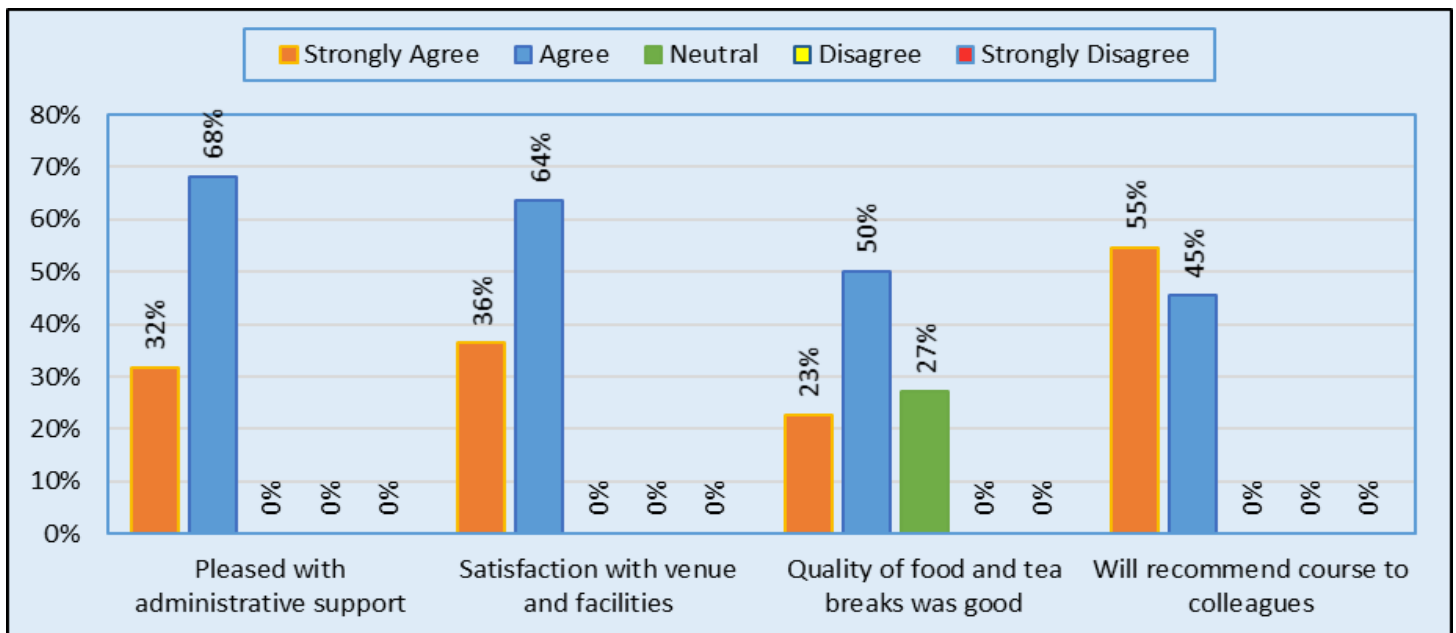


Table 2: Administrative support and catering

**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 the training?

1. *The trainers were knowledgeable about their respective topics;*
2. *Opportunity given to me to express myself;*
3. *Change management, Leadership, Communication. The course motivated to improve and become a leader;*
4. *It widened our knowledge and improved our capacity to do things better;*
5. *Trainers were experienced and skilful;*
6. *The training given by Mr Ganoo;*
7. *Good environment and friendly staff;*
8. *Interactive, realistic examples and good structure;*
9. *The clarity of the trainers. Their approach. It was well presented and well explained;*
10. *The delivery method;*
11. *Training was very appropriate and related to my work.*
12. *New lecturers are appointed to deliver training;*
13. *Module on leadership;*
14. *A lot about how to improve the quality of the service we provide;*
15. *Ways and means like communication/Leadership to improve the quality of service provided;*
16. *How to change the mindset;*
17. *Very instructive;*
18. *A multi grade group;*
19. *Information provided on Public Sector Business Transformation Bureau by Mr Ramgolam;*
20. *Sessions by Mr Seetaramadoo;*
21. *The tutors know their subjects. Given examples by the tutors were good;*
22. *The training was very informative and useful;*
23. *All were relevant topics;*
24. *The customer service and communication class was very interesting and interactive;*
25. *Experience shared by trainers;*
26. *Participation and interaction;*
27. *Enhancing knowledge and useful materials provided;*
28. *Team work.*
29. *The communication and customer service part;*
30. *Self-perspective, self-learning and we were motivated;*

31. *The training was time bound;*
32. *Educative;*
33. *The training was interesting. Learned things which I didn't know like the existence of a Transformation Implementation Committee;*
34. *The lecturers were very good;*
35. *Has helped me to see the positive things of life and be a better performing civil servant;*
36. *Communication and leadership;*
37. *Very satisfactory at all level.*

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

1. *More practical examples;*
2. *More time for discussion;*
3. *Case studies;*
4. *Handouts made available;*
5. *More role plays;*
6. *It should be more specific to each field of work.*
7. *Time allocated for sessions was too lengthy;*
8. *The introduction of the course;*
9. *Better venue;*
10. *The logistics;*
11. *Brainstorming session.*
12. *Practicals about how to communicate well vis a vis customer;*
13. *Managing change should be lengthier;*
14. *Training can involve basic IT techniques;*
15. *Allocation of more sessions;*
16. *Full day session is tiring;*
17. *It would be appropriate to provide the course materials/handouts prior to the start of the course. It would allow to better follow and understand the lecturers;*
18. *Use of more digital media.*

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

1. *Well organised in delivering our duties;*
2. *By taking advantage of all data recorded;*
3. *View people with more open mindedness;*
4. *Improvement in emotional intelligence and dealing with difficult situations;*
5. *Being better equipped with the ways to do things;*
6. *Bringing the innovation aspect into my work;*
7. *Improving my communication skills at work;*
8. *Have a positive attitude at work;*
9. *The training seemed to refresh ideas for my role. Be more understanding;*
10. *Provide better customer service in terms of communication and any query;*
11. *Leading junior staff and assigning tasks to them.*
12. *Interpersonal skills have been enhanced;*
13. *Be more efficient in decision making;*
14. *Improve customer care;*
15. *Change mindset, encourage, motivate colleagues. Find ways to be more effective and efficient;*
16. *More research work;*
17. *More IT oriented;*
18. *Apply good leadership skills in performing my day to day activities at work;*
19. *Putting into practice and sharing the training skills;*
20. *To share knowledge acquired to colleagues;*
21. *To be more attentive and responsive to the change that is coming;*
22. *Use relevant examples to improve our way of work and communication towards our team members and staff;*
23. *To listen more and be proactive.*



24. *To change the ways of working and to change the vision and goals;*
25. *Will help to apply positive changes at workplace;*
26. *Encourage team work;*
27. *Feel more motivated to perform work effectively;*
28. *Has developed more awareness about the topic taught and will be more open to difficult situation and will try to bring solutions;*
29. *More professional approach.*
30. *To work efficiently at workplace;*
31. *Value team work;*
32. *By implementing the changes in mindset and improving myself to do my job effectively and efficiently;*
33. *By proposing solutions to problems faced in my organisation;*
34. *Implementing a new approach to further improve my performance;*
35. *Understanding the concept of change and managing it;*
36. *Good communication skills and good customer service will help to improve work environment and satisfy our customers.*

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

1. *Basic Communication Skills;*
2. *Handling difficult customers;*
3. *Writing skills for Parliamentary Questions and Cabinet Documents;*
4. *Project management;*
5. *Microsoft tools;*
6. *Negotiation and mediation skills;*
7. *Knowledge management;*
8. *Leadership – Making a difference;*
9. *Ethics and legal rights for public officers;*
10. *Counselling;*
11. *Microsoft project;*
12. *Advanced Microsoft Excel;*
13. *Strategic Thinking;*
14. *Managing time for efficiency;*
15. *Employee motivation.*
16. *Management;*
17. *Stress Management;*
18. *Psychosocial hazard;*
19. *Quality Management towards ISO 9001;*
20. *Enterprise Risk Management;*
21. *Achieving success through emotional intelligence;*
22. *Crisis management;*
23. *Communication and Customer Care;*
24. *First Aid;*
25. *Increasing productivity through stress management;*
26. *Training in behaviour of boss and staffs;*
27. *Writing effective minutes of meetings;*
28. *Using internet and email;*
29. *Event Management;*
30. *Trust and Team Building;*
31. *Cybersecurity fundamentals.*
32. *Train the trainer;*
33. *Training needs analysis;*
34. *Communication and interpersonal skills;*
35. *Training on financial procedures in Public Sector;*
36. *Legal issues for HR Cadres.*
37. *Tender preparation and evaluation;*

38. *Increasing productivity through Stress Management;*
39. *Improving efficiency in organisation;*
40. *Achieving success through emotional intelligence;*
41. *Training on eProcurement;*
42. *Becoming an effective master of ceremony;*
43. *Negotiation and mediation skills;*
44. *Public speaking;*
45. *Legal matters in HR;*
46. *Discipline at work;*
47. *Code of ethics and good governance.*

#### E. Other comments

1. *Well done. Thank you;*
2. *The training was very enriching and I learnt a lot personally and professionally;*
3. *The training was professional but relaxed and will be useful;*
4. *Try to give the training sessions in the ministries instead of us coming to Port Louis if possible.*
5. *Man is the most important asset in any organisation. So I would suggest to add human values/spirituality in order to enhance the organisation culture/work culture. We are all an important link in the chain of the organisation. Good course topic but only if we are in the right place then we can contribute more;*
6. *Trainers were well conversant with their topics and information well received;*
7. *Good initiative from the Civil Service College Mauritius to provide training to officers from different organisations.*
8. *Very beneficial. This course of strengthening capacity building should be organised on a more frequent basis.*

#### 5. ACTIONS TO BE TAKEN BY CSCM

- (i). The Training Manager will have a one-to-one session with the trainers to provide the feedback.
- (ii). Trainers' feedback will also be taken to better understand the training delivery and participation.

#### 6. CONCLUSION

From the feedback, it can be observed that the trainers were well appreciated and delivered as per the College's expectations. The participants were pleased with the delivery of the sessions. It can be concluded that the objectives of the programme 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 the training to 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.

## 7. SOME TRAINING PICTURES

