



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme in Performance and Public Service Excellence for Frontline/Supervisory/Technical Grades

(July – December 2019)

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1. INTRODUCTION

The five-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. Productivity management is another session which they learnt to help bring about changes and be more performance-oriented in achieving organisational goals.

2. OBJECTIVE

The objectives of the course were as follows:

- ◆ Understand how communication is important in organisations
- ◆ Understand why it is important to motivate self and others to reach organisational goals
- ◆ Define different leadership styles so as to adapt to change
- ◆ Encourage a dynamic environment for better performance
- ◆ Develop Quality Management principles

The programme covered the below:

- ◆ Introduction to Public Sector Transformation
- ◆ Change Management
- ◆ Leadership for Frontline
- ◆ Communication & Customer Service
- ◆ Delivery of E-Services & Quality Management
- ◆ Productivity Management

3. LEARNING OUTCOME

By the end of this course participants will be able to:

- ◆ 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

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:

OVERALL

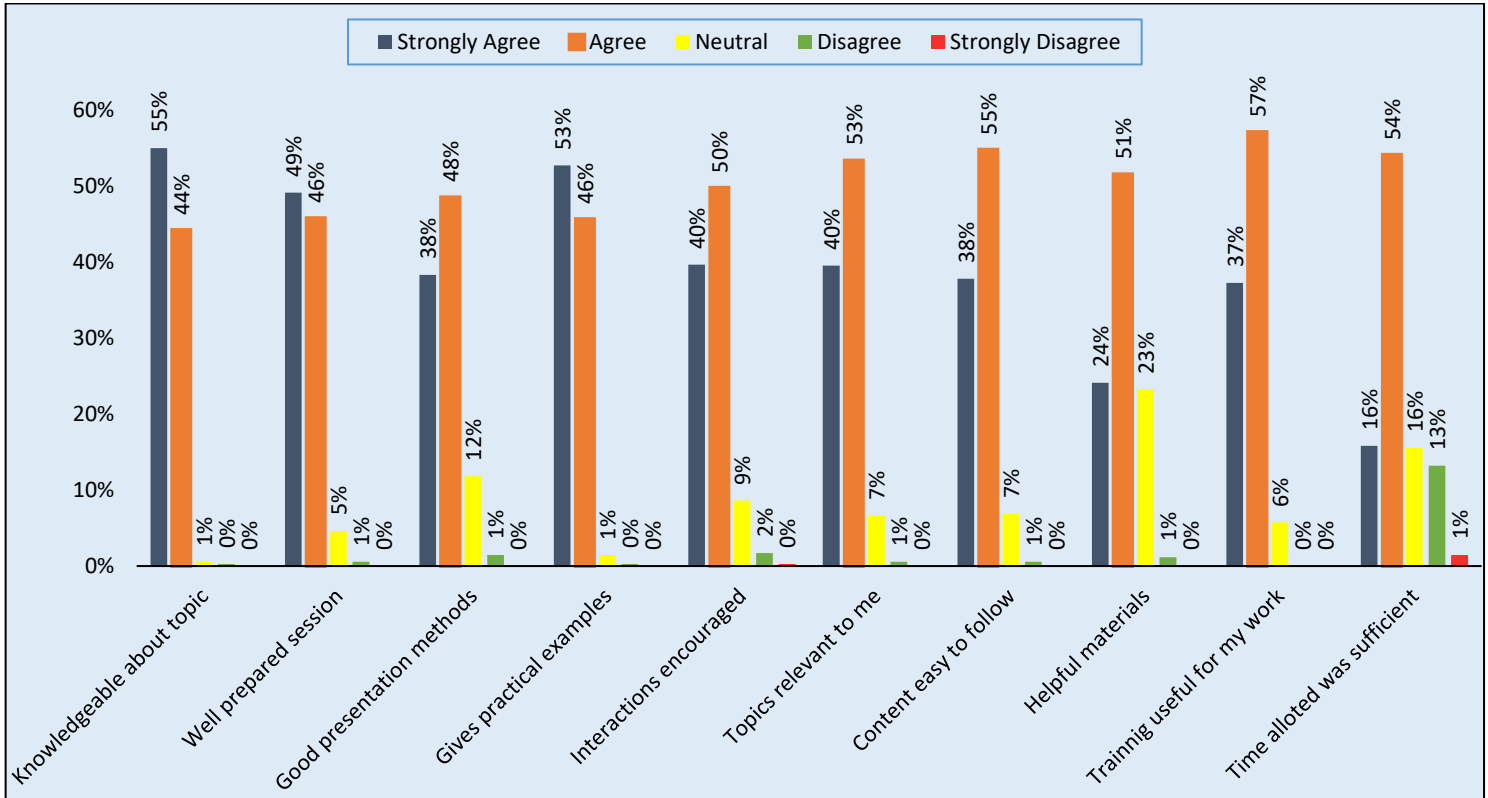


Table 1: Overall assessment of trainer's effectiveness and session

A. INTRODUCTION TO PUBLIC SECTOR TRANSFORMATION

I. Mr Vasheel Ourvasant SEEDOYAL

The trainer is a very lively person and knows his subject well. His explanation was very clear and well appreciated and has good presentation skills even if the time allotted was not enough. A young gentleman who could bring much more to the government machinery who inspires people to bring some positive transformation at work. I learnt a lot of things which I ignored of the Civil Service. However, trainer is not enough interactive. Additional training programmes on Public Sector Transformation will be helpful.

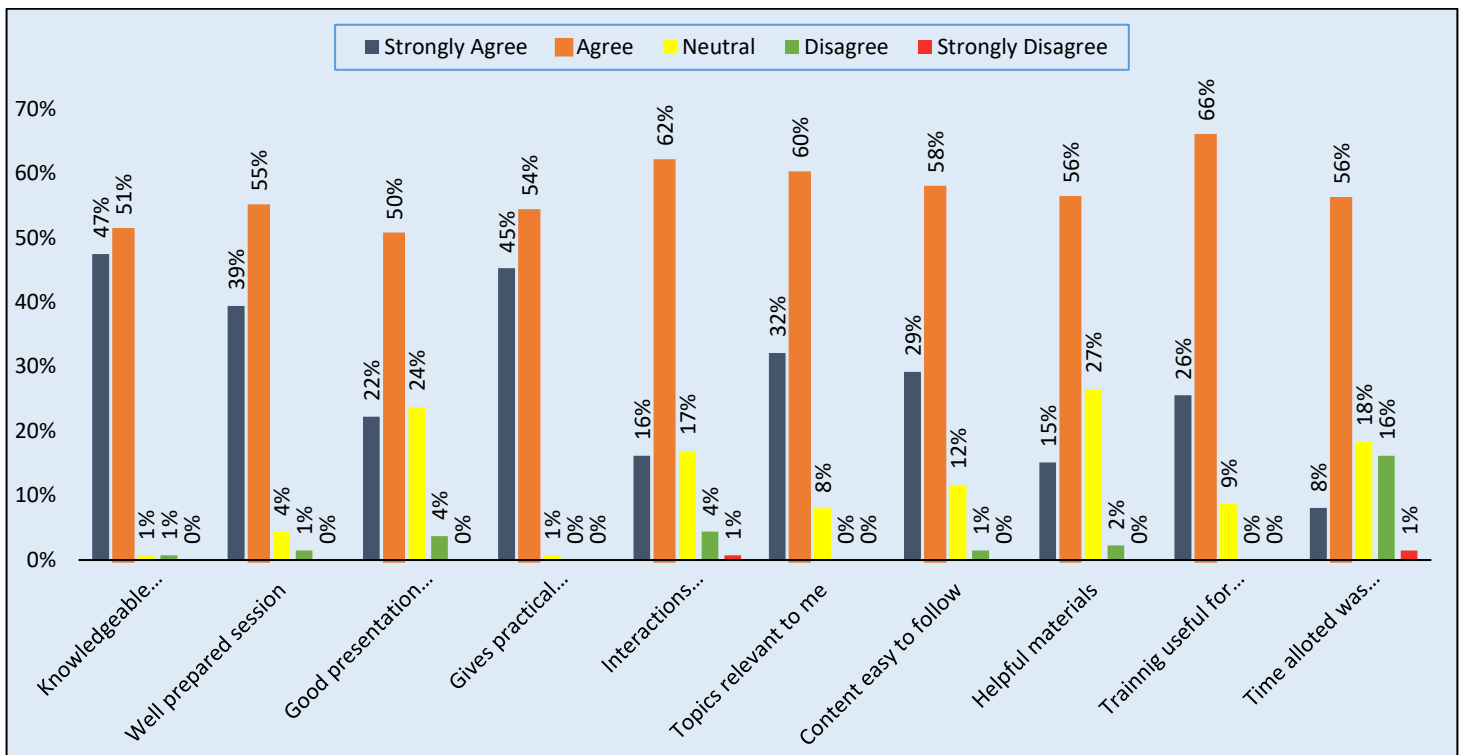


Table 2: Overall assessment of Mr Seedoyal's effectiveness and session

B. CHANGE MANAGEMENT

I. Dr Girish NUCKCHADY

The trainer is knowledgeable and relevant topics were covered during the session. He possesses an interesting way of conducting the training.

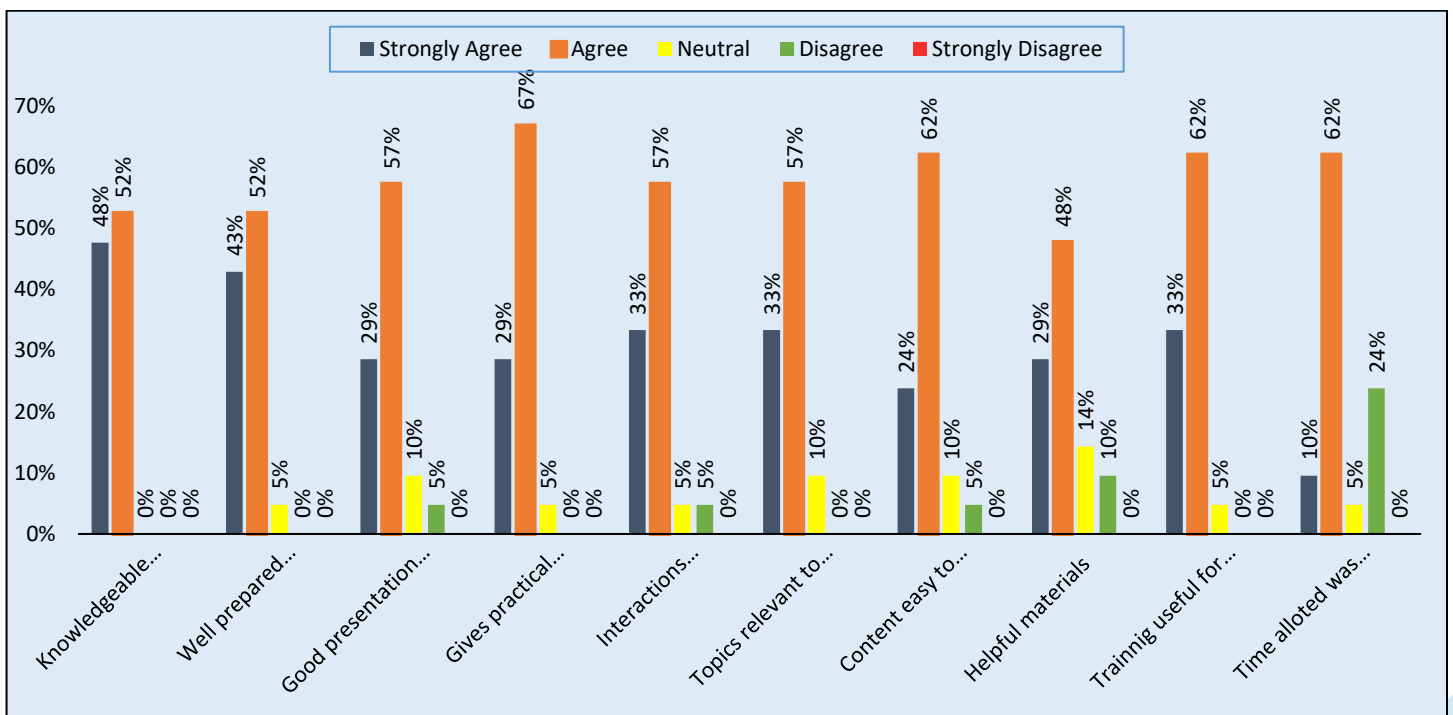


Table 3: Overall assessment of Dr Nuckchady 's effectiveness and session

II. Dr Liladevi APPASAMY

The trainer possesses a motivating personality and is always smiling. She has a very pleasant and is an outgoing lady explaining everything along the way to make us more interested in the topic. She has exceeded our expectations.

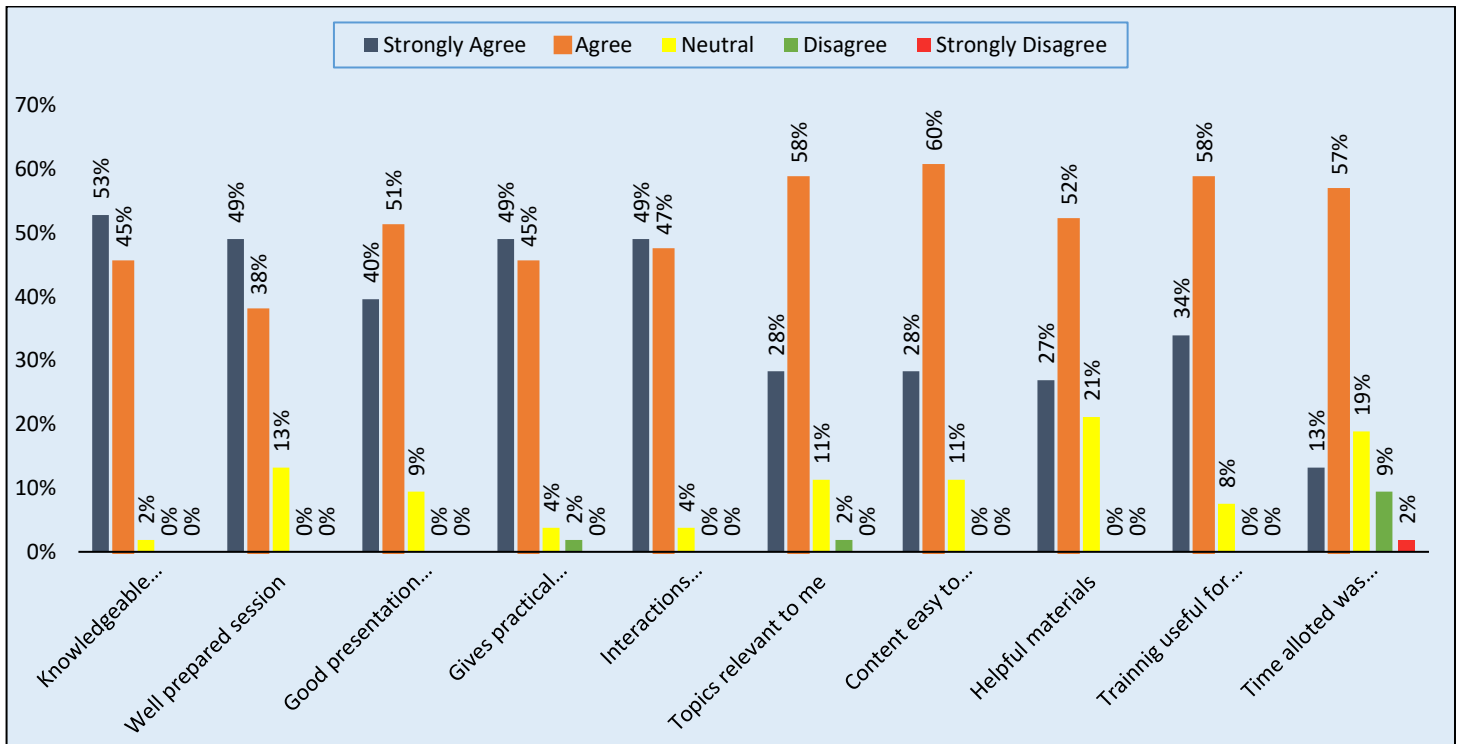


Table 4: Overall assessment of Dr Appasamy 's effectiveness and session

III. Dr Aumwatee SREEKEESSOON

The trainer is professional and concise in the delivery of her session. During the session there was good interaction and sharing of views between the trainer and the participants. She is an outstanding person and she has managed to make the session interesting with lots of discussions and debates.

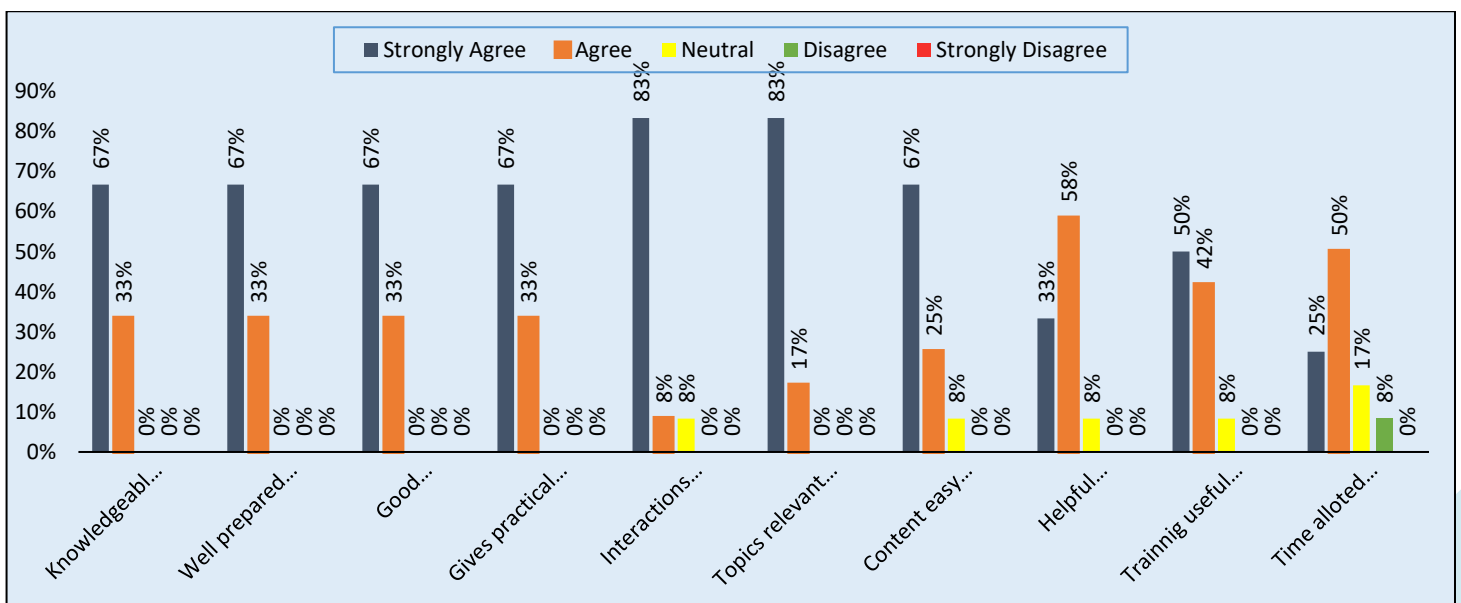


Table 5: Overall assessment of Dr Sreekeessoon 's effectiveness and session

IV. Mr Temen GANOO

The trainer is knowledgeable, friendly and explains his topics thoroughly. It is like boosting up your energy to venture back in the civil and private sector. The session was well organised. Practical exercises done were fruitful. Session was well appreciated. The trainer made the class interesting. There was good sense of humour and plenty of interaction and a good sharing of knowledge. However, trainer takes name of participants too often as an obsession and insisted that we switch off our mobile phones which is hardly realistic.

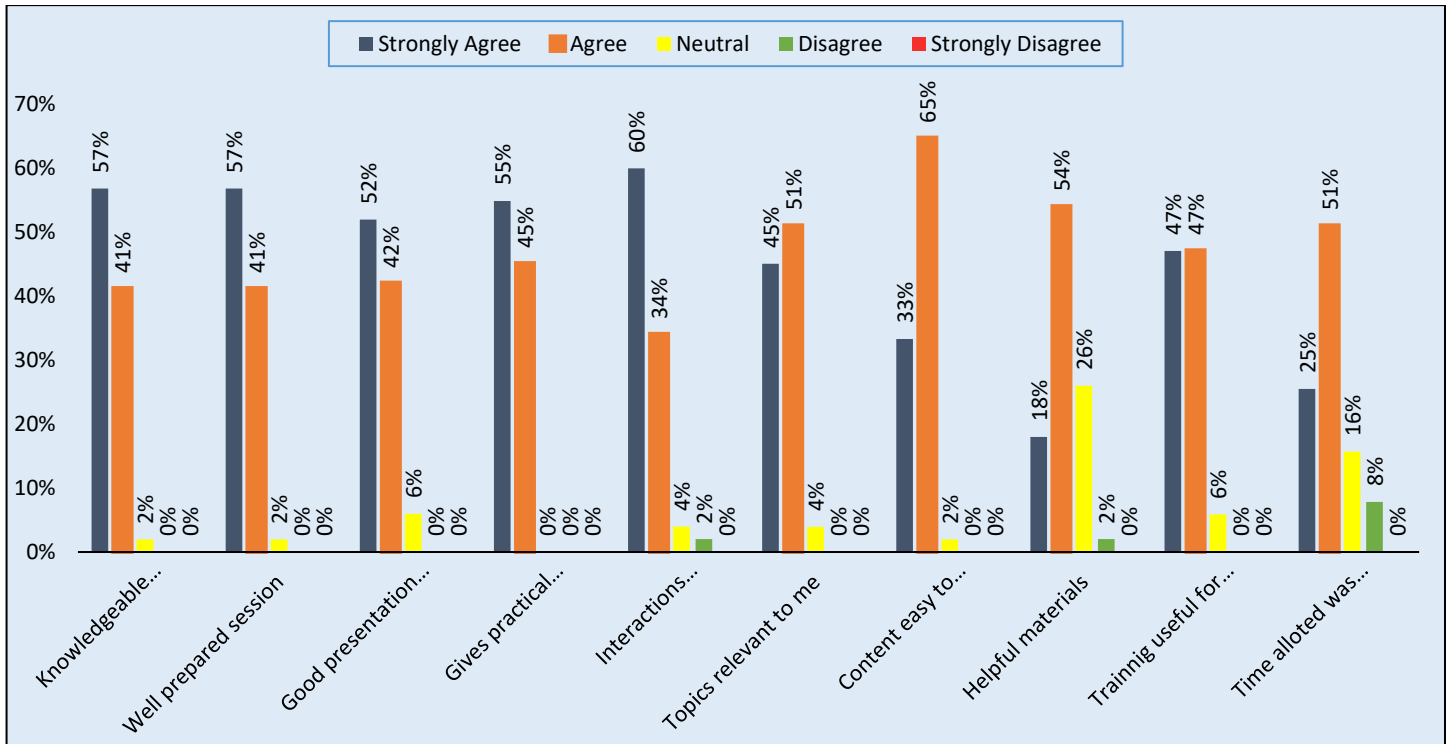


Table 6: Overall assessment of Mr Ganoo 's effectiveness and session

C. LEADERSHIP FOR FRONTLINE

I. Dr Vinaye ANCHARAZ

The trainer is very professional and concise in the delivery of his session. He is well versed with his subject and is a very frank person. I totally missed the concept of leadership and what I learnt is for sure to change my future if not in my work but with all those people I meet daily. Trainer has a vast knowledge and shares his views with proper examples and presentations. Learnt new things about leadership which can be of much help in the near future. However, the session was too much concentrated on the theory aspect of leadership. More practical exercises could have been implemented to reduce the boredom of this session.

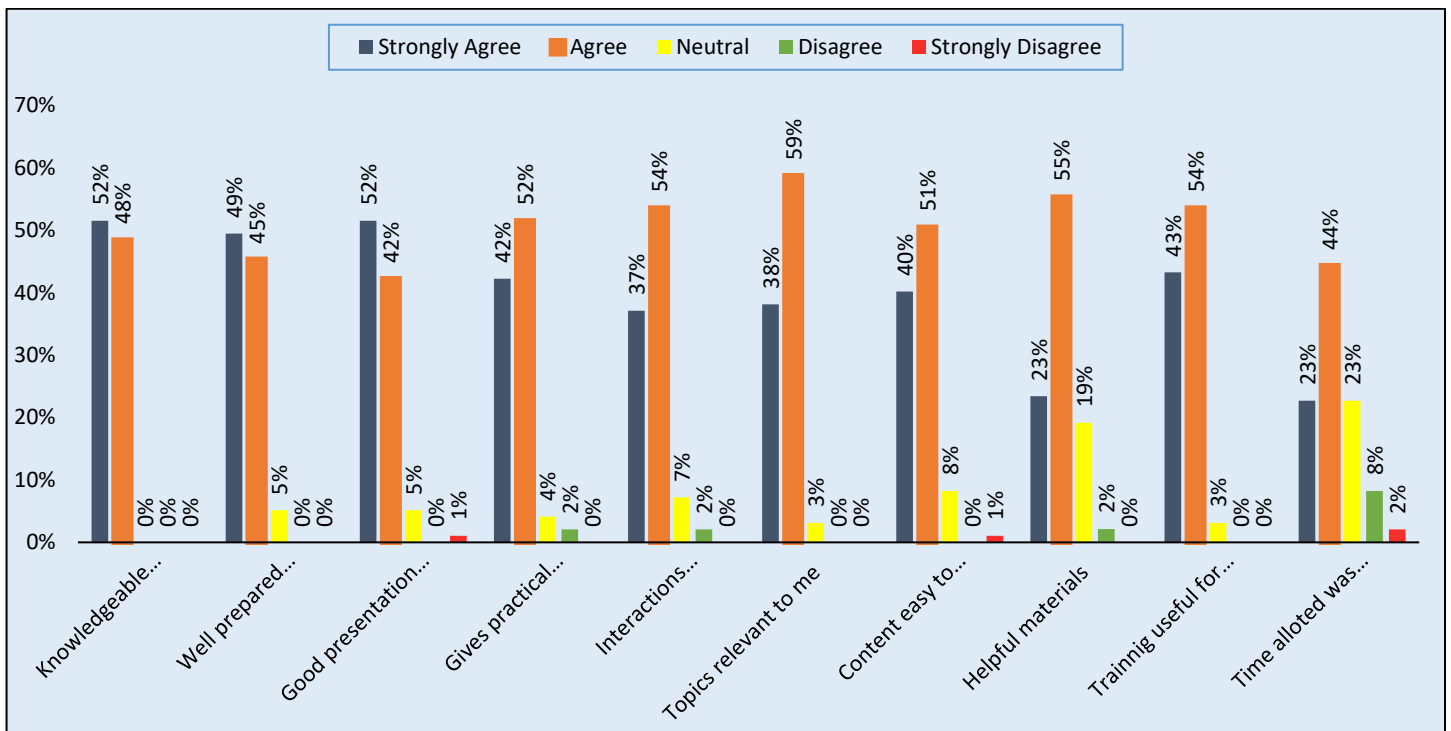


Table 7: Overall assessment of Dr Ancharaz 's effectiveness and session

II. Dr Aumwatee SREEKEESSOON

She is a humoristic leader with good communication skills. It was a very informative and enjoyable session. Her class is very interesting. She is very good in her subject matter and knows how to make everyone participate. Her class is very lively. Being a Public Officer herself, she gave relevant examples pertaining to the Civil Service.

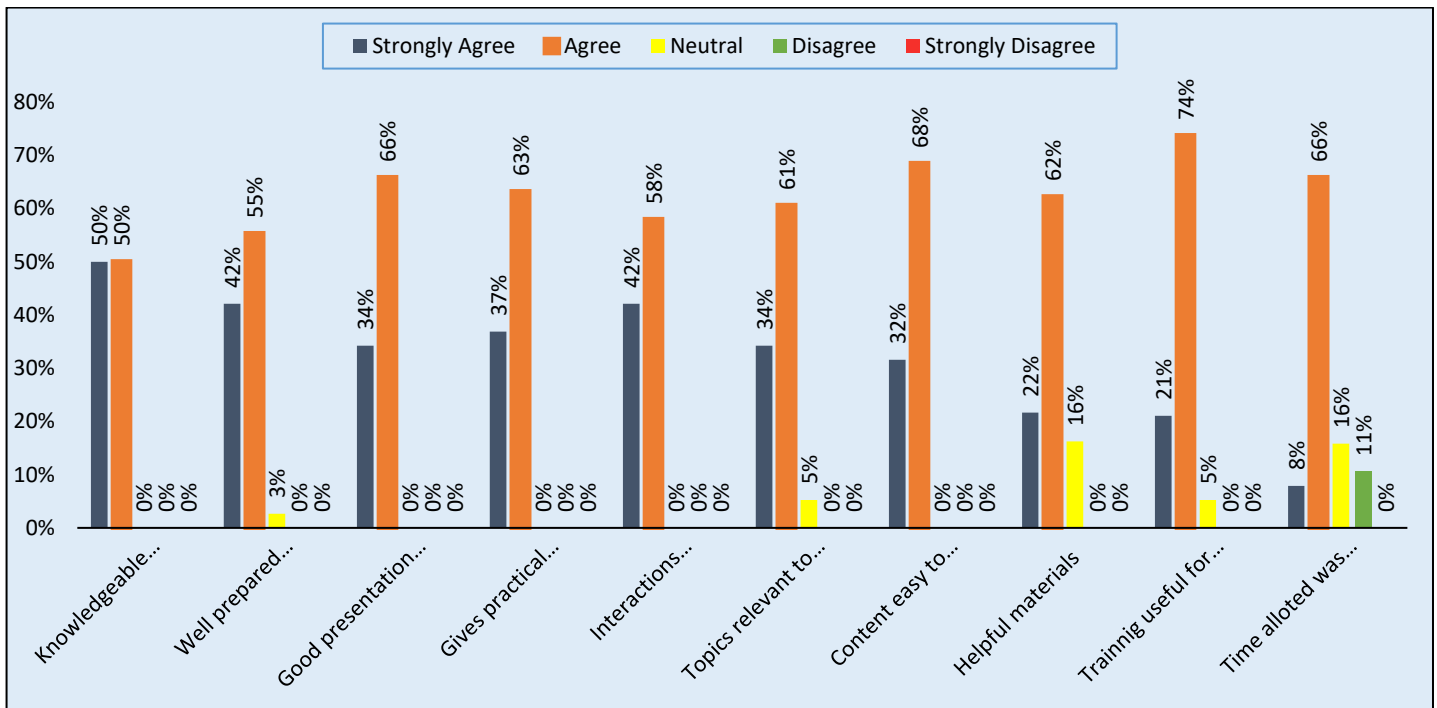


Table 8: Overall assessment of Dr Sreekeessoon 's effectiveness and session

D. COMMUNICATION AND CUSTOMER SERVICE

I. Mr Indiren SEETARAMADOO

The way the lecture was presented was very interesting and we learned things that we didn't have time or care to think about. The trainer knows how to deliver his session efficiently. He is very pleasant and has a critical way of thinking. He possesses extremely good teaching skills. The sessions were interesting and fruitful. Real life examples were illustrated and this was well appreciated. The right resource person to lecture on Communications and Customer Service.

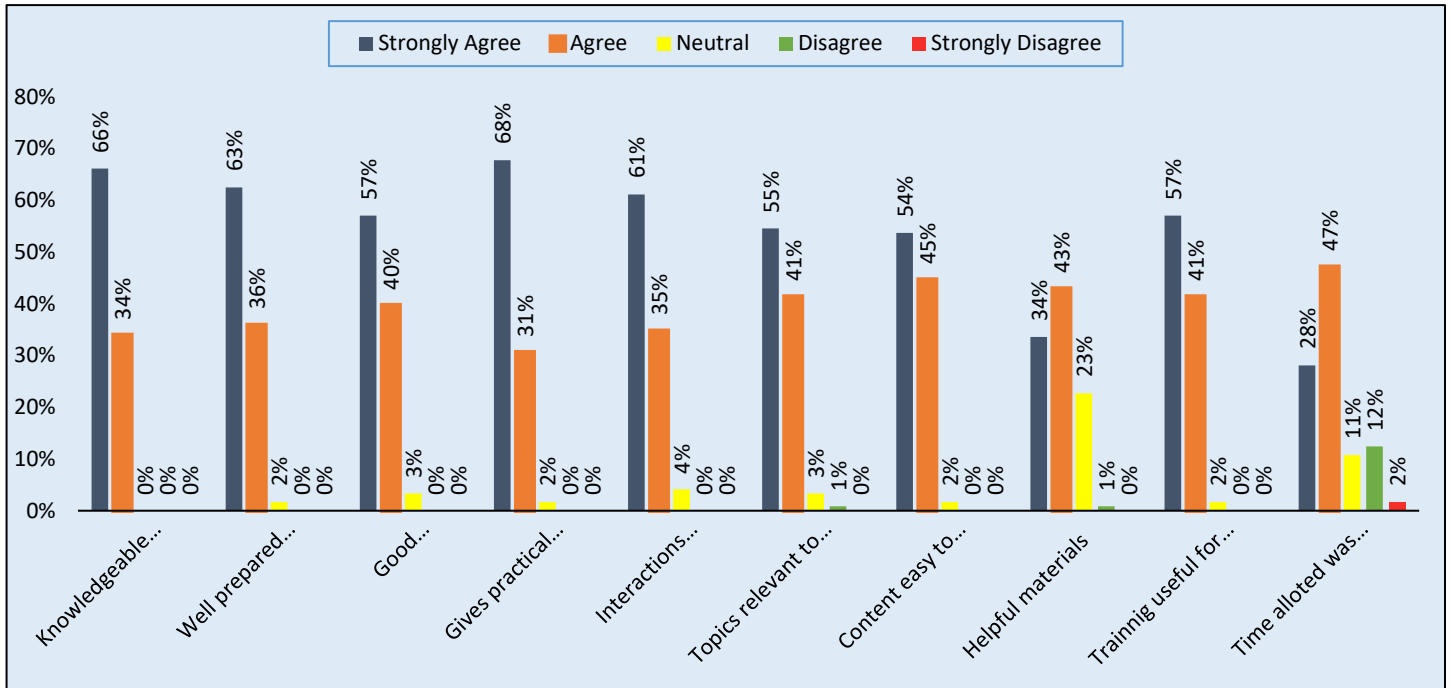


Table 9: Overall assessment of Mr Seetaramadoo 's effectiveness and session

II. Mr Uttam JUWAHEER

The trainer is well versed on the subject and possesses an excellent teaching approach. The training session was very interactive and informative. He is very professional and concise.

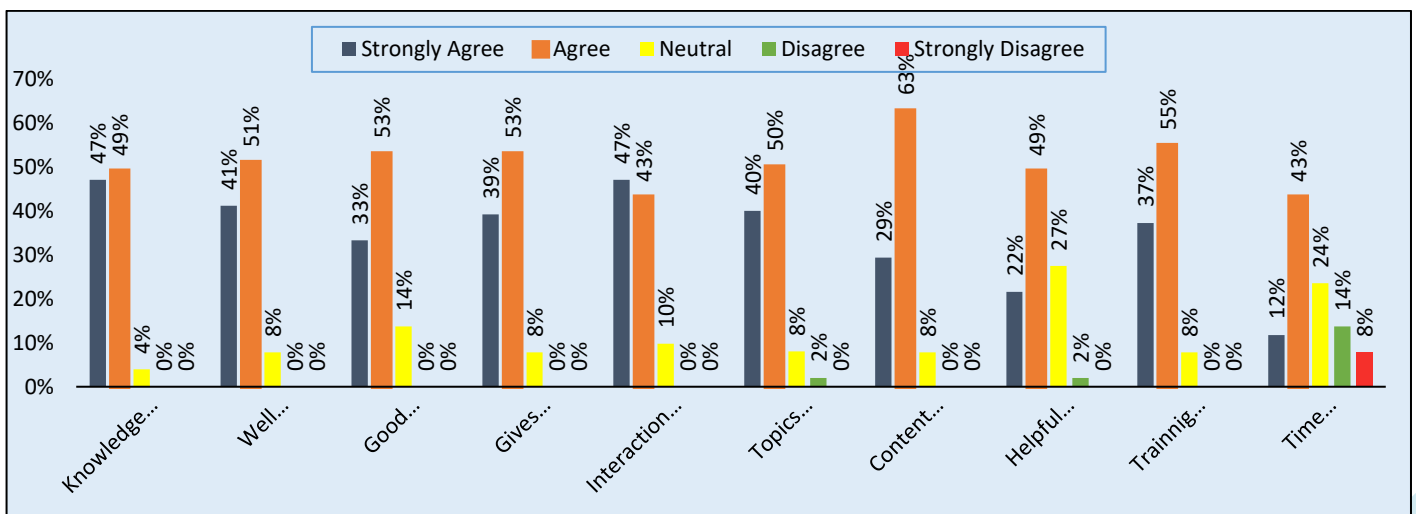


Table 10: Overall assessment of Mr Juwaheer 's effectiveness and session

E. DELIVERY OF E-SERVICES

I. Mr Uttam JUWAHEER

The trainer is well versed on the subject and possesses an excellent teaching approach. The training session was very interactive and informative. He is very professional and concise.

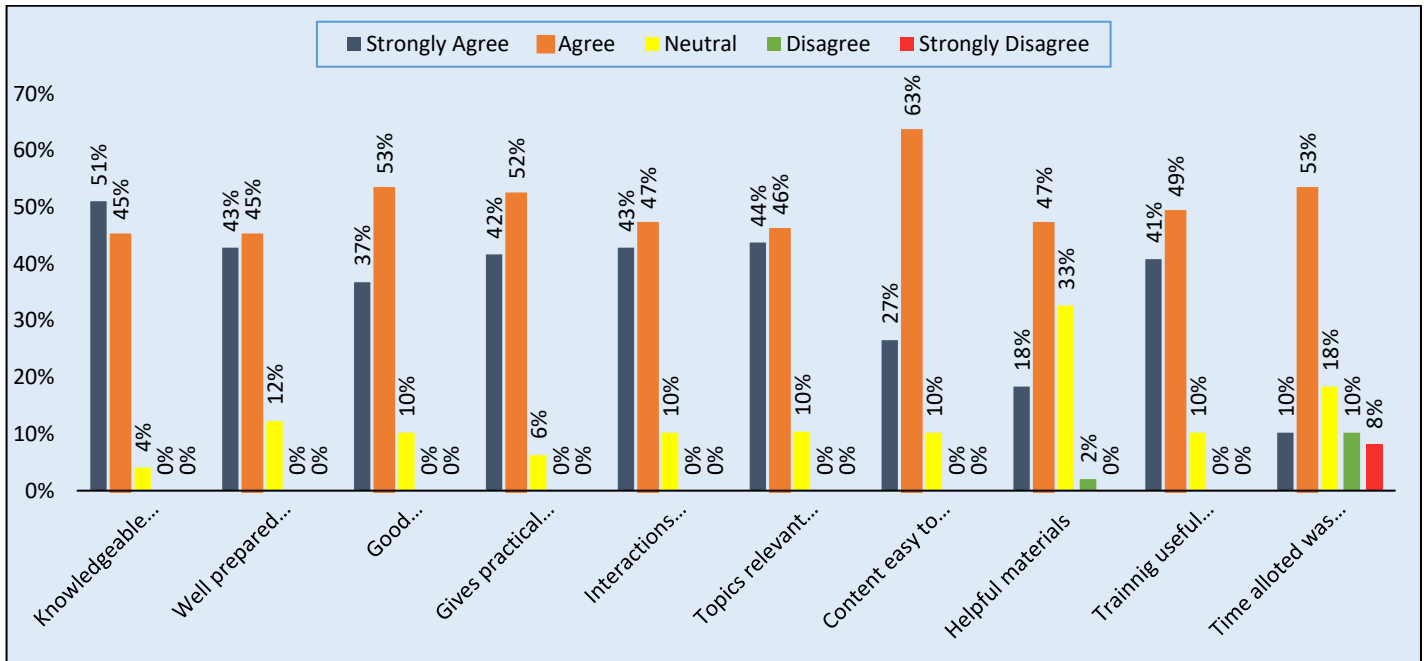


Table 11: Overall assessment of Mr Juwaheer 's effectiveness and session

II. Dr Liladevi APPASAMY

The way she approached E-Services inspired me in the sense that I must keep on learning IT to go in parallel with the new generation and new development. She is very familiar with her subject. The trainer was up to the level and various examples were taken. Some games were also done to understand the whole concept. Session was well appreciated. I enjoyed thoroughly and learned so much from the group work. Good sharing and very interactive session.

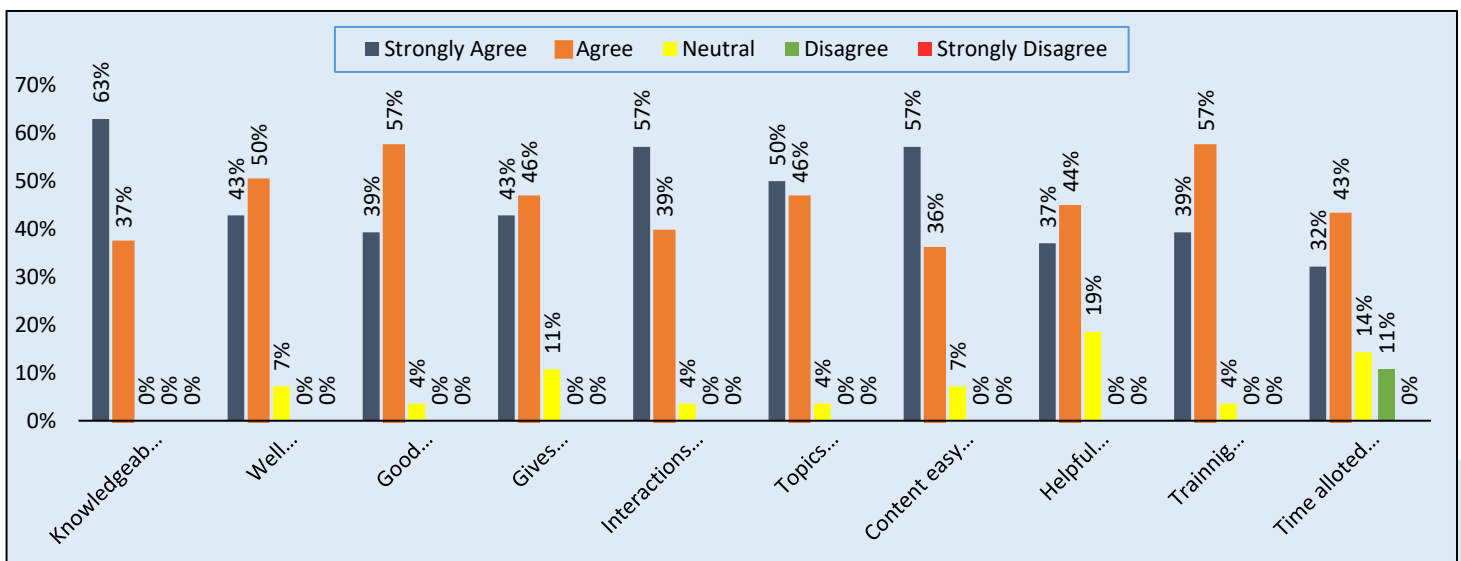


Table 12: Overall assessment of Dr Appasamy 's effectiveness and session

III. Miss Anjena SEEWORUTHUN

A young and brilliant lady who master her topics. She encouraged interaction throughout the session. She has taken real examples in different part of the world. The trainer encourages interactivity and has a friendly approach. The topic about e-services is very interesting but the trainer is too monotonous.

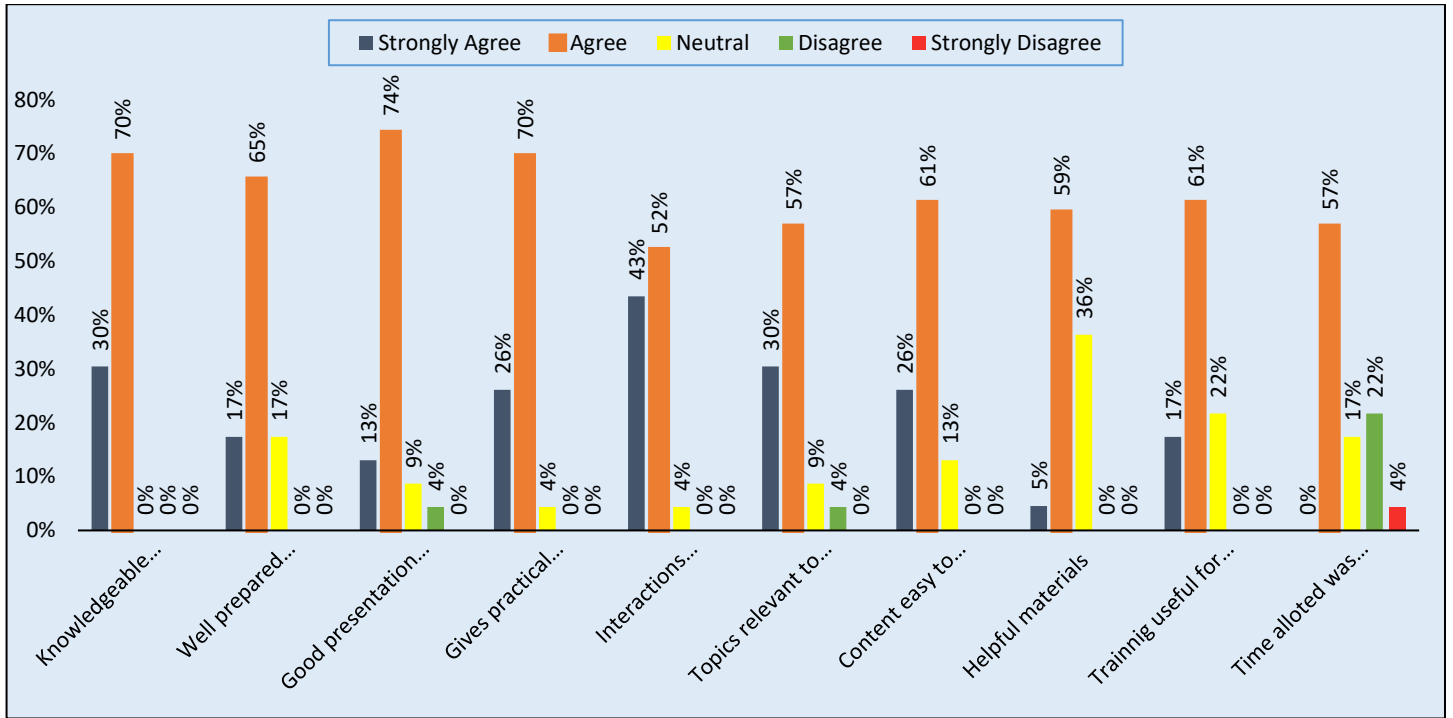


Table 13: Overall assessment of Miss Seewooruthun 's effectiveness and session

IV. Dr Thacoorduth BUNGSHY

The trainer seems knowledgeable about several things. It was a good experience and we understood the relevancy of the topics explained to us.

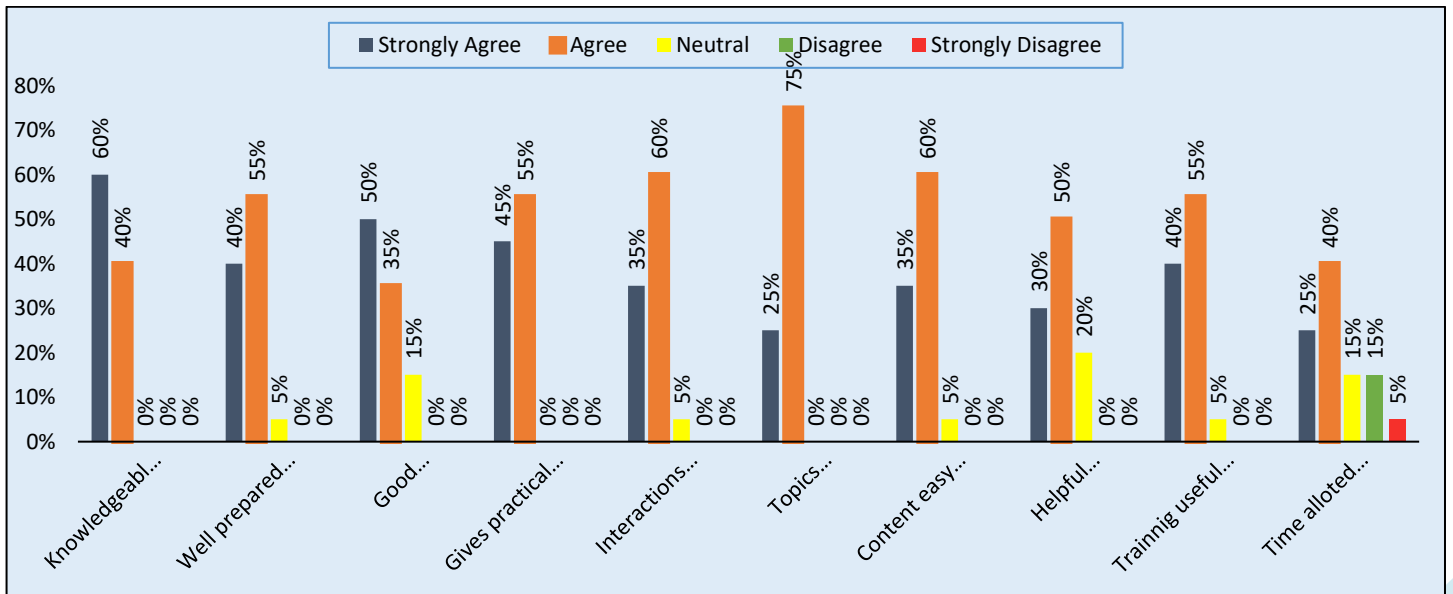


Table 14: Overall assessment of Dr Bungshy 's effectiveness and session

F. QUALITY MANAGEMENT

I. Dr Thacoorduth BUNGSHY

A very interactive trainer. He is knowledgeable and has the art of making his lecture lively and dynamic. A person with an excellent art of delivery and used very appropriate examples. Should be given more opportunity to provide more courses. Sometimes not humble at all. We are not in training to know how many certificates one has. One-way communication in training. A vast topic to be covered in a short period of time.

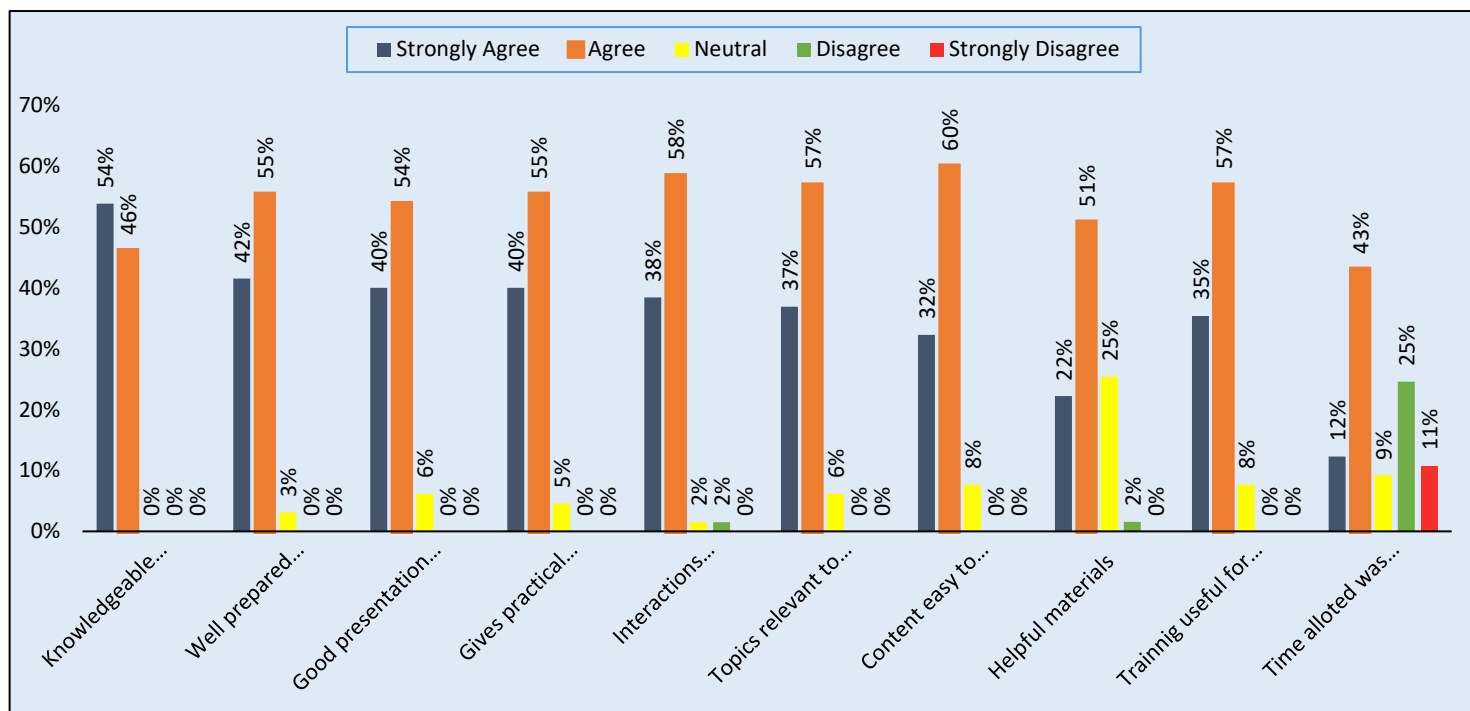


Table 15: Overall assessment of Dr Bungshy 's effectiveness and session

II. Dr Liladevi APPASAMY

The trainer was up to the level and various examples were taken. Some games were also done to understand the whole concept. Session was well appreciated. It was very interesting the way she related the "time frame" concept when it comes to customers/clients. A very successful lecture on Quality Management.

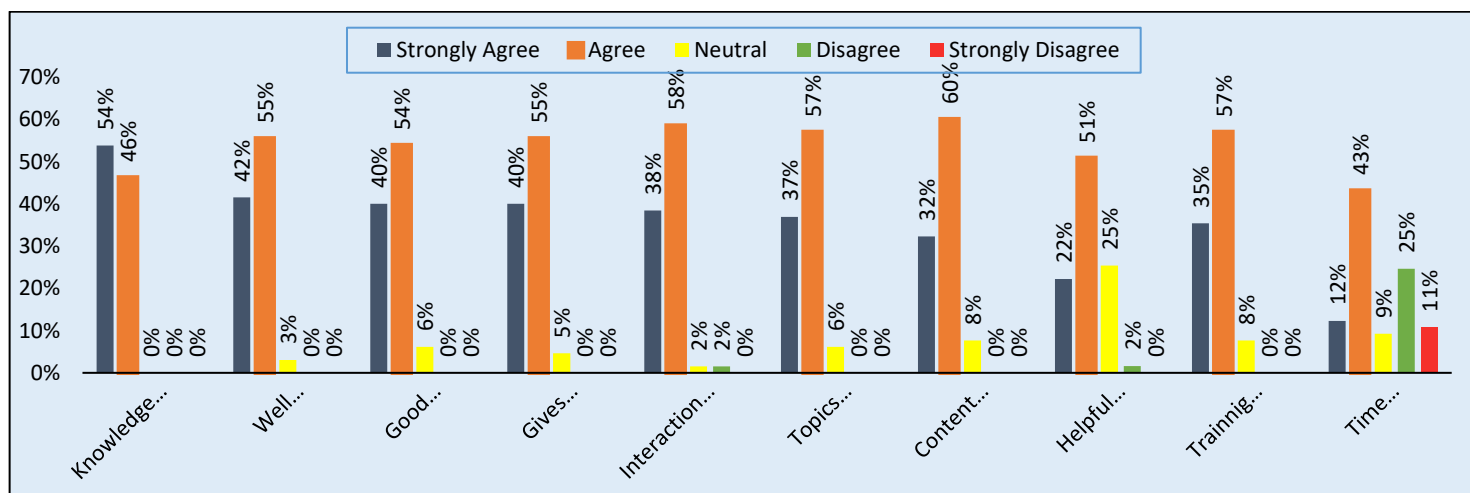


Table 16: Overall assessment of Dr Appasamy 's effectiveness and session
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III. Mr Temen GANOO

The trainer is professional and concise. He managed to make everyone alert despite evening session. Very good lecturer and very knowledgeable. Good interaction.

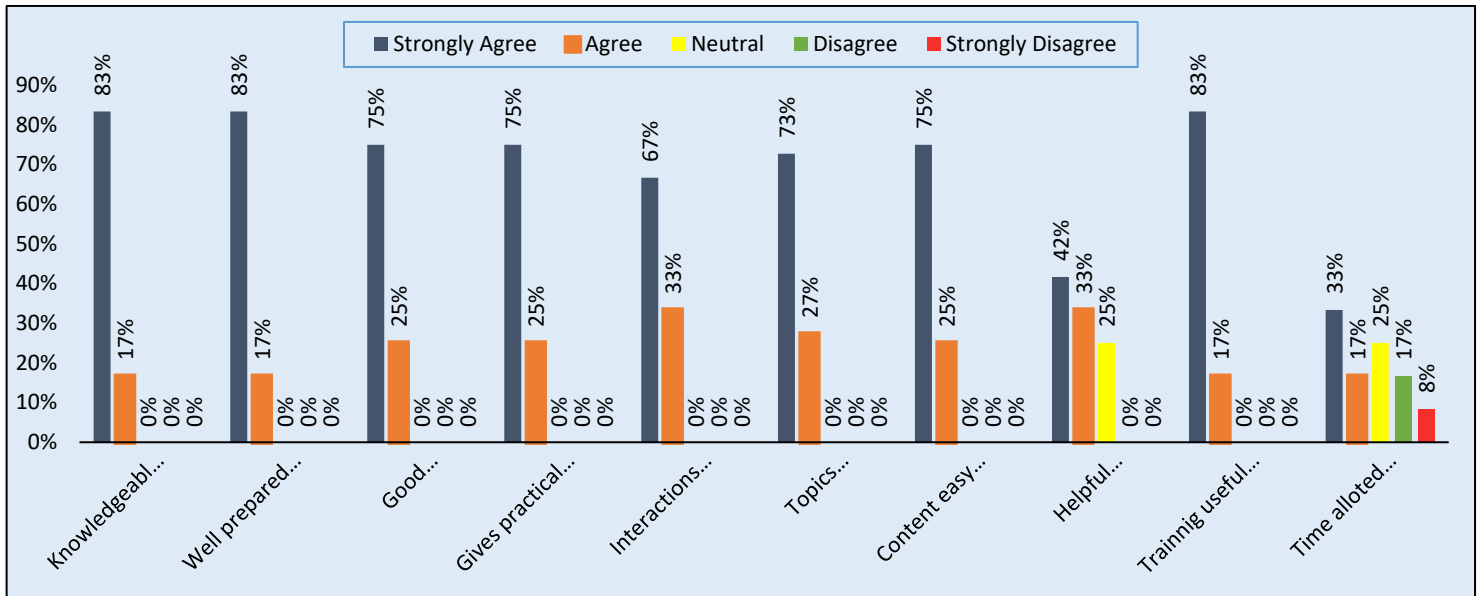


Table 17: Overall assessment of Mr Ganoo 's effectiveness and session

G. PRODUCTIVITY MANAGEMENT

I. Dr Thacoorduth BUNGSHY

Very professional and dynamic trainer. He has very good communication skills, is very active and passionate. Session was well organised, interactive, appreciated and fruitful.

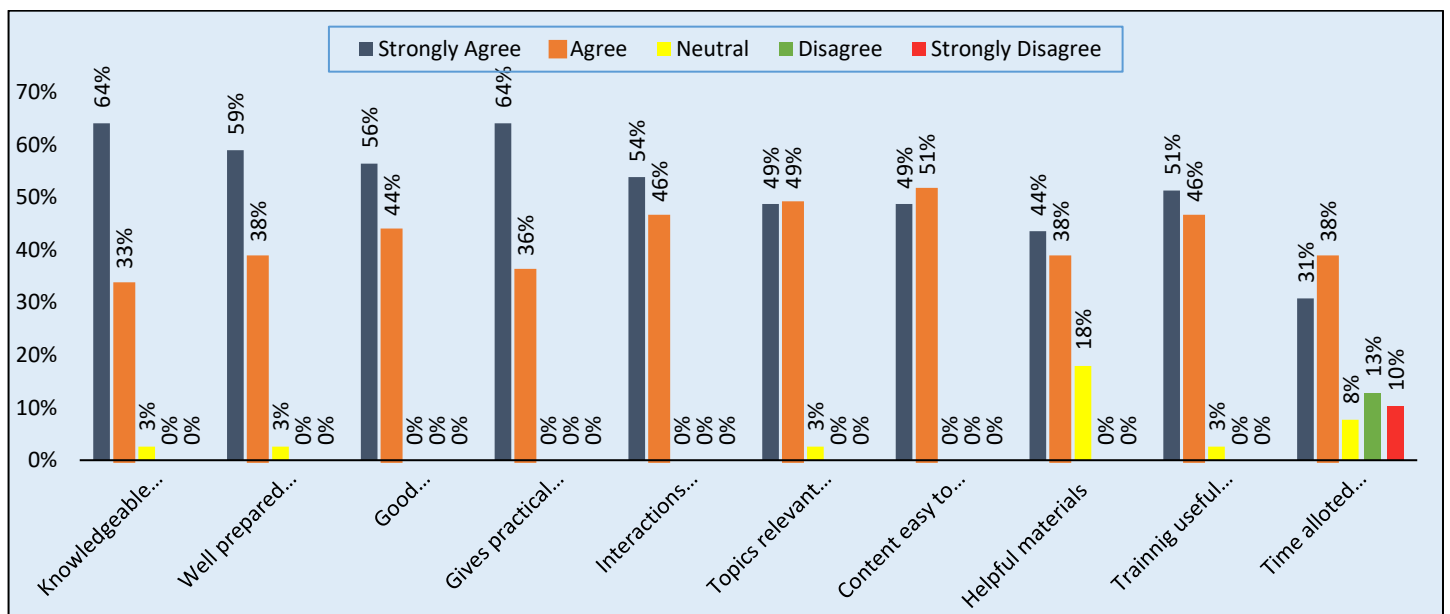
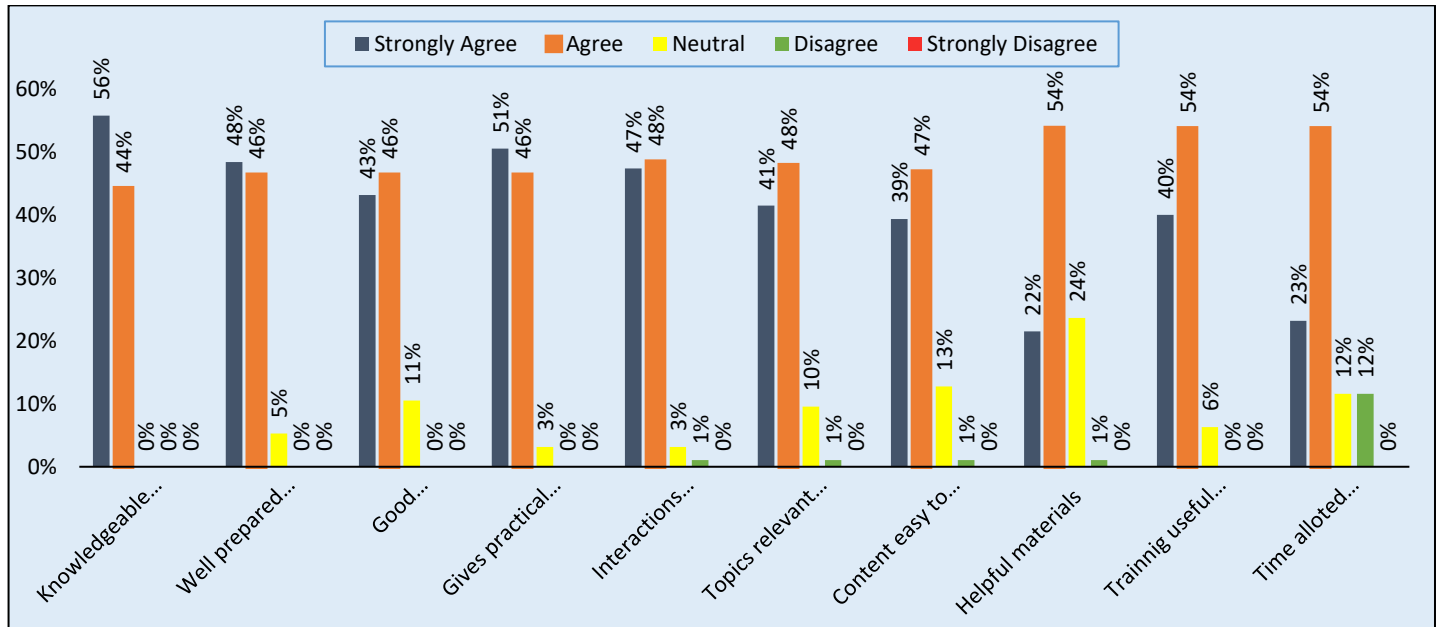


Table 18: Overall assessment of Dr Bungshy 's effectiveness and session

II. Mr Temen GANOO

Very informative session. Good and interactive trainer. His class is very motivating. Useful tips received to improve productivity at the workplace. Groupwork was fun and we learned a lot. However sometimes it was a one-way communication but overall was good. Sometimes too literal. At this level, training should be more practical. Sometimes goes out of subject and trainer was not on time.



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

1. *Been a pleasure to have lunch and a cup of tea together;*
2. *Catering could be more punctual;*
3. *Room on the 7th floor is better. The chairs and tables are more comfortable for whole day sessions;*
4. *The programme coordinator is a very welcoming and helpful person;*
5. *Good infrastructure. However, problem with the laptop. Waste of time to get it done properly;*
6. *One toilet is not sufficient at Atom House;*
7. *Should provide glass to drink hot water as plastic cups are not convenient for hot water;*
8. *The mess room needs to be relocated at Atom House. It is situated too near the toilet;*
9. *Very nice. Keep moving forward;*
10. *Please avoid serving rice. It is so heavy that we feel sleepy and most of us throw away some food. Can't finish all. Better serve bread, pizza, etc...;*
11. *Only for the rest room, I would have preferred the male and female toilet to be far apart and a wash hand basin outside the loo;*
12. *The veg food was of very poor quality and quantity also;*
13. *Food should be hygienic as I got hair in the rice;*
14. *Time allocation for the different topics are not sufficient;*
15. *Very good organisation;*
16. *The tea lady was always on time. The young fellow on days he was there was a little late;*
17. *Better quality of food can be prepared and also if could be provided with chili paste would be appreciated. Food during lunch time was not good;*
18. *Balance diet and meal was excellent most of the time;*

19. *It was very interactive and tailor made to our work;*
20. *The catering service was good;*
21. *Breakdown of lift, a major problem to participants who have health problems;*

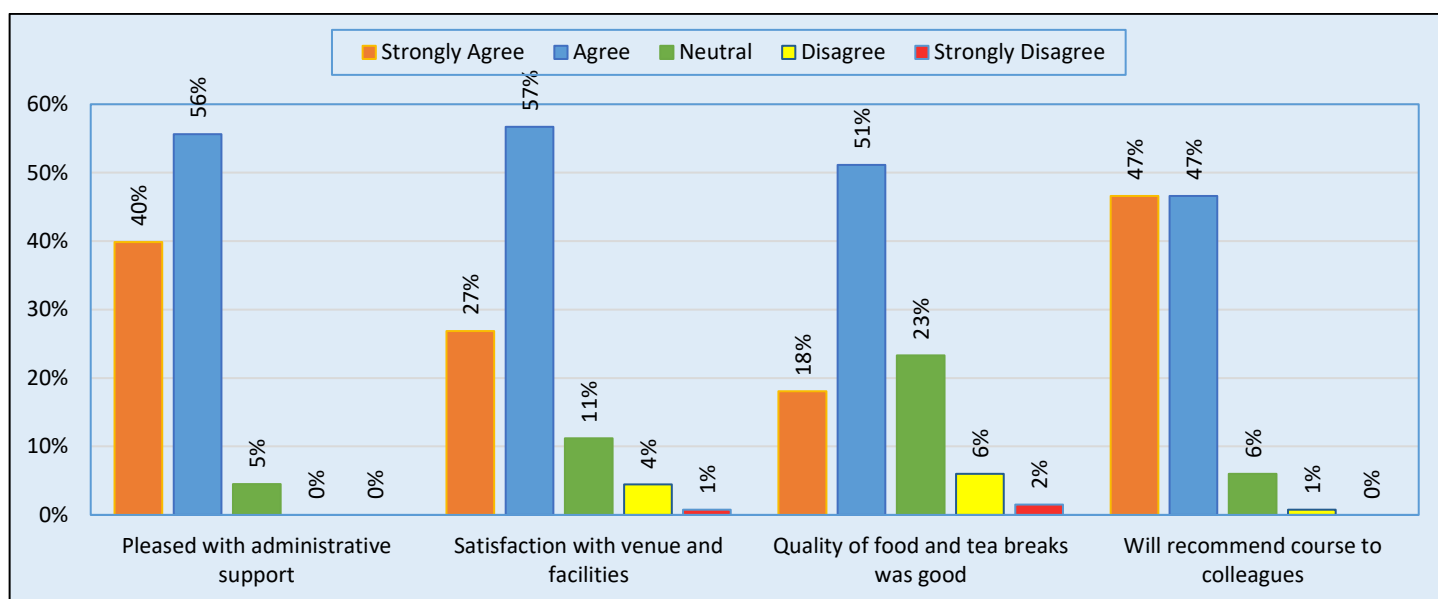


Table 19: Administrative support and catering

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 lecturers were able to deliver the training sessions as per the guidelines;*
2. *Communication and Customer Service;*
3. *Sharing of knowledge and experiences in different fields;*
4. *The topics were very relevant to my day to day work;*
5. *All aspects of the topics covered are relevant to enable transformation in ministries;*
6. *Practical examples;*
7. *Interactive sessions;*
8. *Lecturers encouraged group work and communication;*
9. *To have representatives from different departments and learn about the problems they encounter;*
10. *Overall training was excellent and will help me improve my skills;*
11. *Made new friends;*
12. *Basic work principles and management;*
13. *Broader picture aspect of government policies;*
14. *Becoming more human;*
15. *Training not really appropriate for professional engineers and as such cannot say much. Some concepts have been beneficial;*
16. *Got a lot to learn both on professional and personal level;*
17. *Enlargement in Capacity Building and General Knowledge;*
18. *All topics covered during the course are important and useful in the day to day delivering of service;*
19. *It was a break from routine work. The communication and motivation that are essential for self-development in an organisation;*
20. *Training topics were very interesting and will be useful in my career. Moreover, during the training I had the opportunity to know more about some of the functions of other ministries;*

21. *The trainers came up with some inspiring themes or topics. They inspired me to be a better person. Trainers were professional and gave great learning materials;*
22. *The job I do is purely technical. This training gives me a view of non-technical aspects applied at work. It opened doors of seeing things differently;*
23. *The training session about communication and customer service was most helpful. It will change our behaviour towards the public as service providers and how we will deal with disturbing customers;*

B. What aspects of the training could be improved?

1. *I can't see room for improvement because the trainers are hundred steps ahead of me and there is more to learn from them;*
2. *Training should be carried out at another location. Port Louis is not convenient;*
3. *May be half day sessions would be better. Full day sessions become tiresome around 2:30 - 3pm;*
4. *The presentation method could be improved;*
5. *After lunch to include same as in the class of Dr Appasamy and Mr Deven or play video and then ask questions and feedback;*
6. *Leadership;*
7. *There needs to be topics like Conflict Management and Project Management;*
8. *The participants should be allowed to express their views freely and not under pressure;*
9. *No internet facilities;*
10. *Supported with tutorials;*
11. *The training should be oriented towards acquiring professional certificates rather than just lectures;*
12. *Catering/Quality of food;*
13. *If more such workshops could be organised;*
14. *More ice breaking activities or name tags with related ministries. I felt it was just a class where other civil servants come and there is no real interaction and connection;*
15. *Case studies according to ministries;*
16. *Manual guide should be provided to all participants in order to follow the training more precisely;*
17. *Could may be include a session on the roles and responsibilities of the different cadres such as administrative and technical;*
18. *Air conditioner;*

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

1. *I should be more productive;*
2. *I will put into practice all the fruitful knowledge acquired from this training and of course change my bad habits;*
3. *I learnt new things on ethics and communication. Also I understood that I have to privilege work over feelings eg with junior staff. I have to make remarks when necessary in a professional manner and do not fear the reaction of the junior staff;*
4. *Apply good communication skills;*
5. *I hope to improve teamwork practice and enhance the customer care delivery;*
6. *Adopt a very positive attitude and to be more productive;*
7. *I will go to work with a new vision, challenge and patience with a positive approach;*
8. *The training will help me definitely in my communication skills and be more productive at work;*
9. *Apply the basic principles of management at work;*
10. *Does not affect my work practice. No change applicable;*
11. *By elimination of processes which are not effective and efficient;*
12. *By being more customer oriented;*
13. *I will apply some tips on communication and motivation to develop leadership qualities and bring value & quality to my output;*

14. *The mindset to change will be better. More able to adapt to changes. To have a positive attitude in terms of leadership. Try to have good leadership qualities. Communicate well. Try to apply the 5Cs. Better approach to customers;*
15. *E-services must be introduced;*
16. *More emphasis on Quality Assurance;*
17. *New technologies will improve productivity;*
18. *Need to change my working habits and try to apply the newly acquired principles at work;*
19. *To create a dynamic environment and motivate myself for a better performance;*
20. *Better discipline and sharing of knowledge with colleagues so as to work in a more efficient and effective way;*
21. *It is a team work and my hope is to assure as such and consolidate further through the training I received;*
22. *All sessions learnt should be implemented at work to provide better service and quality work;*
23. *Engage in improvement of managing staff to work efficiently;*
24. *To increase productivity and work more effectively and efficiently;*
25. *This training has helped in making planned changes and also building more self-confidence. Also, working in team is going to be more productive;*

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

1. *Supervisory skills;*
2. *Tender preparation and evaluation;*
3. *Public Speaking;*
4. *Quality Assurance;*
5. *Talent Management;*
6. *Team Building and Bonding;*
7. *Employee motivation;*
8. *Conflict Management;*
9. *IT training;*
10. *Knowledge Management;*
11. *Project Management;*
12. *Court Proceedings;*
13. *Legal Matters;*
14. *Human Behaviour;*
15. *Quality Management;*
16. *Workforce Planning;*
17. *E-Services;*
18. *Protocol and Etiquette;*
19. *First Aid;*
20. *Health and Safety;*
21. *Employee relations;*
22. *Strategic HR;*
23. *Procurement;*
24. *Writing effective minutes of meeting;*
25. *Writing Skills for Parliamentary Questions & Cabinet Documents;*
26. *Timber engineering for tropical countries;*
27. *Bid evaluation;*
28. *Managing projects in the Public Sector;*
29. *Improving efficiency in organisation;*
30. *Training Needs Analysis;*
31. *Training on Etiquette in the Public Service and in general;*
32. *Enterprise Risk Management;*
33. *Communication and interpersonal skills;*
34. *Managing time for efficiency;*
35. *Leadership;*

36. *Strategic Thinking;*
37. *Increasing productivity through Stress Management;*
38. *Code of ethics and good governance;*
39. *Handling difficult customers;*
40. *Customer service excellence;*
41. *Stress Management;*
42. *Administrative management;*
43. *Registry Procedures;*
44. *Organisational Psychology;*
45. *Achieving success through Emotional Intelligence;*
46. *Negotiation and mediation skills;*

E. Other comments

1. *May be there was something lacking in me and this course has awakened me so that it will facilitate my task in my job, career and whatever step or decision I take;*
2. *The training programmes are interesting and should be continuous;*
3. *Grateful if such training programmes could be extended to our APS', DPS' and PS' because they think they know everything;*
4. *The course is well designed. However, the implementation by participants should be followed. Courses on avoidance of wastage and eco-friendly Public Service should be designed;*
5. *We would like to have trainings on a regular basis and the power to implement at the work place;*
6. *Courses should also target management and officers of the technical cadre at the top level to enable them deliver more efficiently;*
7. *Each Ministry/Dept has its own work to do. I would prefer that the Civil Service College Mauritius train Public Officers in their own field of work so that a better service can be provided to the public. Instead of theoretical knowledge, more practical skills should be imparted during training/workshop to the participants;*
8. *This training has enriched my knowledge in management and as a result it will surely impact positively onto my work performance as well as within my working unit;*
9. *At initial stage when new officers are recruited these trainers must train them to motivate them and show them what is expected from them;*
10. *I am really pleased with the content of the training course dispensed. The selected trainers are also well versed and knowledgeable about the topics. I sincerely hope in the future when such trainings are organised, the Civil Service College Mauritius assure that it reaches each and every civil servants and no one is left behind;*
11. *More training should be provided at advanced level courses. This can improve the quality of performance;*
12. *I would like to thank the programme officer for being very cooperative and supportive;*

5. CONCLUSION

It can be concluded that the envisaged objectives 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 class, in 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.

6. SOME TRAINING PICTURE

