



CIVIL SERVICE
COLLEGE
MAURITIUS

Enabling Public Service Excellence

Feedback Report

Training Programme in Performance and Public Service Excellence for FRONTLINE/SUPERVISORY/TECHNICAL GRADES (LEVEL 3)

(January – June 2020)

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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. OBJECTIVES

The objectives of the programme were to enable participants to:

- ◆ 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 following courses:

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

3. LEARNING OUTCOMES

By the end of this programme participants were 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

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:

INTRODUCTION TO PUBLIC SECTOR TRANSFORMATION

I. Mr Vasheel Ourvasant SEEDOYAL

- ❖ *The trainer was knowledgeable;*
- ❖ *One-way speech;*
- ❖ *No interaction;*
- ❖ *Average;*
- ❖ *The content was very useful and interesting;*
- ❖ *Very sociable and friendly;*
- ❖ *Was very well aware of his subject but time was too short;*
- ❖ *Good presentation;*

II. Mrs Beejiantee Mala KALEECHURN

- ❖ *The trainer was competent;*
- ❖ *Beyond expectation;*

CHANGE MANAGEMENT

III. Dr Liladevi APPASAMY

- ❖ *The trainer was competent and knowledgeable;*
- ❖ *Very well done;*
- ❖ *Amazing group work;*
- ❖ *Beyond expectation;*
- ❖ *Very lively class and the trainer was very friendly;*
- ❖ *Interactive. Jovial;*
- ❖ *Was excellent;*
- ❖ *Very good presentation;*

IV. Dr Aumwatee SREEKEESSOON

- ❖ *The trainer had a pleasant personality;*
- ❖ *She knew how to create a good learning ambience;*
- ❖ *Excellent teaching skills;*
- ❖ *Trainer was lively and interactive;*

LEADERSHIP FOR FRONTLINE

V. Dr Vinaye ANCHARAZ

- ❖ *The trainer was competent and knowledgeable;*
- ❖ *Beyond expectation;*
- ❖ *Lack of interaction;*
- ❖ *The trainer was well prepared;*
- ❖ *He was 45 mins late, didn't even apologise;*
- ❖ *Should be more lively. Most of the class was in sleeping mode;*
- ❖ *Gave vivid examples but lack of interaction;*
- ❖ *Topic was good but too heavy. In the afternoon, class was monotonous;*
- ❖ *Good presentation;*

COMMUNICATION AND CUSTOMER SERVICE

VI. Mr Indiren SEETARAMADOO

- ❖ *The trainer was very knowledgeable and had great communication skills;*
- ❖ *Possessed great sense of humour;*
- ❖ *Very well done;*
- ❖ *Very interesting and interactive;*
- ❖ *Good experience;*
- ❖ *Beyond expectation;*
- ❖ *The course was well connected to our daily life and class was very lively;*
- ❖ *Experienced trainer;*
- ❖ *Very interactive session and helpful;*
- ❖ *Encouraged interaction and made the class lively;*
- ❖ *Good communication skills;*
- ❖ *Has given good tips to handle difficult customers;*

VII. Mr Uttam JUWAHEER

- ❖ *Can search for other lecturers;*
- ❖ *Person seemed to be very busy abroad with his personal business;*
- ❖ *Kept boasting about himself;*

VIII. Mrs Nazia Hajee ABDOULA

- ❖ *Very dynamic;*
- ❖ *Her class was so interesting and lively that time passed so quickly we did not realise;*
- ❖ *Excellent training;*
- ❖ *Useful tips and activities;*
- ❖ *The session was carried out very well;*
- ❖ *Exceeded expectations;*
- ❖ *Her class was interesting, lively and very fruitful;*

DELIVERY OF E-SERVICES

IX. Mr Uttam JUWAHEER

- ❖ *Can search for other lecturers;*
- ❖ *Person seemed to be very busy abroad with his personal business;*
- ❖ *Kept boasting about himself;*
- ❖ *The topics were relevant to me;*
- ❖ *Very interesting and realistic examples;*
- ❖ *The trainer set good examples on his past experiences to make the session interesting;*
- ❖ *Was able to cover the subject with many examples which were very useful;*
- ❖ *Good presentation but the time allocated was too short to cover such important topic;*

X. Dr Thacoorduth BUNGSHY

- ❖ *The trainer was good;*
- ❖ *Very interactive;*
- ❖ *Good presenter and good personality;*
- ❖ *Beyond expectation;*

QUALITY MANAGEMENT

XI. Dr Thacoorduth BUNGSHY

- ❖ *The trainer was good;*
- ❖ *Very interactive;*
- ❖ *Well conversant and good presenter;*
- ❖ *Beyond expectation;*
- ❖ *He was very knowledgeable trainer;*

- ❖ *I believed only 3 hours with break between was not enough to grasp the knowledge he wanted to share;*
- ❖ *Easy going person;*
- ❖ *Very friendly, intelligent and approachable;*
- ❖ *Experienced trainer;*
- ❖ *Class was lively;*
- ❖ *Excellent;*
- ❖ *He knew how to make the class interesting and interactive;*
- ❖ *Good class interaction;*
- ❖ *Kept class very lively;*
- ❖ *Was able to explain topic with excellent examples;*
- ❖ *Had a very good knowledge of the topic. But half day was not sufficient. Such important topic needed a whole day as quality management is important in all ministries;*

PRODUCTIVITY MANAGEMENT

XII. Mr Temen GANOO

- ❖ *Very instructive;*
- ❖ *Interactive class;*
- ❖ *Beyond expectation;*
- ❖ *Interaction was superb;*
- ❖ *Very lively class;*
- ❖ *Approachable and provided a positive physical environment;*
- ❖ *Well organised, knowledgeable and made session very interesting;*
- ❖ *The trainer was fluent and clear in his explanations;*
- ❖ *He made us participate in several activities;*
- ❖ *Very professional;*
- ❖ *Half day session would have been better.*

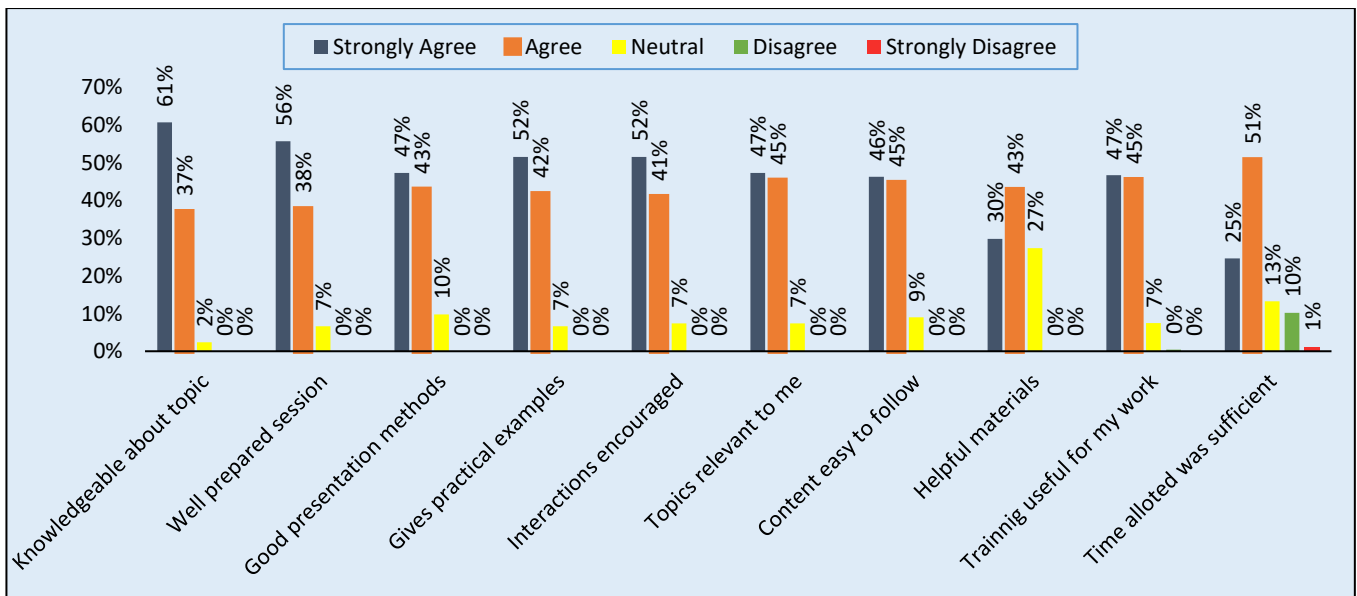


Table 1: Overall assessment of trainer 's effectiveness and session

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

1. *Lunch time was too short;*
2. *More comfortable chairs would be most welcome;*
3. *Catering service is okay service wise however the tea break snacks can be improved;*
4. *Finishing at 15:30 was very good given that the bus terminal is very far;*

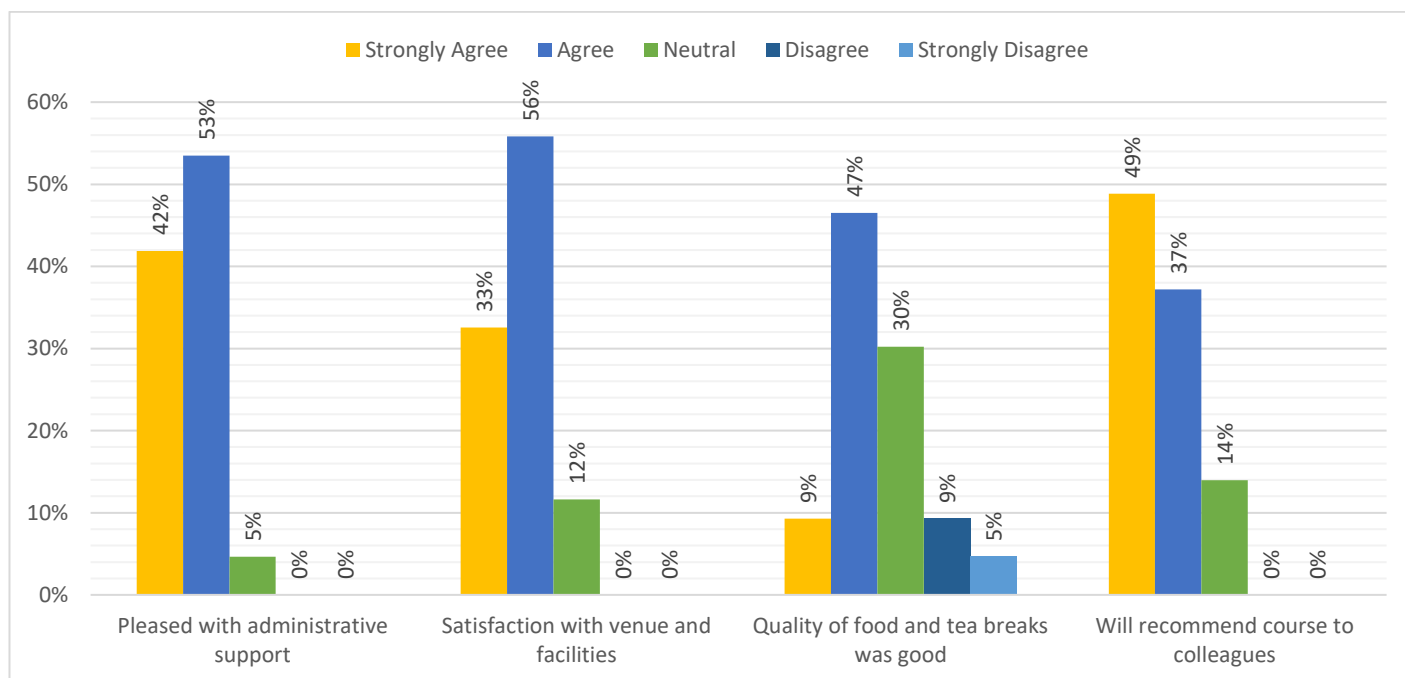


Table 2: Administrative support and catering

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. *Very interesting and knowledgeable;*
2. *It was not at a stretch and good lecturers;*
3. *It was run on scattered dates which enabled more concentration and was not tiresome;*
4. *It enhanced our knowledge in method of management and productivity;*
5. *Instructive;*
6. *Useful;*
7. *Interactive;*
8. *The way the trainings were presented by the lecturers;*
9. *Knowledgeable resource persons;*
10. *Helped me to identify skills which I can improve;*
11. *Was encouraging to improve oneself at work;*
12. *Linked to my duty;*
13. *The content had been well delivered and appropriate for me to use same at work;*
14. *The room was better compared to atom house classroom;*
15. *The interaction between trainer and participants;*
16. *The trainers were well versed in the topics taught;*
17. *Group work;*
18. *The training programme was lively. Helpful and significant to my work;*
19. *Trainers were qualified and knowledgeable;*
20. *Enriching;*

21. *It was work related and was very significant in changing work environment positively;*
22. *Relevant;*
23. *Well organised;*
24. *Good administrative support;*
25. *Expansion of knowledge through the sessions;*
26. *Creating the culture of a learning organisation;*
27. *The leadership, communication and productivity management sessions;*

B. What aspects of the training could be improved?

1. *The food especially lunch;*
2. *Handouts at the start of the training;*
3. *Menu proposed for lunch should be reviewed;*
4. *One trainer to attend a whole day was a bit boring especially when there is no interaction;*
5. *Time allocation;*
6. *Internet facilities should be provided;*
7. *Not comfortable to follow course in such room;*
8. *No handouts for the courses;*
9. *Very poor refreshment for officers;*
10. *More emphasis on quality management;*
11. *Should look for another caterer;*
12. *Courses only to be done half day;*
13. *Air conditioner should be repaired;*
14. *Quality management slot was too short;*

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

1. *Implement what I have learnt;*
2. *Teach whatever learnt to my subordinates and explain to them how changes at work at their own level bring much greater efficiency in performance;*
3. *Ease processes to provide customer satisfaction;*
4. *Better communication, bring improvement in the actual methods of work and try to bring change in the work for more productivity;*
5. *Working smarter;*
6. *Be more productive, efficient and better time management;*
7. *More focussed on output and performance;*
8. *More competent;*
9. *I will apply the communication techniques to improve work relation;*
10. *I have acquired a different way of thinking vis a vis every problem or challenge. I am now more motivated to perform my work;*
11. *In connection with change management and leadership, no great change can be brought as we have to abide by whatever instructions are given by top management and we don't have a say;*
12. *Attempt to change the work culture;*

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

1. *Achieving success through emotional intelligence;*
2. *Trust and building teams;*
3. *First aid;*
4. *Knowledge management;*
5. *Writing effective minutes of meetings;*
6. *Increasing productivity through stress management;*
7. *Legal issues for the human resource professionals;*
8. *Course with ICAC officers;*

9. *Prosecution for criminal offenses;*
10. *Tea making and service;*
11. *Public speaking;*
12. *Communication skills;*
13. *Advanced Microsoft Excel;*
14. *Mastering telephone skills;*
15. *Handling difficult customers;*
16. *Conflict management;*
17. *Knowledge management;*
18. *Leadership;*
19. *National disaster management;*
20. *IT security;*
21. *Procurement;*
22. *Managing time for efficiency;*
23. *Supervisory skills;*
24. *Employee motivation: skills and techniques;*
25. *Negotiation skills;*
26. *Team building and bonding;*
27. *Project management;*
28. *Risk management;*
29. *Artificial intelligence;*
30. *Stress management;*
31. *Customer service excellence;*
32. *Leadership and strategic thinking;*
33. *Training on procurement procedures;*
34. *Communication and interpersonal skills;*
35. *Code of ethics and good governance;*

E. Other comments

1. *Provide online courses instead;*
2. *The Ministry of Public Service, Administrative and Institutional Reforms is doing a good job towards promoting an e learning organisation;*
3. *All trainers should come with activities to make the sessions more lively and interesting. All officers will participate;*
4. *The training programme is not only beneficial to my day to day life routine;*
5. *In a ministry/department, transformation always depend on Top management. Some mindset need to be changed;*
6. *In order for a true/complete public sector transformation, it should be made compulsory for all top managers including PS, DPS, APS, SCE and Managers to follow these courses as well;*
7. *I would like to thank the Civil Service College Mauritius for taking the lead to promote lifelong learning;*

5. ACTIONS TO BE TAKEN BY CSCM

6. 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.

7. SOME TRAINING PICTURES

