



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme in Performance and Public Service Excellence for Workmen's Group (January – June 2020)

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1. INTRODUCTION

The four-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 the workmen's group 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 the workmen's Group to understand how it is important to motivate themselves and be more engaged in what they do.

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
- ◆ Apply techniques for self-motivation performance

The programme covered the following courses:

- ◆ Introduction to Public Sector Transformation
- ◆ Communication & Personal Grooming
- ◆ Motivation & Work Commitment
- ◆ Customer Service
- ◆ Productivity Management

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:

➤ Mrs Kaleechurn

- ❖ *Good training skills;*
- ❖ *The session was well prepared;*
- ❖ *Good presentation & speaking publicly in front of audiences of all sizes;*
- ❖ *I am very satisfied with this training and it was very helpful to me. Thank you Madame;*
- ❖ *The trainer has well prepared and explain about the Transformation in Public sector. The time is very insufficient;*
- ❖ *She was good in explaining the topic overall;*
- ❖ *Well aware of the subject;*
- ❖ *She was polite. Her lectures were effective.*

➤ Mrs Auchoybur

- ❖ *Well explained;*
- ❖ *She gave good explanation and interaction was encouraged;*
- ❖ *She has good knowledge on the topics. Above all very good;*
- ❖ *Good trainer. Well prepared topics. Explained well.*

➤ Mr Ghumaria

- ❖ *The session was well;*
- ❖ *I got used to it, thank you Sir;*
- ❖ *The trainer has explained very well on communication and personal grooming. It will help me at work;*
- ❖ *His speech was good overall. Not a bad example;*
- ❖ *He was dedicated.*

➤ Mrs Abdoula

- ❖ *She was very friendly and her session was very interesting and well prepared;*
- ❖ *An example of motivation;*
- ❖ *Thank you for your helpful instructions. Thank you very much Madame;*
- ❖ *The trainer is well prepared on motivation and work commitment. It is very useful in my home and at work and very easy to understand and follow the courses;*
- ❖ *She was excellent in explaining and in practical example;*
- ❖ *Very interesting;*
- ❖ *Very good communication skills;*
- ❖ *Very enthusiastic ad motivated. Her enthusiasm reflected on everyone;*
- ❖ *Very good and helpful;*
- ❖ *Well motivated and dynamic;*
- ❖ *She was very confident, friendly, lively and hardworking;*
- ❖ *The best so far. The class is always awake with her. Always attentive to trainer. She gives you motivation to achieve.*

➤ Mr Juwaheer

- ❖ *The session was well and attractive;*
- ❖ *It was a satisfied and successful training. Thank you;*
- ❖ *Was good in explaining in giving the lecture with good examples;*
- ❖ *Good definition on customer care;*
- ❖ *The trainer has good knowledge of he's topics but sometimes his harsh with his words;*
- ❖ *Smart;*
- ❖ *Quite good.*

➤ **Mr Ganoo**

- ❖ *I am happy that I got nicely trained by you. Thank you very much Sir;*
- ❖ *Was good in giving good explanation with good examples;*
- ❖ *Very good explanation on management;*
- ❖ *Good trainer;*
- ❖ *Smart; A booklet of each module if possible to us;*
- ❖ *Excellent, disciplined;*
- ❖ *Well presented, good personality;*
- ❖ *Easy to follow and to understand.*

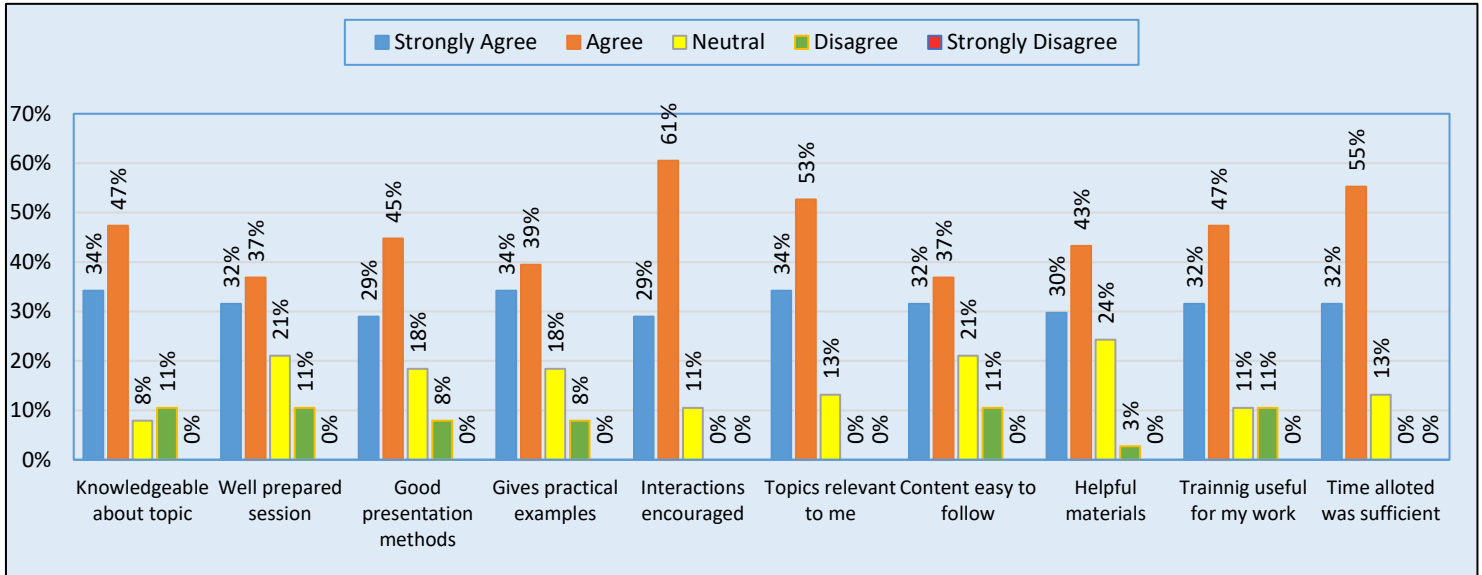


Table 1: Overall assessment of trainer 's effectiveness and session

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

- ❖ *Thanks to the good service. Thank you Madame;*
- ❖ *Catering: neutral but can be improved.*

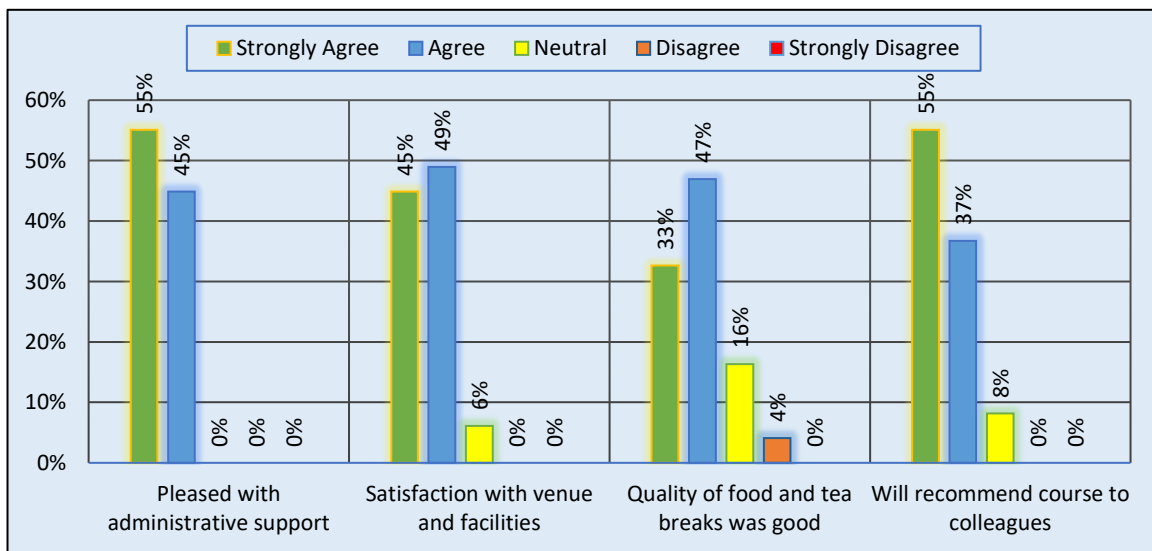


Table 2:

Administrative support and catering

PART C. Participants' feedback on the session

➤ What participants liked most about this training

- ❖ *The training has given me a lot of performance to bring good things in my work;*
- ❖ *About the topics and examples;*
- ❖ *All session was well done;*
- ❖ *Trainers well trained and prepared their topics;*
- ❖ *Good interaction;*
- ❖ *Was knowledgeable about my work;*
- ❖ *Communication & make new friends;*
- ❖ *Motivation to do better;*
- ❖ *Get techniques for a good performance;*
- ❖ *The lecturers are very professional;*
- ❖ *Training with Mrs Abdoula;*
- ❖ *It shows good manner of behaviour and to progress in work;*
- ❖ *Very basic, lovely. Should be given to everyone, specifically to those wearing a crown and whip. To make them understand how to use a whip- use it on themselves first;*
- ❖ *Good trainer uses good presentation methods;*
- ❖ *Motivation of the trainer to motivate us;*
- ❖ *Course given by Nazia & Mr Juwaheer;*
- ❖ *Hospitality;*
- ❖ *I got the opportunity to express myself;*
- ❖ *The knowledge gained will help me in my job;*
- ❖ *It's a very positive approach, good team work and very motivating coach;*
- ❖ *Learning new methods of working.*

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

- ❖ *Get more time for the training;*
- ❖ *Good. Nothing to say;*
- ❖ *More sessions each 3 months;*
- ❖ *Productivity;*
- ❖ *Everything was good;*
- ❖ *The training is already perfect.*

➤ How participants will improve their work practices as a result of this Training:

- ❖ *To a new goal;*
- ❖ *Motivate at work and my house;*
- ❖ *More responsible, motivating myself, satisfaction;*
- ❖ *Change method of work to a better quality of work in less time & better service to the nation;*
- ❖ *Offert plus de service avec moins de ressources ;*
- ❖ *Positive, to maintain eye contact;*
- ❖ *To use the knowledge received from the course;*
- ❖ *For me more or less it is the same as I always do my work well and in the interest of the department;*
- ❖ *More team work and supporting colleagues;*
- ❖ *By implementing the good advice given by different lecturer;*
- ❖ *Be more effective and efficient;*
- ❖ *Be more dedicated and responsible to serve customers;*
- ❖ *The way to interact with the public and help them;*
- ❖ *I will be more committed in my work and more motivated.*

➤ **Additional training programmes participants have requested:**

- ❖ *Leadership;*
- ❖ *Technology;*
- ❖ *Management & leadership;*
- ❖ *To work more efficiently;*
- ❖ *Motivation;*
- ❖ *As I am above 60 years old, I would like to have a training on health;*
- ❖ *Customer care;*
- ❖ *Stress management;*
- ❖ *Course in First Aid, in case of emergency at work;*
- ❖ *Receptionist/ telephone operator;*
- ❖ *Computer;*
- ❖ *Driving.*

➤ **Other Comments:**

- ❖ *Well done;*
- ❖ *Continuous learning and networking;*
- ❖ *Good intention;*
- ❖ *Support from the administration was good;*
- ❖ *The food was good.*

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;*
- ❖ *A Train-the Trainer course will be organised for all trainer and will be mandatory.*

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. TRAINING PHOTOS

