



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme for Workmen's Group

Batch 20 - 26
January – March 2021

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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:

➤ **Mr GHUMARIA**

- ❖ *He is a good teacher. Good manners.*
- ❖ *explained well*
- ❖ *Very good training*
- ❖ *Good presentation methods*
- ❖ *well prepared*
- ❖ *Well presented. Thanks*
- ❖ *Very active person, interest in his course. Am very happy to know such personality. Thank you Sir*
- ❖ *Motivated to attend. The course well*
- ❖ *Good trainer*
- ❖ *Yes, very good course for me*
- ❖ *Possesses good communication skills. Very friendly and adaptable to situation. Good management style. Great team player. Calm and focus on Multi tasks*
- ❖ *Good communication skills*
- ❖ *All speeches and slides were clearly understood*
- ❖ *Good presentation method. The trainer knows his session well*
- ❖ *Good*
- ❖ *The session was a very nice experience and I was very satisfied*
- ❖ *Well explained*
- ❖ *Have a well tone voice. Well organised. Have full knowledge of the domain*
- ❖ *Quite good*
- ❖ *Time for training is too little*
- ❖ *Not enough interaction. Was not technically responsive to queries*

➤ **Mrs BOHANEE**

- ❖ *Very She was very helpful and polite*
- ❖ *Teacher explained well. Good teacher*
- ❖ *excellent training*
- ❖ *Well trained, well presented*
- ❖ *Super well trained & presented*
- ❖ *Well done/ organised/ explained*
- ❖ *1st time had such experience and come to know about many such dangerous and abusive drugs. Thank you.*
- ❖ *Very well presented the course. I am very appreciate her the way she explain the course. Very well said. I would like to come again. Thank you.*
- ❖ *Very well presented and active. We need more training with the trainer. She is very interesting. Thank you.*
- ❖ *more interest but not enough time to attend*
- ❖ *Good trainer and she knows what she is doing. For me she is an excellent officer*
- ❖ *Very good training*
- ❖ *Good interpersonal skills and excellent communication*
- ❖ *Friendly and very well trained*

- ❖ *Very good training skills*
- ❖ *Knows her subject. Good communication skills*
- ❖ *Excellent. I wish to have more training on this session (very interesting) hats off- keep it on*
- ❖ *I appreciate the trainer Mrs Bohanee. Trainer is very well.*
- ❖ *The duration of the session was not sufficient. The trainer is doing a great job.*
- ❖ *Super super good*
- ❖ *Superb. Knows the subject very well.*
- ❖ *Have learnt lots on drugs. Very interesting.*
- ❖ *Should be given more time on training. Very interesting*
- ❖ *Very appreciate*
- ❖ *Well explained*
- ❖ *Very good on her speech. Have a good voice tone.*
- ❖ *Very good*
- ❖ *Very good*
- ❖ *Good advice*
- ❖ *She knows her topics very well and I think she has witness many things*
- ❖ *The time allotted was insufficient*
- ❖ *Excellent trainer*

➤ **Mr JUWAHEER**

- ❖ *The teacher was very polite*
- ❖ *Good trainer & explain well*
- ❖ *Excellent*
- ❖ *Good Presentation*
- ❖ *Very well presented. Thank you*
- ❖ *Very interesting trainer and active. Has a good personality, very nice, good language, simple & cool. Need time for this course. Thank you*
- ❖ *the trainer well approach with the trainee*
- ❖ *Excellent trainer to be recommended again*
- ❖ *Well educated and active person*
- ❖ *Convincing, good*
- ❖ *Very good*
- ❖ *Top. Simple. Very good*
- ❖ *Well versed on the subject*
- ❖ *Acquire more learning and knowledge*
- ❖ *Very very good presentation and trainer explained very well*
- ❖ *Very interesting*
- ❖ *Excellent training. Very kind trainer*
- ❖ *Very good*
- ❖ *Capable and well versed*
- ❖ *Very Good*
- ❖ *Good teaching and excellent presentation of class. Made the topic easy to cope with*
- ❖ *Good trainer, enjoyed his jokes*
- ❖ *Should focus on the lecture than personal events in his life*
- ❖ *irrelevant talking, out of subject. Though in minor grade workers as Lab Auxiliary, we are educated and understand customer care service extremely well.*
- ❖ *Is very precise and has an ocean of experience and knowledge. Excellent*

➤ **Mrs HAJEE-ABDOULA**

- ❖ *Trainer Hats off with Nazia*
- ❖ *Very helpful and interesting*
- ❖ *The trainer was very talented, jovial, very well prepared. She knows her session very well. Hats off to her. Very well organised and experienced.*
- ❖ *Good and explained very well*
- ❖ *She made the workshop very interesting and was very interactive with us*
- ❖ *Excellent training. I appreciate the way of training given by the trainer*
- ❖ *Very friendly relationship with all. Good presentation for communication & grooming.*
- ❖ *Excellent*
- ❖ *The class was very interesting. Encourage to come next time*
- ❖ *Made the class interesting and pleasant. Excellent teaching method.*
- ❖ *Very good trainer, very friendly.*
- ❖ *Good manner and knowledgeable about the subject*
- ❖ *Very friendly and makes the atmosphere pleasant. Knows how to catch attention and make the lecture enjoyable*
- ❖ *Well versed and versatile person*
- ❖ *Is a true professional. Is very interactive. Welcomed questions and is very well responsive to queries.*

➤ **Mr RAMJOTTON**

- ❖ *Should interact more than just working on slide shows*
- ❖ *Was good and very technical*

➤ **Mrs AUCHOYBUR**

- ❖ *Very good*
- ❖ *Very interesting. Well versed*
- ❖ *The trainer makes presentation well and explained very carefully*

➤ **Mrs KALEECHURN**

- ❖ *Very good*
- ❖ *Not satisfied*
- ❖ *Satisfactory*
- ❖ *We had a warm welcome. Very satisfied on the whole. She had a good interaction with us. She communicates well and the lecture is very instructive. We learned a lot of new things. I appreciate her approach in all aspects.*
- ❖ *It's OK*

➤ **Miss MEWA**

- ❖ *Excellent*
- ❖ *Good communication skills. Speech delivery ok*
- ❖ *Satisfied*
- ❖ *We had a warmed welcome. Very satisfied on the whole. She had a good interaction with us. She communicated well and the lecture is very instructive. We learned a lot if new things. I appreciate her approach in all aspects.*
- ❖ *I appreciate the trainer Miss Mewa*
- ❖ *Too good*
- ❖ *Very interesting.*

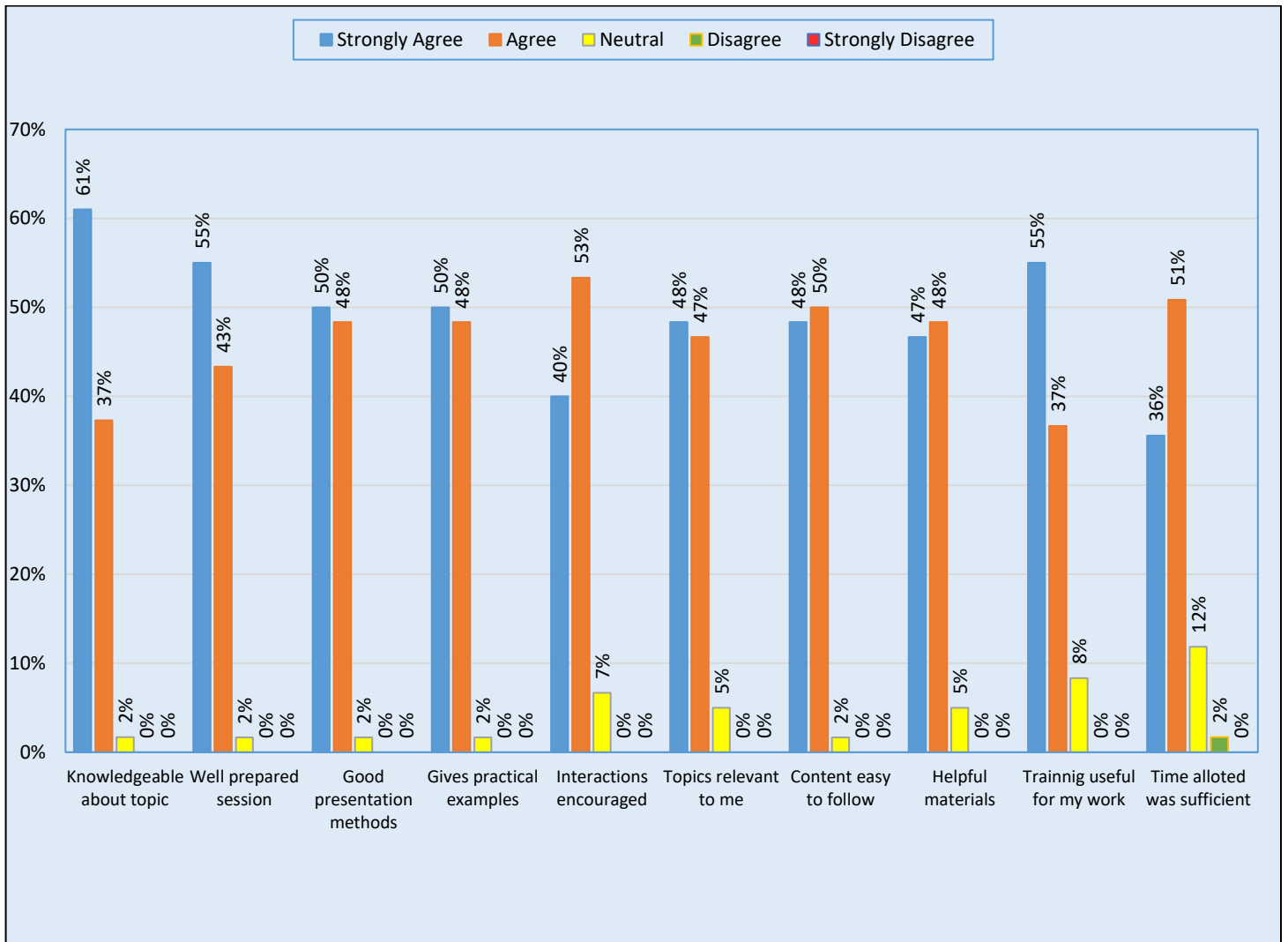


Table 1: Overall assessment of trainer 's effectiveness and session

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

- ❖ *The service was very good*
- ❖ *Very good service*
- ❖ *Very good*
- ❖ *Thanks*
- ❖ *Tasty*
- ❖ *Catering was good enough and was on time. Administrative was cordial and was supportive.*
- ❖ *Be better*
- ❖ *Good training sessions. Good interaction among participants and admin.*
- ❖ *Satisfactory*
- ❖ *It's OK for me*
- ❖ *Manze ti mari bonne. Very good.*
- ❖ *Very good services. Thank you.*
- ❖ *Not satisfied with the catering service*
- ❖ *Very good service*
- ❖ *Tea and cakes was good*
- ❖ *Good*
- ❖ *Food for veg was not that good (bread with bringel)*
- ❖ *Good service*
- ❖ *Excellent*
- ❖ *Excellent service*
- ❖ *Very good motive by the members of the public service. It would be grateful if more training will be given specially to Workmen's group.*
- ❖ *Too short breaks*
- ❖ *Well welcome us and take care of us during the 2 days*
- ❖ *Very good.*
- ❖ *Teach good manners to the lady distributing food*

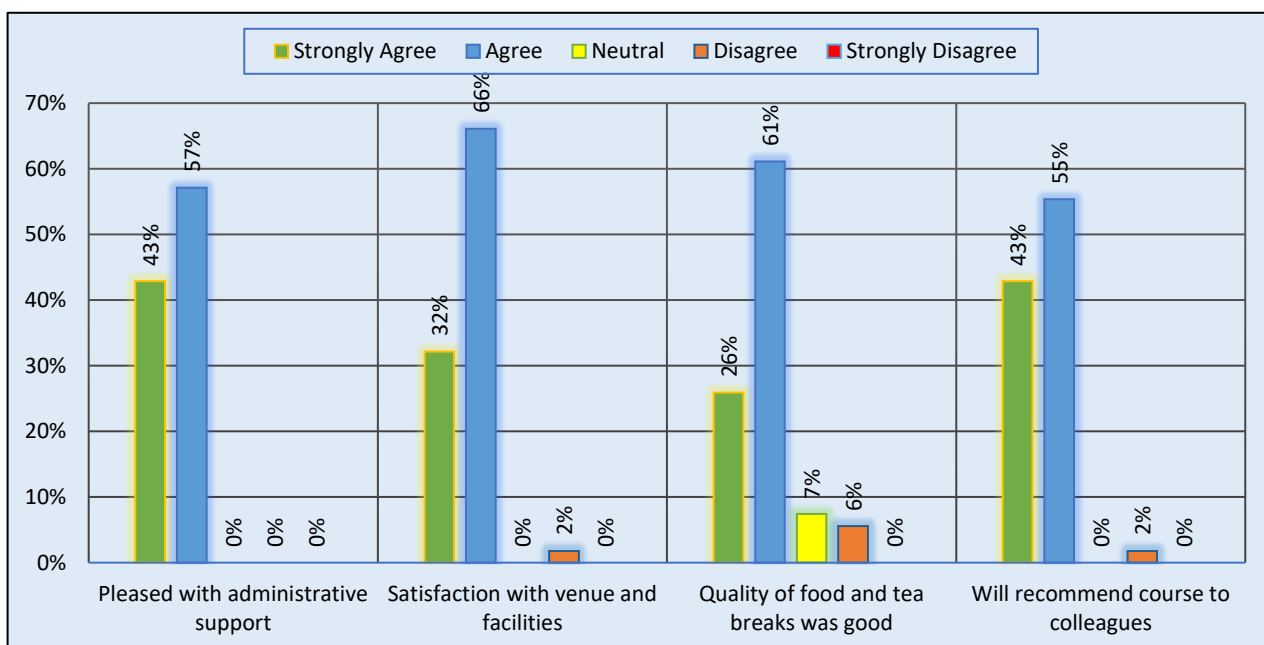


Table 2: Administrative support and catering

PART C. Participants' feedback on the session

➤ What participants liked most about this training

- ❖ *The way the teacher explains all the chapter*
- ❖ *About the way of teaching course*
- ❖ *About the topic of communication*
- ❖ *Had learned so much new thing but was not enough. Because it's interesting*
- ❖ *This is the most interesting training but need more time for it.*
- ❖ *The knowledge and skill of these trainer*
- ❖ *We must give a course on safety*
- ❖ *The trainers were at their best during the session*
- ❖ *Group work*
- ❖ *Good environment*
- ❖ *I wish to have more training every year*
- ❖ *It is very well coordinated & constructive*
- ❖ *I have learned many things that I didn't know about.*
- ❖ *All the person cooperates while doing all this training.*
- ❖ *The training is interesting.*
- ❖ *The presentation*
- ❖ *More knowledge and information*
- ❖ *I learned new things during the training which will be useful for me lifelong*
- ❖ *Friendly trainers, group work, share ideas*
- ❖ *Speak in front of the class*
- ❖ *Training went on a very friendly manner*
- ❖ *The cordial atmosphere. The course was interactive*
- ❖ *Increasing knowledge on different topics*
- ❖ *Very fun to learn*
- ❖ *Worked in group*
- ❖ *I have learnt a lot of new things, experience and was interactive*
- ❖ *Explanations were very clear*
- ❖ *Well organised*
- ❖ *I have learnt a lot in the training and it will be useful in my work*
- ❖ *The trainers were worthy.*
- ❖ *A very good initiative*
- ❖ *Most lecturers spent time to deliver their topic well. The topic delivered were relevant on me and will help me to improve my work environment*
- ❖ *Full of knowledge*
- ❖ *Friendship and learn about other's experience*
- ❖ *Interaction among different Ministries*
- ❖ *Excellent, good teacher*

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

- ❖ *Time our main role in society*
- ❖ *Should be giving more training on job*
- ❖ *More time and training needed*
- ❖ *Give me new vehicle. But I drive old vehicle-is not good*
- ❖ *Slightly bigger place*
- ❖ *It will be very good to have these kind of training every year.*
- ❖ *It should be on a monthly basis.*
- ❖ *the training with Mrs Bohanee could have been more longer.*
- ❖ *Training should be more work-oriented*
- ❖ *To give us training on regular basis*
- ❖ *No improvement in scavenging work*
- ❖ *Such training must be a subject in secondary school to correct our kids to get more knowledge*
- ❖ *The time was not enough*
- ❖ *Time duration must be prolonged*
- ❖ *First session too short*
- ❖ *Help me in work to improve myself*
- ❖ *No complaint*
- ❖ *As a 1st time of my training, there should be more continuity for training. A follow up shall be done.*
- ❖ *Space*

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

- ❖ *Attitude we must take more precaution*
- ❖ *by having good communication skills*
- ❖ *the training must follow by department.*
- ❖ *HR that can improve*
- ❖ *more satisfaction and labour force*
- ❖ *With smile and confident and respect*
- ❖ *Change our habit at work*
- ❖ *Team spirit is important to develop working practice.*
- ❖ *Self-motivation*
- ❖ *More training will improve my work.*
- ❖ *To share my knowledge of this training with my colleagues*
- ❖ *I would like to share the things I learned in the training to my colleagues.*
- ❖ *Adapt (training at work & knowledge)*
- ❖ *I will be able to socialise better at my workplace*
- ❖ *Understand colleagues, their problems, connect with colleagues and do group works*
- ❖ *To be more professional*
- ❖ *To practice it in daily life*
- ❖ *With all the knowledge and new aspect*
- ❖ *To change my habit and bring new idea to work*
- ❖ *Start by using right communication methods*
- ❖ *To be more customer care.*
- ❖ *By applying the good gestures & 3 magical words*
- ❖ *Indeed, it will really encourage me to provide a better service*

- ❖ *More reliable and effective*
- ❖ *Work in a team and help my colleagues improve as well*
- ❖ *Be punctual and deliver our best*

➤ **Additional training programmes participants have requested**

- ❖ *First Aid*
- ❖ *Advanced Microsoft Excel*
- ❖ *Health and Safety & Pollution environment*
- ❖ *Basic Microsoft Word*
- ❖ *Registry procedures*
- ❖ *Code of Ethics and Good Governance*
- ❖ *Basic Microsoft Excel*
- ❖ *Mastering Telephone skills*
- ❖ *Speech writing*
- ❖ *Basic communication skill*
- ❖ *Negotiation & mediation skills*
- ❖ *Power Point*
- ❖ *Leading from Frontline*
- ❖ *Safety/ Driver*
- ❖ *Protocol*
- ❖ *Risk management courses*
- ❖ *Team Building and Bonding*
- ❖ *Conflict Management*
- ❖ *Employee Motivation*
- ❖ *Leadership: Making a difference*
- ❖ *Managing Resources*
- ❖ *A training for drivers is good (Road Safety)*
- ❖ *CV preparation*
- ❖ *Civil engineering*
- ❖ *Training of our human rights at our workplace*
- ❖ *Computer trainings and skills*
- ❖ *ICT courses*
- ❖ *First Aid Course*
- ❖ *Educational course*
- ❖ *Health courses*
- ❖ *Code of Ethics and Good Governance*
- ❖ *Corruption*
- ❖ *Training on manners & behaviours of High level officers to small employees*
- ❖ *Training concerning traffic signs & behaviour on the roads (transport/ public, etc.)*
- ❖ *Risk management*
- ❖ *Basic Microsoft Excel & word*
- ❖ *Leadership*
- ❖ *Reception training*
- ❖ *First Aid*
- ❖ *Handling difficult customers*
- ❖ *Team Building and Bonding*
- ❖ *Trust and Building Teams*
- ❖ *Workforce Planning*
- ❖ *Mastering telephone skills*
- ❖ *Basic Microsoft Word*

- ❖ *computer courses to adjust with the online service*
- ❖ *Achieving success through Emotional Intelligence*
- ❖ *Personalise training as per work environment*
- ❖ *Basic Microsoft Excel*

➤ **Other Comments**

- ❖ *All Ministries get end of year party but our Ministry do not invite general workers*
- ❖ *Very interesting*
- ❖ *All Ministry have New Year Party but MNI don't have New Year Party. WHY?*
- ❖ *Offer more courses to enhance personal knowhow and entertaining programme*
- ❖ *Training for excellence is good for public officers*
- ❖ *I have appreciate the course very well and hope that there will be other courses*
- ❖ *The whole training was excellent*
- ❖ *Very interesting course. Very enriching*
- ❖ *Audio system & mic should be given to participants*
- ❖ *Put the training in Mauritian context*
- ❖ *Keep it up!*
- ❖ *Provide training for merged staff so that all can work together at all level. As now training only be Grade.*

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

