



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Workmen's Group

Batch 5 - 19

September – December 2020

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1. INTRODUCTION

The two full-days training programme has been devised to provide employees operating at the frontline level, in the manual category, to understand their roles and responsibilities and how they contribute in the organisational structure. Everything that we do comes down to customer service, hence this course will empower manual grades workers to work towards a service and performance excellence organisation.

At a stage where Ministries will be involved in Public Sector Business Transformation Implementation, this course will help manual grades workers to understand how it is important to motivate themselves and be more engaged in what they do. A total of 379 public officers in the workmen group have been trained from Batch 5 to Batch 19.

2. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ Understand how their communication is important;
- ◆ Understand why employee engagement is important so as to embrace change;
- ◆ Define their involvement in the organisation and how much they can contribute; and
- ◆ Apply techniques for self-motivation performance

The programme covered the following courses:

- ◆ Public Sector Business Transformation;
- ◆ Communication among ourselves at work;
- ◆ How do I present myself at work?
- ◆ Why do I/ we need to communicate?
- ◆ How to communicate well?
- ◆ What are the difficulties I/ We encounter in communication?
- ◆ How do I/ We overcome the difficulties in communication?
- ◆ Communicating methods – words, actions and body language;
- ◆ Who are our customers?
- ◆ Why do we need customers?
- ◆ How to interact with customers;
- ◆ Team Performance for Customer Satisfaction;
- ◆ The approaches to good customer care;
- ◆ Alcohol and substance abuse – its impact on productivity at work

3. LEARNING OUTCOMES

By the end of this programme, participants were able to:

- ◆ Better understanding how their communication skills affect them and people around them;
- ◆ Understand what are their responsibilities in the organisation and how each one should contribute in delivering excellent service;
- ◆ Understand why motivation plays an important role in performance;
- ◆ Commit to employee engagement and make it a reality.

4. FEEDBACK

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

PART A. Participants' comments on the trainers:

➤ **PUBLIC SECTOR TRANSFORMATION**

➤ **Mrs Nasim AUCHOYBUR**

- ❖ *Good communication skills;*
- ❖ *Good;*
- ❖ *The trainer's class was very interesting and very pleasant;*
- ❖ *Was friendly while delivering her speech with examples, simple language;*
- ❖ *Satisfaction;*
- ❖ *She knows her field very well;*
- ❖ *Excellent and experienced one;*
- ❖ *Nothing to say, very very well done, jovial, friendly, easy method.*

➤ **Mr Surajanand GHUMARIA**

- ❖ *Good;*
- ❖ *Good communication skills;*
- ❖ *Knowledgeable and well prepared the topics.*

➤ **Mr Vasheel Ourvasant SEEDOYAL**

- ❖ *Know his subject very well and explanation was easy to understand and examples also was very simple;*
- ❖ *Very good at explaining;*
- ❖ *Good presentation from the trainer which will be helpful/ useful in my work;*
- ❖ *The session was very useful. His explanation was outstanding, very clear;*
- ❖ *Trainer was very friendly and very good, explained very well;*
- ❖ *He has a good skills of experience and is very knowledgeable. Good attitude.*

➤ **Mrs Sattamah MILLIEN**

- ❖ *Satisfaction;*
- ❖ *Very helpful;*
- ❖ *She explains her topic well and covered all aspects of the course;*
- ❖ *Needs more time. Should be a must and fruitful for all participant;*
- ❖ *Mrs Millien is a highly qualified, efficient and professional trainer.*

➤ **COMMUNICATION AND PERSONAL GROOMING**

➤ **Mrs Nasim AUCHOYBUR**

- ❖ *Good behaviour and well prepared;*
- ❖ *Good communication skills and mingle with participants;*
- ❖ *Nice presentation;*
- ❖ *Good.*

➤ **Mr Surajanand GHUMARIA**

- ❖ *Very good;*
- ❖ *Good communication skills;*
- ❖ *A very good person;*
- ❖ *Good behaviour, well mannered;*
- ❖ *Pleasant personality, well organised and prepared his session correctly and give good examples and practical examples;*
- ❖ *Is quite good;*
- ❖ *Good and appreciable;*
- ❖ *Good presentation, friendly and well prepared;*
- ❖ *Very good. 10/10;*
- ❖ *Best trainer overall;*
- ❖ *Good personality;*
- ❖ *Interesting class;*
- ❖ *Good communication skills. Very explicit in explanations. Pleasant personality and attitude;*
- ❖ *Good Officer. Polite person;*
- ❖ *Explanation was very good. Simple language has been used for more understanding;*
- ❖ *Mr Ghumaria was wonderful in his speech and in a comprehensive manner had dispensed his lecture which will help me further to perform my duties. Thanks for all;*
- ❖ *I'm very thankful to Mr Ghumaria and organisation. The time for this class was limited;*
- ❖ *The trainer was respectful towards every persona and used many examples which were useful to understand easily. Overall he is a very good trainer.*

➤ **Mrs Nazia HAJEE-ABDULLAH**

- ❖ *Very Good;*
- ❖ *I'm strongly agree. Course was fruitful. Many thanks;*
- ❖ *Thank you Mrs Abdoula for this session of work which was new for me. More time is required for better understanding;*
- ❖ *The trainer is very entertaining and encouraging. Well organized about customer care;*
- ❖ *She is a good life coaching, well trained. Should be grateful if all Govt. officers had access to her course. Depression and frustration would be out of our life;*
- ❖ *One of the best trainer, very helpful;*
- ❖ *A fabulous lecturer;*
- ❖ *The trainer was so so good at all level. Really appreciate. Keep it up!*

➤ **CUSTOMER CARE**

➤ **Mr Uttam JUWAHEER**

- ❖ *Trainer was well prepared and his communication skill was good;*
- ❖ *Good;*
- ❖ *Nice;*
- ❖ *Has well delivered the training;*
- ❖ *pleasant, cool, smiling, intelligent, genuine;*
- ❖ *Well prepared, good mannered, well behaved;*
- ❖ *Pleasant personality, well organised his session. Give good and many examples and practical examples. Relevant topics were discussed;*
- ❖ *He seems confident;*
- ❖ *A very good trainer, has good experience to organise such training, well organised, bien apprécié;*
- ❖ *good and very enriching presentation;*
- ❖ *very good. Very interesting. 10/10;*
- ❖ *Good initiative of team building by the trainer. Nice concept. Keep it up!*
- ❖ *Good communication skills;*
- ❖ *Very good at explaining and good practical exercise;*
- ❖ *Very very excellent explication;*
- ❖ *A bit strict but explained very well with good examples;*
- ❖ *Terrific and a fantastic trainer. A highly qualified person. A motivational speaker and a very efficient trainer.*

➤ **Miss Melhia BISSIERE**

- ❖ *Trainer was well prepared and his communication skill was good;*
- ❖ *She has very good communication skill and explained the topics very well.*

➤ **Dr Girish NUCKCHADY**

- ❖ *Good trainer;*
- ❖ *Good communication skills;*
- ❖ *Good & excellent explanations in a friendly manner. Very talented;*
- ❖ *Well-trained. Lively environment. Need more trainers like him. Learn a lot using good examples.*

➤ **ALCOHOL AND SUBSTANCE ABUSE**

➤ **Mrs Kamila JAGAMBRUM**

- ❖ *Good*
- ❖ *Good presentation;*
- ❖ *She has well prepared her session;*
- ❖ *Interesting person, well mannered;*
- ❖ *Absolutely well organised, knowledgeable, pleasant personality. The topic discussed was a "national issue". Helpful and give many examples. A beautiful lady also. Say NO to drugs;*
- ❖ *Well prepared;*
- ❖ *Good trainer, well done her class;*
- ❖ *Very good & helpful. I say NO to drugs. 10/10;*
- ❖ *Excellence concept by the Ministry of Health & Safety about the advice of drugs. But it would be more appreciated if the course duration will be allotted more time. The trainer was well prepared and very good for the awareness of public. Very helpful for me;*
- ❖ *Good communication skills;*
- ❖ *She is talking as if we take drug, with strong, high level of voice.*

➤ **Mr RAMJUTTUN**

- ❖ *Good sense of humour and good explanation;*
- ❖ *Good;*
- ❖ *Good communication skills.*

➤ **Mrs BOWANI**

- ❖ *The trainer was very well prepared;*
- ❖ *The topics discussed very good;*
- ❖ *We learn so many things through this. Well presented by Mrs Bowani;*
- ❖ *Best session. Indeed, a great class by Mrs Bowani;*
- ❖ *Frank word speaking person;*
- ❖ *Good explanation.*

➤ **Mr Rakesh KAIDONANKOO**

- ❖ *Very interesting and the topics were new to my knowledge. Time was not sufficient;*
- ❖ *Excellent;*
- ❖ *He knows his field very well;*
- ❖ *Satisfactory;*
- ❖ *Very very good. Explain well. Jovial, courtesy. Explanation clear, top;*
- ❖ *A good tutor and has been efficient in his lecture;*
- ❖ *Fruitful, very helpful for the society.*

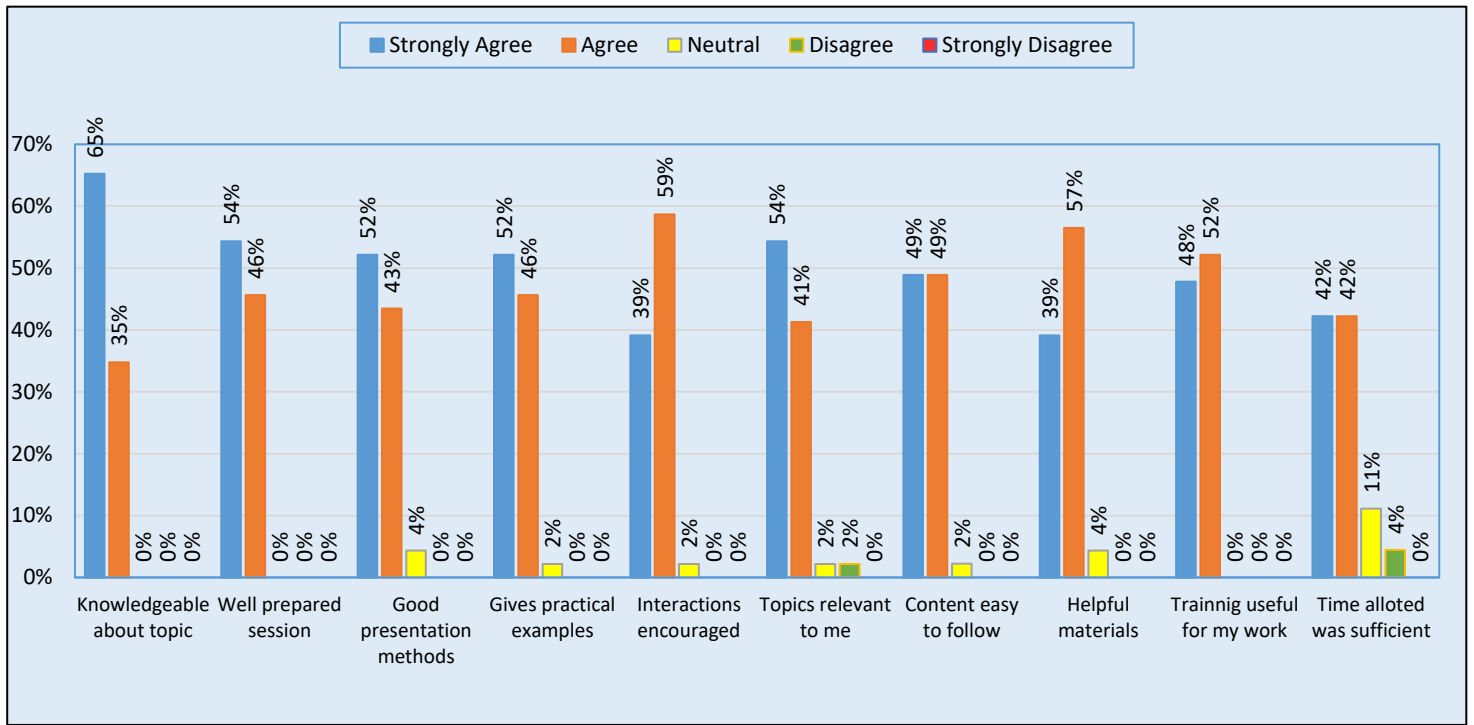


Table 1: Overall assessment of trainer 's effectiveness and session

PART B. Participants' views on Administrative support received and catering

- ❖ Good;
- ❖ Can improve quality of food;
- ❖ Service and training was good;
- ❖ Quality of food and tea breaks was good. Shortage: was not full during lunch;
- ❖ Excellent;
- ❖ We were served expiry yogurt. Luckily after complain, it was changed;
- ❖ Satisfied;
- ❖ very good;
- ❖ Could adjust more place for the catering services;
- ❖ Well prepared. Good food. Neat service. Pleasant personality of caterer.;
- ❖ Taking into consideration oh many people who are vegetarian due to Durga Pooja, we received good service and food;
- ❖ The place was neat and comfortable and the service was quite appreciable;
- ❖ For lunch time the meal was not sufficient (one bread) + fruit & yogurt;
- ❖ Lack time in lunch time;
- ❖ Thank you for the organisation team. Wonderful job;
- ❖ It was mind blowing;
- ❖ Mediocre; should be given room for improvement and upgrade the menus for meals and tea breaks.

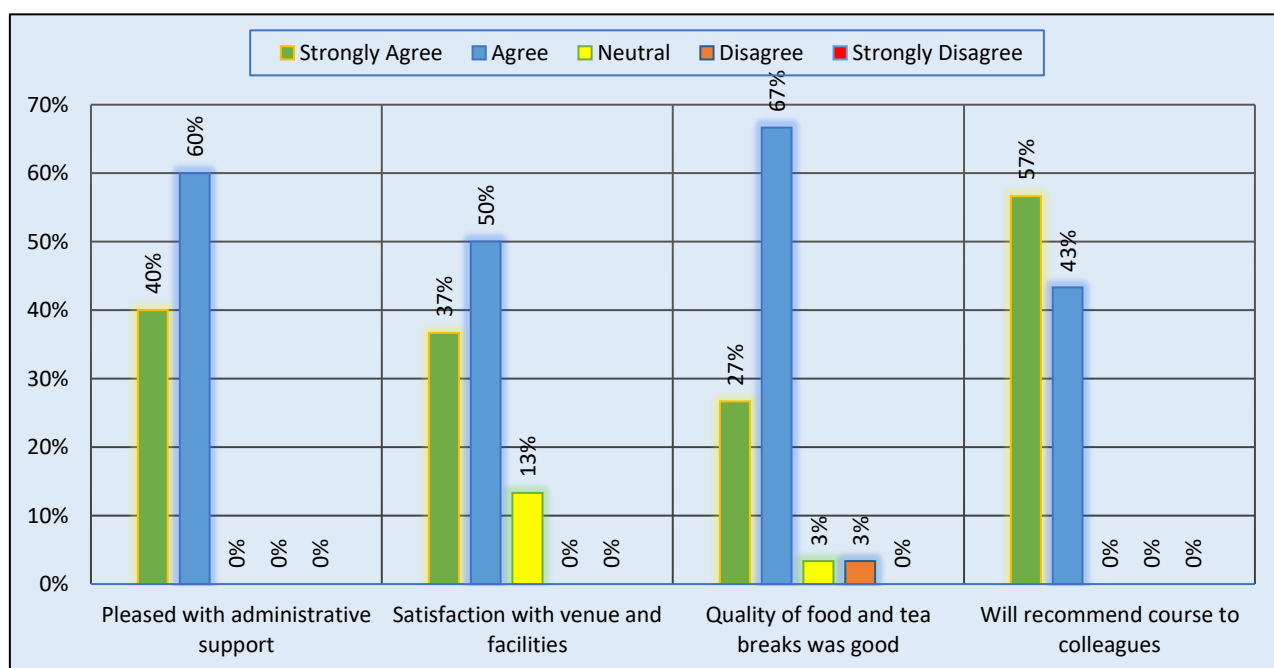


Table 2: Administrative support and catering

PART C. Participants' feedback on the session

➤ What participants liked most about this training

- ❖ *Formation and Learning;*
- ❖ *The training is good;*
- ❖ *Explanation on service;*
- ❖ *I have learned a lot on Customer Care which will help me in my work;*
- ❖ *The presentation of this training;*
- ❖ *Group work, there were lots of motivation;*
- ❖ *sincerely speaking of the trainer and personality;*
- ❖ *I learn new things;*
- ❖ *Explanation was very good;*
- ❖ *Mark the real life of work;*
- ❖ *yes, I like the group work. Lots of ideas;*
- ❖ *Very interesting, trainers know their topics very well. We can give our opinions;*
- ❖ *All the trainers explain clearly their respective theme. And I completely agree;*
- ❖ *It's very enriching, learn a lot of interesting things;*
- ❖ *The way the training has been done; clear and easy to follow;*
- ❖ *Very helpful information and data received from the instructor and was well organised;*
- ❖ *The training will help me to clear doubts and hence will help me in the output delivery of work;*
- ❖ *The concept of the training & trainers were good;*
- ❖ *very informative training. Learnt a lot about my work, rules and regulations;*
- ❖ *Will bring a positive improvement in ourselves;*
- ❖ *Instructive;*
- ❖ *Alcohol and substance abuse;*
- ❖ *Participation was encouraged;*
- ❖ *Very interesting;*
- ❖ *The training was at a very good level;*
- ❖ *Interaction with other ministries and people;*
- ❖ *Learning how to deal with public;*
- ❖ *The way of explaining and approach;*
- ❖ *Communication with officers;*
- ❖ *The presentation;*
- ❖ *The place;*
- ❖ *Good knowledge and information;*
- ❖ *Customer care;*
- ❖ *Group work;*
- ❖ *Recognition to all categories of workers using IT system.*

➤ **Aspects that could be improved in relation to the training**

- ❖ *Time allocated;*
- ❖ *Public sector business transformation to be given more practical examples;*
- ❖ *Theory is good but if practical could be done, it would be an advantage;*
- ❖ *Location;*
- ❖ *Must provide one bottle of water to each participant;*
- ❖ *Must put training on a yearly basis;*
- ❖ *More examples to be used for the participants to better understand;*
- ❖ *To give a good service;*
- ❖ *To improve my quantity of working in service;*
- ❖ *We must have more time of training;*
- ❖ *Much more time should be allotted;*
- ❖ *Need more time to improve;*
- ❖ *I think the training is good;*
- ❖ *Training should be more interactive and a personal touch per trainee would be desirable;*
- ❖ *This type of training could have been done more often, not once in a while;*
- ❖ *It could be within our Ministry.*

➤ **How will participants improve their work practices as a result of the Training**

- ❖ *Attitude at work;*
- ❖ *I will try to put into practice what I have learned;*
- ❖ *Improve the service at work;*
- ❖ *Our attitude towards our customers;*
- ❖ *Be professional at work;*
- ❖ *By being humble and satisfying the needs of our staff at work;*
- ❖ *Grooming, communication and customer care must be improved;*
- ❖ *By implementing these aspects;*
- ❖ *New approach towards customers;*
- ❖ *Apply the code of ethics;*
- ❖ *Attitude and behaviour;*
- ❖ *To have a good manner in work;*
- ❖ *To help our customers;*
- ❖ *The way of communication with client;*
- ❖ *I hope to change my personality in work;*
- ❖ *Training course is interesting and the training experience will be useful in my work;*
- ❖ *To apply all the advice and examples given to me;*
- ❖ *Follow up with the participants;*
- ❖ *There will be a lot of change like: manners, style, respect in work;*
- ❖ *Changing my attitude;*
- ❖ *The training will help me to stand in the shoes of the public and to understand their matters and in addition how to communicate properly with them;*
- ❖ *By implementation of these valued training course at my workplace;*
- ❖ *I will adopt and implement all the knowledge acquired in the training to improve my output at work;*
- ❖ *Knowing rights and responsibilities is very important, for you know where to start & where to end. It avoids yes man situations;*
- ❖ *Will bring a positive change in my work and colleagues;*
- ❖ *By talking more properly and more smile;*
- ❖ *It would start from the top;*
- ❖ *Hope to change their mind-set.*

➤ **Additional training programmes participants have requested**

- ❖ *Basic IT training;*
- ❖ *Health and Safety;*
- ❖ *Driving techniques;*
- ❖ *Microsoft word, excel and PowerPoint;*
- ❖ *Legal issues;*
- ❖ *First aid;*
- ❖ *Defensive driving techniques;*
- ❖ *Public speaking;*
- ❖ *Talent Management;*
- ❖ *Give a good behaviour to the future generation who have work in public;*
- ❖ *Telephone skills;*
- ❖ *Basic communication skill;*
- ❖ *Employee motivation skills and techniques;*
- ❖ *communication skills and team building;*
- ❖ *Customer service excellence;*
- ❖ *Stress Management;*
- ❖ *Task Management;*
- ❖ *Interpersonal skills;*
- ❖ *How and where to disclose & report abuses of senior officers;*
- ❖ *Training with our own Ministry Human Resource;*
- ❖ *Concerning PRB;*
- ❖ *Team building;*
- ❖ *Awareness and information about work laws;*
- ❖ *Supervisory skill;*
- ❖ *Information Technology;*
- ❖ *Training in Survey Equipment and techniques;*
- ❖ *Tea making and service;*
- ❖ *Workforce planning;*
- ❖ *Improving efficiency in organisation;*
- ❖ *Public speaking;*
- ❖ *Health and Safety;*
- ❖ *Course general worker: Carpentry, masonry, plumber, tinsmith, cabinet maker.*

➤ **Other Comments**

- ❖ *First time I came here;*
- ❖ *Interesting;*
- ❖ *Much more time should be allocated to be more clear and elaborate if overall trainer session was interesting and motivating;*
- ❖ *The trainers were exceptional. Should give more training in the future;*
- ❖ *Entirely satisfied with the training sessions;*
- ❖ *the course must be on time;*
- ❖ *I would be grateful to have more training programmes from CSCM to develop many more skills and be able to perform my duty well;*
- ❖ *In order to meet new challenges at work, I shall be grateful if tailor made courses be made available;*
- ❖ *It opens our eyes on malpractices & abuses of senior officers. Regular visits & checks from concerned Ministries;*
- ❖ *It's a great initiative to participate in the training session for the first time;*
- ❖ *Have a good experience;*
- ❖ *Like to attend more session and get more knowledge on skills purpose;*
- ❖ *This training must be continued for our new generation;*
- ❖ *Thank you for organisation team;*
- ❖ *Group work/ practical session on site;*
- ❖ *Very good, keep it up. Respect to our Ministry for course;*
- ❖ *Really appreciate.*

5. ACTIONS TO BE TAKEN BY CSCM

- ❖ *The Training Manager will have a one-to-one session with the trainers to provide the feedback;*
- ❖ *Trainers' feedback will also be taken to better understand the training delivery and participation.*

6. CONCLUSION

Overall the objectives have been achieved. The participants have found the training programme very useful and beneficial to their growth.

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

7. SOME TRAINING PHOTOS

